SOUTH AFRICAN QUALIFICATIONS AUTHORITY

REGISTERED QUALIFICATION:

Further Education and Training Certificate: Human Resources Management and Practices Support

SAQA QUAL ID	QUALIFICATION TITLE			
67463	Further Education and Training Certificate: Human Resources Management and Practices Support			
ORIGINATOR				
SGB Human Resource Management and Practices				
PRIMARY OR DELEGATED QUALITY ASSURANCE FUNCTIONARY			**NQF SUB-FRAMEWORK**	
The individual Primary or Delegated Quality Assurance Functionary for each Learning Programme recorded against this qualification is shown in the table at the end of this report.			The individual NQF Sub-framework for each Learning Programme recorded against this qualification is shown in the table at the end of the qualification report.	
QUALIFICATION TYPE	**FIELD**		**SUBFIELD**	
Further Ed and Training Cert	Field 03 - Business, Commerce and Management Studies		Human Resources	
ABET BAND	**MINIMUM CREDITS**	**PRE-2009 NQF LEVEL**	**NQF LEVEL**	**QUAL CLASS**
Undefined	140	Level 4	NQF Level 04	Regular-Unit Stds Based
REGISTRATION STATUS	**SAQA DECISION NUMBER**	**REGISTRATION START DATE**	**REGISTRATION END DATE**	
Reregistered	SAQA 10105/14	2015-07-01	2018-06-30	
LAST DATE FOR ENROLMENT		**LAST DATE FOR ACHIEVEMENT**		
2019-06-30		2022-06-30		

In all of the tables in this document, both the pre-2009 NQF Level and the NQF Level is shown. In the text (purpose statements, qualification rules, etc), any references to NQF Levels are to the pre-2009 levels unless specifically stated otherwise.

This qualification does not replace any other qualification and is not replaced by any other qualification.

PURPOSE AND RATIONALE OF THE QUALIFICATION

Purpose:

This qualification will be useful to people who support and participate in human resources management and practices.

People credited with this qualification are able to:
• Collect, collate, and distribute information related to people management in line with a given plan.
• Provide advice on or refer to appropriate person in response to queries on organisation procedures related to people management.
• Demonstrate basic understanding of people dynamics and impact in the workplace.
• Demonstrate basic understanding of the functioning of business and the role and contribution of individuals within organisations.
• Support the implementation of processes and systems related to human resources management and practices in all of the following role clusters:
> Strategic planning for human resources management and practices, people and work.
> Acquisition, development and utilisation of people.
> Establishment and improvement of labour and employee relations.
> Compensation and administration related to human resources management and practices.

Rationale:

Organisations require persons who are able to support human resources management processes and practices.

There is also a need for an initial qualification as a possible first leg of a learning progression path in the human resources management and practices field.

Learners need the qualification to increase their access to employment. It will enable persons who are fulfilling some of the support roles in human resources management and practices without formal qualifications to obtain recognition for their competence.

The specified components in the core category will ensure portability across the Human Resources Management and Practices role clusters, whilst the elective category will make provision for specialisation in a specific area.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

It is assumed that learners will be competent in:
• Communication at NQF Level 3
• Mathematical Literacy at NQF Level 3
• Computer Literacy at NQF Level 3

Recognition of prior learning

This qualification can be achieved wholly or in part through recognition of prior learning in terms of the criteria laid out.

Evidence can be presented in a variety of forms, including international or previous local qualifications, reports, testimonials mentioning functions performed, work records, portfolios, videos of practice and performance records.

All such evidence should be judged according to the general principles of assessment described in the note to assessors.

Access to the qualification:

Access to the qualification is open, bearing in mind the learning assumed to be in place.

RECOGNISE PREVIOUS LEARNING?
Y

QUALIFICATION RULES

The Qualification consists of a Fundamental, a Core and an Elective Component.

To be awarded the Qualification, learners are required to obtain a minimum of 140 credits as detailed below.

Fundamental component:

The Fundamental Component consists of Unit Standards in:

- Mathematical Literacy at Level 4 to the value of 16 credits.
- Communication at Level 4 in a First South African Language to the value of 20 credits.
- Communication in a Second South African Language at Level 3 to the value of 20 credits.

It is compulsory therefore for learners to do Communication in two different South African languages, one at Level 4 and the other at Level 3.

All Unit Standards in the Fundamental Component are compulsory.

Core component:

- The Core Component consists of Unit Standards to the value of 60 credits all of which are compulsory.

Elective component:

- The Elective Component consists of Unit Standards to the value of 79 credits. Learners are to choose Unit Standards to the minimum of 24 credits.

Public Sector specialisation:

- ID 337060, Apply knowledge of organisation structure and design to support performance to a Public Sector Department, Level 4, 5 credits.
- ID 337064: Apply knowledge of the job evaluation process in the Public Sector in order to ensure that a job has been properly evaluated, Level 4, 3 credits.
- ID 337062: Evaluate a job in the Public Sector in South Africa, Level 4, 6 credits.

EXIT LEVEL OUTCOMES

On completion of this qualification, the learner will be able to:
1. Perform administrative duties related to human resources management and practices.
2. Support the implementation of procedures and systems related to human resources management and practices in all of the following role clusters:
- Strategic planning for human resources management and practices
- Acquisition, development and utilisation of people
- Establishment and improvement of labour and employee relations
- Compensation and administration related to human resources management and practices
3. Collect, collate, and distribute information related to human resources management and practices in the context of a predetermined plan.
4. Provide advice on or refer to appropriate person in response to queries on organisation procedures related to human resources management and practices.
5. Demonstrate basic understanding of people dynamics and impact in the workplace.
6. Demonstrate basic understanding of the functioning of business and the role and contribution of individuals within organisations.
7. Identify strengths and areas for improvement in own learning through self-reflection and reflection on support for organisational human resources management and practices.

ASSOCIATED ASSESSMENT CRITERIA

- Administrative duties are correctly identified and interpreted.
- Administrative duties are performed within agreed timeframes in accordance with instructions and requirements.

- Obstacles to performing administrative duties are identified and appropriate action is taken to remove obstacles oneself or with the help of others.
- A plan to collect and collate relevant information is correctly interpreted and executed according to the requirements of the plan.
- Appropriate decisions are made to provide advice or to refer to someone else in response to queries related to human resources management and practices.
- The principles of interactions between people are correctly explained.
- The impact on the functioning of own organization of positive and negative interactions between people is correctly identified and explained.
- The principles of successful business operations are correctly explained in the context of own organization.
- Categories of roleplayers and their respective contributions to own organization are correctly identified and explained.
- Support for the implementation of human resources management and practices, procedures and processes is demonstrated in accordance with best practices and organizational and legal requirements.
- Strengths and areas for improvement in own learning are correctly identified and adequately evaluated

Integrated Assessment:

For award of the qualification, a candidate must achieve each unit standard according to rules of combination.

In addition, candidates must demonstrate the ability to engage in supportive function in an integrative way, dealing with divergent and "random" demands effectively.

INTERNATIONAL COMPARABILITY

This qualification and the component unit standards have been compared with similar qualifications from the following countries:
- New Zealand
- Scotland
- Australia

In addition, the abilities described in the unit standards have also been compared with the findings of the research commissioned by the World Federation of Personnel Management Associations (WFPMA) as contained in the report by Chris Brewster, Elaine Farndale and Jos van Ommeren, HR Competencies and Professional Standards (Cranfield University, June 2000).

In general this qualification and its component unit standards compare well with their international counterparts. The only major differences are in formatting and scope of coverage or focus. The qualification found to be the most comparable to this one is Scottish Vocational Qualification (SQV) no. G478 Personnel Support Level 3, albeit that SQV Level 3 seems to be more comparable to the South African NQF Level 5 and that the SVQ qualification is consequently at a somewhat higher level. The differences in the NVQ and NQF level structures make direct equation difficult.

ARTICULATION OPTIONS

This qualification articulates with other qualifications in the sub-field. The document "A Framework for Qualifications for Professionals and Practitioners in People Management Processes" explains the relations between these qualifications.

MODERATION OPTIONS

Moderation shall be at the discretion of the relevant ETQA, so long as it complies with SAQA requirements.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

Assessors shall have the technical competence to achieve the qualification themselves and shall have achieved an assessor qualification as required by the relevant ETQA.

Notes for assessors:
Assessors should keep the following general principles in mind when designing and conducting assessments:

• Focus the assessment activities on gathering evidence in terms of the main outcomes expressed in the titles of the unit standards to ensure assessment is integrated rather than fragmented. Remember we want to declare the person competent in terms of the title. Where assessment at title level is unmanageable, then focus assessment around each specific outcome, or groups of specific outcomes.

• Make sure evidence is gathered across the entire range, wherever it applies. Assessment activities should be as close to the real performance as possible, and where simulations or role-plays are used, there should be supporting evidence to show the candidate is able to perform in the real situation.

• All assessments should be conducted in line with the following well documented principles of assessment: appropriateness, fairness, manageability, integration into work or learning, validity, direct, authentic, sufficient, systematic, open and consistent as defined below:

Principles of assessment:
> Appropriateness: The method of assessment is suited to the performance being assessed.
> Fairness: The method of assessment does not present any barriers to achievements, which are not related to the evidence.
> Manageability: The methods used make for easily arranged, cost-effective assessments that do not unduly interfere with learning.
> Integration into work or learning: Evidence collection is integrated into the work or learning process where this is appropriate and feasible.
> Validity: The assessment focuses on the requirements laid down in the unit standard; i.e. the assessment is fit for purpose.
> Direct: The activities in the assessment mirror the conditions of actual performance as closely as possible
> Authenticity: The assessor is satisfied that the work being assessed is attributable to the person being assessed.
> Sufficient: The evidence collected establishes that all criteria have been met and that performance to the requirements of the unit standard can be repeated consistently.
> Systematic: Planning and recording is sufficiently rigorous to ensure that assessment is fair.
> Open: Learners can contribute to the planning and accumulation of evidence. Assessment candidates understand the assessment process and the criteria that apply.
> Consistent: The same assessor would make the same judgement again in similar circumstances. The judgement made is similar to the judgement that would be made by other assessors.

REREGISTRATION HISTORY

As per the SAQA Board decision/s at that time, this qualification was Reregistered in 2012; 2015.

NOTES

This qualification replaces qualification 20893, "National Certificate: Human Resources Management and Practices Support", Level 4, 120 credits.

UNIT STANDARDS:

	ID	UNIT STANDARD TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Core	9973	Apply basic business concepts	Level 3	NQF Level 03	8
Core	114941	Apply knowledge of HIV/AIDS to a specific business sector and a workplace	Level 3	NQF Level 03	4
Core	10170	Demonstrate understanding of employment relations in an organisation	Level 3	NQF Level 03	3
Core	117877	Perform one-to-one training on the job	Level 3	NQF Level 03	4

Core	12135	Represent stakeholders in consultations and discussions on matters that arise at shop floor level	Level 3	NQF Level 03	3
Core	14551	Analyse the skills development legislation and apply it in the workplace	Level 4	NQF Level 04	4
Core	117495	Assess legal contracts for business	Level 4	NQF Level 04	8
Core	10980	Induct a new employee	Level 4	NQF Level 04	6
Core	10983	Participate in the implementation and utilisation of equity related processes	Level 4	NQF Level 04	5
Core	10978	Recruit and select candidates to fill defined positions	Level 4	NQF Level 04	10
Core	12153	Use the writing process to compose texts required in the business environment	Level 4	NQF Level 04	5
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	NQF Level 03	5
Fundamental	8969	Interpret and use information from texts	Level 3	NQF Level 03	5
Fundamental	8973	Use language and communication in occupational learning programmes	Level 3	NQF Level 03	5
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	NQF Level 03	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	NQF Level 04	6
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	NQF Level 04	5
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	NQF Level 04	5
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	NQF Level 04	4
Fundamental	8979	Use language and communication in occupational learning programmes	Level 4	NQF Level 04	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	NQF Level 04	6
Fundamental	8976	Write for a wide range of contexts	Level 4	NQF Level 04	5
Elective	13934	Plan and prepare meeting communications	Level 3	NQF Level 03	4
Elective	10169	Administer data, systems, payments and provide advice related to compensation	Level 4	NQF Level 04	4
Elective	337060	Apply knowledge of organisation structure and design to support performance to a Public Sector Department	Level 4	NQF Level 04	5
Elective	337064	Apply knowledge of the job evaluation process in the Public Sector in order to ensure that a job has been properly evaluated	Level 4	NQF Level 04	3
Elective	117865	Assist and support learners to manage their learning experiences	Level 4	NQF Level 04	5

Elective	10038	Conduct follow-up with customers to evaluate satisfaction levels	Level 4	NQF Level 04	14
Elective	15227	Conduct skills development administration in an organisation	Level 4	NQF Level 04	4
Elective	117870	Conduct targeted training and development using given methodologies	Level 4	NQF Level 04	10
Elective	10031	Edit, Code and Capture data	Level 4	NQF Level 04	5
Elective	337062	Evaluate a job in the Public Sector in South Africa	Level 4	NQF Level 04	6
Elective	377160	Explain the fundamentals of the concepts of 'wellness'	Level 4	Level TBA: Pre-2009 was L4	8
Elective	377162	Explain the need for wellness awareness programmes	Level 4	Level TBA: Pre-2009 was L4	4
Elective	12544	Facilitate the preparation and presentation of evidence for assessment	Level 4	NQF Level 04	4
Elective	11473	Manage individual and team performance	Level 4	NQF Level 04	8
Elective	377161	Plan a wellness awareness programme for implementation in the workplace	Level 4	Level TBA: Pre-2009 was L4	14
Elective	118028	Supervise customer service standards	Level 4	NQF Level 04	8
Elective	10981	Supervise work unit to achieve work unit objectives (individuals and teams)	Level 4	NQF Level 04	12
Elective	10037	Take orders from customers to fulfil a need for goods and/or service	Level 4	NQF Level 04	10
Elective	120379	Work as a project team member	Level 4	NQF Level 04	8
Elective	10171	Manage the capture, storage and retrieval of human resources information using an information system	Level 5	Level TBA: Pre-2009 was L5	3

LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION:

LP ID	Learning Programme Title	Originator	Pre-2009 NQF Level	NQF Level	Min Credits	Learning Prog End Date	Quality Assurance Functionary	NQF Sub-Framework
67511	Further Education and Training Certificate: Human Resource Management	Damelin	Level 4	NQF Level 04	180		SABPP	OQSF
49691	Further Education and Training Certificate: Human Resources Management	Generic Provider - Field 03	Level 4	NQF Level 04	140		SABPP	OQSF

	and Practices Support						

PROVIDERS CURRENTLY ACCREDITED TO OFFER THESE LEARNING PROGRAMMES:

This information shows the current accreditations (i.e. those not past their accreditation end dates), and is the most complete record available to SAQA as of today. Some Primary or Delegated Quality Assurance Functionaries have a lag in their recording systems for provider accreditation, in turn leading to a lag in notifying SAQA of all the providers that they have accredited to offer qualifications and unit standards, as well as any extensions to accreditation end dates. The relevant Primary or Delegated Quality Assurance Functionary should be notified if a record appears to be missing from here.

LP ID	Learning Programme Title	Accredited Provider
49691	Further Education and Training Certificate: Human Resources Management and Practices Support	1. Fernwood Business College (Pty) Ltd 2. IQ Academy (previously known as Fernwood Business College) 3. MSC Education Holdings Pty Ltd t/a MSC College