



Quality Council for Trades & Occupations (QCTO) Full & Part Qualifications

Qualification/Programme Details

QUALIFICATION / PROGRAMME TITLE	NQF LEVEL	ID	MINIMUM CREDITS	FULL OR PART QUALIFICATION
Occupational Certificate: Bank Teller	NQF Level 4	101673	49	Part Qualification
Occupational Certificate: Bank Customer Services Clerk	NQF Level 4	101710	51	Part Qualification
Occupational Certificate: Credit or Loans Officer	NQF Level 4	101676	124	Full Qualification
Occupational Certificate: Bookkeeper	NQF Level 5	98959	364	Full Qualification
Occupational Certificate: Office Administrator	NQF Level 5	102161	445	Full Qualification
Occupational Certificate: Project Manager	NQF Level 5	101869	240	Full Qualification
Occupational Certificate: Contact Centre Manager	NQF Level 5	99687	285	Full Qualification
Occupational Certificate: Occupational Trainer	NQF Level 4	97154	124	Full Qualification
Occupational Certificate: Service Station Attendant	NQF Level 2	99708	28	Part Qualification
Occupational Certificate: Early Childhood Development Practitioner	NQF Level 4	97542	131	Full Qualification
Foundational Learning Competence	NQF Level 2	88895	40	Part Qualification
Occupational Certificate: Cybersecurity Analyst	NQF Level 5	118986	173	Full Qualification
Occupational Certificate: Data Science Practitioner	NQF Level 5	118708	185	Full Qualification
Occupational Certificate: Learning and Development Advisor	NQF Level 7	118774	195	Full Qualification
Occupational Certificate: Adult Literacy Teacher	NQF Level 5	101709	198	Full Qualification
Occupational Skills Programmes: Learning and Development Facilitator	NQF Level 5	SP-220319	36	Skills Programme
Occupational Skills Programme: New Venture Creation	NQF Level 2	SP-210401	32	Skills Programme
Occupational Skills Programme: Workplace Preparation	NQF Level 2	SP-201201	30	Skills Programme
Occupational Skills Programme: Technopreneur	NQF Level 4	SP-220328	60	Skills Programme
Occupational Skills Programme: Cybersecurity Defender	NQF Level 4	SP-220330	60	Skills Programme
Occupational Certificate: Survey Interviewer	NQF Level 4	97232	60	Part Qualification
Occupational Certificate: Retail Supervisor	NQF Level 4	99573	100	Part Qualification
Occupational Certificate: Sales Assistant (General) (Retail Sales Advisor)	NQF Level 3	99669	54	Part Qualification

Occupational Certificate: Bank Teller



CURRICULUM STRUCTURE

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 421101000-KM-01, Workplace fundamentals, NQF Level 4, Credits 3
- 421101000-KM-02, The banking industry and banking rules and regulations, NQF Level 4, Credits 4
- 421101000-KM-03, Deposits and encashments, NQF Level 4, Credits 3
- 421101000-KM-04, Security at banks, NQF Level 4, Credits 2
- 421101000-KM-05, Customer service and satisfaction, NQF Level 4, Credits 3

Practical Skill Modules:

- 421101000-PM-01, Conduct bank teller operations, NQF Level 4, Credits 8
- 421101000-PM-02, Minimise risk in a banking environment, NQF Level 4, Credits 2
- 421101000-PM-03, Achieve customer satisfaction, NQF Level 4, Credits 3

Work Experience Modules:

- 421101000-WM-01, Processes to accept and process deposits and encashments, NQF Level 4, Credits 9
- 421101000-WM-02, Processes to minimise risk to client and the bank, NQF Level 4, Credits 6
- 421101000-WM-03, Processes to achieve customer satisfaction, NQF Level 4, Credits 5
- 421101000-WM-04, Meeting processes, NQF Level 4, Credits 1

Total number of credits for Work Experience Modules: 21

Entry Requirements:

Matric or any NQF Level 4 qualification with either mathematics or mathematical literacy



Occupational Certificate: Bank Customer Services Clerk

CURRICULUM STRUCTURE

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 421102201-KM-01, Workplace fundamentals, NQF Level 4, Credits 3
- 421102201-KM-02, The banking industry and banking rules and regulations, NQF Level 4, Credits 4
- 421102201-KM-03, Customer service and satisfaction, NQF Level 4, Credits 3
- 421102201-KM-04, Banking products and services, NQF Level 4, Credits 4
- 421102201-KM-05, Security at banks, NQF Level 4, Credits 2

Practical Skill Modules:

- 421102201-PM-01, Complete and process banking services, NQF Level 4, Credits 8
- 421102201-PM-02, Achieve customer satisfaction, NQF Level 4, Credits 4
- 421102201-PM-03, Minimise risk in a banking environment, NQF Level 4, Credits 2

Work Experience Modules:

- 421102201-WM-01, Completion and processing of services across all banking channels, NQF Level 4, Credits 9
- 421102201-WM-02, Processes to achieve customer satisfaction, NQF Level 4, Credits 6
- 421102201-WM-03, Processes to minimise risk to client and the bank, NQF Level 4, Credits 5
- 421102201-WM-04, Meeting processes, NQF Level 4, Credits 1

Entry Requirements:

Matric or any other NQF Level 4 Qualification with Mathematics or Mathematical Literacy

Occupational Certificate: Credit or Loans Officer

CURRICULUM STRUCTURE

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 331201000-KM-01, The credit industry, NQF Level 3, Credits 4
- 331201000-KM-02, Prospecting in the credit cycle, NQF Level 4, Credits 4
- 331201000-KM-03, Credit application process for an individual and for groups, NQF Level 4, Credits 4
- 331201000 - Credit or Loans Officer
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- 331201000-KM-04, Credit application process for business entities, NQF Level 4, Credits 8
- 331201000-KM-05, Management of credit portfolios, NQF Level 4, Credits 2
- 331201000-KM-06, Security at lending institutions, NQF Level 3, Credits 1
- 331201000-KM-07, Customer service and problem solving, NQF Level 4, Credits 3

Practical Skill Modules:

- 331201000-PM-01, Apply sales techniques among various consumer groups, NQF Level 4, Credits 4
- 331201000-PM-02, Manage credit applications from individual and group consumers, NQF Level 4, Credits 7

- 331201000-PM-03, Manage credit applications from business entities, NQF Level 4, Credits 10
- 331201000-PM-04, Manage and maintain credit portfolios, NQF Level 4, Credits 5

Work Experience Modules:

- 331201000-WM-01, Processes to apply sales techniques for lending, NQF Level 4, Credits 6
- 331201000-WM-02, Processes to apply sales techniques for group lending, NQF Level 4, Credits 6
- 331201000-WM-03, Processes to apply sales techniques for lending to businesses, NQF Level 4, Credits 8
- 331201000-WM-04, Processes to manage credit applications from individual consumers, NQF Level 4, Credits 14
- 331201000-WM-05, Processes to manage credit applications from group consumers, NQF Level 4, Credits 14
- 331201000-WM-06, Processes to manage credit applications from business entities, NQF Level 4, Credits 18
- 331201000-WM-07, Processes to manage and maintain credit loan portfolios, NQF Level 4, Credits 6

Entry Requirements:

NQF Level 4 Qualification with Mathematics or Mathematical Literacy



Occupational Certificate: Bookkeeper

CURRICULUM STRUCTURE

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 331301000-KM-01, Accounting Information Systems, NQF Level 5, Credits 10
- 331301000-KM-02, Bookkeeping practice, NQF Level 5, Credits 20
- 331301000-KM-03, Financial Accounting, NQF Level 5, Credits 25
- 331301000-KM-04, Basic Principles of Cost and Management Accounting, NQF Level 6, Credits 10
- 331301000-KM-05, Basic Taxation, NQF Level 4, Credits 5
- 331301000-KM-06, Principles of Taxation, NQF Level 5, Credits 10
- 331301000-KM-07, End User Computing, NQF Level 3, Credits 6
- 331301000-KM-08, Business communication and customer services, NQF Level 5, Credits 6
- 331301000-KM-09, Ready for work standards, NQF Level 4, Credits 5
- 331301000-KM-10, Basic business calculations, NQF Level 4, Credits 5
- 331301000-KM-11, Introductory Project management, NQF Level 4, Credits 2

Practical Skill Modules:

- 331301000-PM-01, Use a recognised accounting system to record accounting and related calculations to validate the legitimacy and accuracy of documents and records relating to payments, receipts, and other financial transactions, NQF Level 5, Credits 35
- 331301000-PM-02, Maintain and update filing of financial records either manually or using electronic devices, NQF Level 5, Credits 5
- 331301000-PM-03, Apply fundamental financial techniques to perform bookkeeping duties with accuracy, NQF Level 5, Credits 8
- 331301000-PM-04, Communicate effectively using appropriate methods to maintain effective customer relationships according to organisational standards, NQF Level 5, Credits 10
- 331301000-PM-05, Apply knowledge of bookkeeping principles and practices in order to identify and solve problems arising in the course of work, NQF Level 5, Credits 15
- 331301000-PM-06, Apply knowledge of accounting principles and practices in order to identify and solve problems according to professional and ethical standards, NQF Level 5, Credits 7



Work Experience Modules:

- 331301000-WM-01, Record and calculate financial transactions using an accounting information system, NQF Level 5, Credits 40
- 331301000-WM-02, Develop and use spreadsheets to perform financial calculations, NQF Level 4, Credits 10
- 331301000-WM-03, Assist with the calculation of the cost of a product or service for purchasing/manufacturing purposes, NQF Level 5, Credits 15
- 331301000-WM-04, Assist with preparing operational budget, NQF Level 4, Credits 10
- 331301000-WM-05, Preparation of financial reports, NQF Level 5, Credits 20
- 331301000-WM-06, Prepare statutory returns for tax compliance purposes, NQF Level 5, Credits 20
- 331301000-WM-07, Record inventory and assets, NQF Level 4, Credits 10
- 331301000-WM-08, Process payroll transactions using computerised software, NQF Level 5, Credits 15
- 331301000-WM-09, Support administrative processes given in financial unit, NQF Level 5, Credits 15
- 331301000-WM-10, Handle customer and clients queries and liaison in relation to financial matters, NQF Level 5, Credits 10
- 331301000-WM-11, Apply correct and timely processes to all financial supportive tasks for the unit/division, NQF Level 5, Credits 10
- 331301000-WM-12, Audit packs prepared under supervision according to internal control procedures, NQF Level 5, Credits 5

Entry Requirements:

A NQF Level 4 qualification with Mathematical Literacy and Communication in English

Occupational Certificate: Office Administrator

CURRICULUM STRUCTURE

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 334102002-KM-01, Effective office administration and management, NQF Level 5, Credits 10
- 334102002-KM-02, Business communication and customer services, NQF Level 5, Credits 8
- 334102002-KM-03, Office protocol, deportment, and etiquette, NQF Level 5, Credits 8
- 334102002-KM-04, Apply End User Computing, NQF Level 3, Credits 6
- 334102002-KM-05, social media and digital literacy, NQF Level 4, Credits 5
- 334102002-KM-06, Introductory project management, NQF Level 4, Credits 2
- 334102002-KM-07, Computerised Project Management, NQF Level 5, Credits 15
- 334102002-KM-08, Basic business calculations, NQF Level 4, Credits 5
- 334102002-KM-09, Resource and procurement management, NQF Level 5, Credits 15
- 334102002-KM-10, Tender and procurement processes, and procedures, NQF Level 5, Credits 5
- 334102002-KM-11, Document management and record keeping, NQF Level 5, Credits 15
- 334102002-KM-12, Staffing and people support, NQF Level 5, Credits 15
- 334102002-KM-13, Principles of the NQF in relation to Skills development and Workplace skills Plan administration, NQF Level 5, Credits 12
- 334102002-KM-14, Public relations, marketing, and advocacy, NQF Level 5, Credits 6
- 334102002-KM-15, Ready for work standards, NQF Level 4, Credits 5



Practical Skill Modules:

- 334102002-PM-01, Communication and effective customer relationships, NQF Level 5, Credits 10
- 334102002-PM-02, Manage, coordinate, and assist in the administration and clerical support of resources to facilitate the smooth and effective operational activities within the organisation, NQF Level 5, Credits 15
- 334102002-PM-03, Assist in the administration and preparation of the process of tendering of contracts, NQF Level 5, Credits 15
- 334102002-PM-04, Manage meetings, NQF Level 5, Credits 15
- 334102002-PM-05, Payroll processing and pay administration, NQF Level 5, Credits 15
- 334102002-PM-06, Support the recruitment, selection, and induction of staff, NQF Level 5, Credits 15
- 334102002-PM-07, Classify, identify, register, track, and dispose of records and information, NQF Level 5, Credits 15
- 334102002-PM-08, Assist in the administration and preparation of the Workplace Skills Plan (WSP), NQF Level 5, Credits 15
- 334102002-PM-09, Provide administrative support to Marketing/Public relations division, NQF Level 5, Credits 20
- 334102002-PM-10, Prepare, install, and dismantle exhibition elements, NQF Level 5, Credits 10
- 334102002-PM-11, Manage a small project, NQF Level 5, Credits 10

Work Experience Modules:

- 334102002-WM-01, Perform administrative and meeting support functions to support management, NQF Level 5, Credits 12
- 334102002-WM-02, Handle customer and client's queries and liaison in an office, NQF Level 5, Credits 8
- 334102002-WM-03, Marketing/Public relations and administrative support, NQF Level 5, Credits 25
- 334102002-WM-04, Assist in planning and coordinating at least two special events/conferences, NQF Level 5, Credits 20
- 334102002-WM-05, Procure and allocate resources, NQF Level 5, Credits 15
- 334102002-WM-06, Solicit tender offers in terms of a set of procedures, Level 5, Credits 10
- 334102002-WM-07, Manage a paperless office, NQF Level 5, Credits 20
- 334102002-WM-08, Supervision and training of administration staff, NQF Level 5, Credits 15
- 334102002-WM-09, Assist in developing a Workplace Skills Plan according to employee training needs, NQF Level 5, Credits 8
- 334102002-WM-10, Apply ready for work standards to everyday work activities, NQF Level 5, Credits 25

Entry Requirements:

NQF Level 4 with Communication

Occupational Certificate: Project Manager



CURRICULUM STRUCTURE

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 121905000-KM-01, Introductory studies for Project Managers, NQF Level 5, Credits 4
- 121905000-KM-02, Project Integration Management, NQF Level 5, Credits 4
- 121905000-KM-03, Project scope management, NQF Level 5, Credits 8
- 121905000-KM-04, Project Time Management, NQF Level 5, Credits 8
- 121905000-KM-05, Project Cost Management, NQF Level 5, Credits 8
- 121905000-KM-06, Project Quality Management, NQF Level 5, Credits 8
- 121905000-KM-07, Project Human Resource Management, NQF Level 5, Credits 8
- 121905000-KM-08, Project Communications Management, NQF Level 05, Credits 8
- 121905000-KM-09, Project Risk Management, NQF Level 05, Credits 8
- 121905000-KM-10, Project Procurement Management, NQF Level 05, Credits 8
- 121905000-KM-11, Project Stakeholder Management, NQF Level 05, Credits 8

Practical Skill Modules:

- 121905000-PM-01, Initiate a project, NQF Level 5, Credits 4
- 121905000-PM-02, Plan and develop a project management approach and scope statement, NQF Level 05, Credits 8
- 121905000-PM-03, Plan and develop a project timeline and schedule, NQF Level 05, Credits 8
- 121905000 - Project Manager Page 6 of 107
- 121905000-PM-04, Plan for and project the cost of a project, NQF Level 05, Credits 8
- 121905000-PM-05, Plan project management systems, NQF Level 05, Credits 8
- 121905000-PM-06, Monitor and control the scope of a project, NQF Level 05, Credits 8
- 121905000-PM-07, Control the project delivery schedules and costs, NQF Level 05, Credits 8
- 121905000-PM-08, Control the project quality, NQF Level 05, Credits 8
- 121905000-PM-09, Manage and control the human resources of a project, NQF Level 05, Credits 8



- 121905000-PM-10, Conduct and control project communication and stakeholder interaction, NQF Level 05, Credits 8
- 121905000-PM-11, Manage and control project risks, NQF Level 05, Credits 8
- 121905000-PM-12, Manage and control project procurement activities, NQF Level 05, Credits 8
- 121905000-PM-13, Manage and control project close-out activities, NQF Level 05, Credits 8

Work Experience Modules:

- 121905000-WM-01, Attend to project initiation management processes, NQF Level 05, Credits 10
- 121905000-WM-02, Attend to project planning processes, NQF Level 5, Credits 20
- 121905000-WM-03, Attend to project execution and control processes, NQF Level 05, Credits 20
- 121905000-WM-04, Attend to project close out processes, NQF Level 5, Credits 10

Entry Requirements:

NSC or NCV level 4 or NQF Level 4 with Communication and Mathematical Literacy

Occupational Certificate: Contact Centre Manager



CURRICULUM STRUCTURE

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 143905000-KM-01, Introductory studies for Contact Centre Managers, NQF Level 4, Credits 4
- 143905000-KM-02, Communication, NQF Level 4, Credits 4
- 143905000-KM-03, Operational Supervision, NQF Level 4, Credits 4
- 143905000-KM-04, Operational Management, NQF Level 5, Credits 4
- 143905000-KM-05, People Management, NQF Level 5, Credits 6
- 143905000-KM-06, Industrial Relations Management, NQF Level 5, Credits 8
- 143905000-KM-07, Contact Centre Technology, Systems and Processes, NQF Level 5, Credits 10
- 143905000-KM-08, Contact Centre Quality Management, NQF Level 5, Credits 10
- 143905000-KM-09, Supplier management, NQF Level 6, Credits 10
- 143905000-KM-10, Customer management, NQF Level 6, Credits 10
- 143905000-KM-11, Financial management concepts, NQF Level 5, Credits 10

Practical Skill Modules:

- 143905000-PM-01, Provide budgeting services, NQF Level 4, Credits 4
- 143905000-PM-02, Read and interpret financial documents, NQF Level 5, Credits 8
- 143905000-PM-03, Maintain productive and effective work teams, NQF Level 4, Credits 4
- 143905000-PM-04, Develop operational plans and manage performance, NQF Level 5, Credits 8
- 143905000-PM-05, Manage service level agreements, NQF Level 6, Credits 8
- 143905000-PM-06, Supervise personnel, NQF Level 4, Credits 6
- 143905000-PM-07, Attend to personnel planning, management, and control, NQF Level 5, Credits 8
- 143905000-PM-08, Attend to industrial relations management and control, NQF Level 5, Credits 8
- 143905000-PM-09, Attend to performance, training management and control, NQF Level 5, Credits 4
- 143905000-PM-10, Administer supplier service level agreements, NQF Level 6, Credits 6



- 143905000-PM-11, Attend to customer/client/supplier communication, NQF Level 6, Credits 8
- 143905000-PM-12, Assure the output of the service delivery by agents, NQF Level 6, Credits 8
- 143905000-PM-13, Evaluate MIS reports and ensure system efficiency, NQF Level 5, Credits 6
- 143905000-PM-14, Manage a customer contact process, NQF Level 6, Credits 8
- 143905000-PM-15, Manage process and technology improvement projects, NQF Level 5, Credits 4

Work Experience Modules:

- 143905000-WM-01, Attend to standard financial control procedures in a contact centre environment,
• NQF Level 6, Credits 10
- 143905000-WM-02, Maintain productive and effective work teams for an operational unit in a contact centre, NQF Level 4, Credits 12
- 143905000-WM-03, Attend to operational target- and standard-setting processes in a contact centre environment, NQF Level 5, Credits 13
- 143905000-WM-04, Attend to team leadership and first-line discipline for an operational unit in a contact centre at supervisory level, NQF Level 4, Credits 8
- 143905000-WM-05, Attend to personnel management processes in a contact centre environment within the delegated functions of line management, NQF Level 5, Credits 16
- 143905000-WM-06, Attend to customer and supplier relations management processes in a contact centre environment, NQF Level 6, Credits 16
- 143905000-WM-07, Assure quality standards in a contact centre environment, NQF Level 5, Credits 16
- 143905000-WM-08, Attend to process and technology efficiency management processes in a contact centre environment, NQF Level 5, Credits 16

Entry Requirements:

Level 4 with Mathematics

Occupational Certificate: Occupational Trainer

CURRICULUM STRUCTURE

Knowledge Modules:

- 242402000-KM-01 Introduction to occupational training NQF Level 4, Credits 4
- 242402000-KM-02 Learning theories, concepts, and principles NQF Level 4, Credits 12
- 242402000-KM-03 Training needs concepts NQF Level 4, Credits 4
- 242402000-KM-04 Training methods, techniques, and resources NQF Level 4, Credits 10
- 242402000-KM-05 Training delivery NQF Level 4, Credits 10
- 242402000-KM-06 Evaluation of competence NQF Level 4, Credits 8

Practical Skill Modules:

- 242402000-PM-01 Align learning intervention to the needs of participating learners NQF Level 4, Credits 8
- 242402000-PM-02 Evaluate available learning resources and aids, and adapt for specified training scenarios NQF Level 4, Credits 8
- 242402000-PM-03 Plan, conduct, evaluate and report on learning interventions NQF Level 4, Credits 12

- 242402000-PM-04 Use given assessment instruments to conduct and record competence evaluations NQF Level 4, Credits 8

Work Experience Modules:

- 242402000-WM-01 Learner training needs establishment processes NQF Level 4, Credits 8
- 242402000-WM-02 Pre-programme delivery planning and scheduling processes NQF Level 4, Credits 8
- 242402000-WM-03 Workplace learning intervention delivery, evaluation and reporting processes NQF Level 4, Credits 12
- 242402000-WM-04 Learner competence evaluation and workplace evaluation administration processes NQF Level 4, Credits 12

Entry Requirements:

NQF Level 1 with Mathematical Literacy and Communication

Associated Occupation: Early Childhood Development Practitioner



CURRICULUM STRUCTURE

This Qualification is made up of the following compulsory Knowledge Modules and Practical Skill Modules:

Knowledge Modules:

- 234201000-KM-01, Introduction to the early childhood development sector, NQF Level 4, Credits 4
- 234201000-KM-02, Theories and perspectives of Child Development, NQF Level 5, Credits 6
- 234201000-KM-03, Planning and Programme Development in early childhood settings, NQF Level 4, Credits 8
- 234201000-KM-04, Facilitation and mediation of active learning, NQF Level 5, Credits 12
- 234201000-KM-05, Observation and assessment in early childhood development, NQF Level 4, Credits 4
- 234201000-KM-06, Promotion of health, safety, and well-being of children, NQF Level 4, Credits 6
- 234201000-KM-07, Administration for early childhood development services and programmes, NQF Level 3, Credits 3

Practical Skill Modules:

- 234201000-PM-01, Plan and prepare inclusive educational activities and routines using an approved programme based on the curriculum framework, NQF Level 4, Credits 12
- 234201000-PM-02, Facilitate and mediate active learning in an integrated and holistic learning programme, NQF Level 5, Credits 9
- 234201000-PM-03, Observe, assess, record and report each child's progress according to the age and stage, NQF Level 4, Credits 4

- 234201000-PM-04, Support and promote the health, nutrition, safety, protection and well-being of children, NQF Level 4, Credits 12
- 234201000-PM-05, Build and maintain collaborative relationships with parents and other service providers, NQF Level 4, Credits 3
- 234201000-PM-06, Prepare and maintain administrative systems, NQF Level 3, Credits 3

Work Experience Modules:

- 234201000-WM-01, Learning programme and routines planning and preparation process, NQF Level 4, Credits 13
- 234201000-WM-02, Processes of facilitating and mediating the learning programme in a variety of contexts, NQF Level 4, Credits 15
- 234201000-WM-03, Processes of observation, assessment, recording and reporting on children's learning and development, NQF Level 4, Credits 7
- 234201000-WM-04, Processes and procedures of promoting the health, nutrition, safety, protection and well-being of children in an early childhood development setting, NQF Level 4, Credits 10

Entry Requirements:

NQF Level 3 or NCV 3



Foundational Learning Competence

CURRICULUM STRUCTURE

Foundational Learning Competence (FLC) is a part qualification that consists of two learning areas: Communication and Mathematical Literacy. It outlines the minimum level of competence required for optimal functioning in the world of work and for occupational learning at NQF Levels 2-4. It is a parts:

Foundational Communication:

- Read and understand a range of text types, extract and use information, and make critical judgments.
- Write a variety of texts to record information and ideas.
- Interact orally with others with a reasonable degree of confidence for a number of purposes.
- Read and produce visual texts.
- Use knowledge of grammar to understand and communicate effectively through reading, writing, speaking, and listening.
- Use the language of learning and teaching effectively for occupational learning and training.

Foundational Mathematical Literacy:

- Use numbers in a variety of forms to describe and make sense of situations, and to solve problems in a range of familiar and unfamiliar contexts.
- Manage personal finances using financial documents and related formulae.
- Collect, display, and interpret data in various ways and solve related problems.
- Make measurements using appropriate measuring tools and techniques to solve problems in various measurement contexts.
- Describe and represent objects and the environment in terms of spatial properties and relationships.
- Interpret and solve problems involving mathematical patterns, relationships, and functions.

Entry Requirements:

ABET Level 4 in English or Maths Literacy /NQF Level 1 or grade 9. This does not exclude learners with ABET 3 from doing the FLC but they need to be aware that they may take longer to achieve the FLC, A placement assessment will be conducted.

Associated Occupation: Cybersecurity Analyst



CURRICULUM STRUCTURE

This qualification is made up of the following compulsory Knowledge and Practical Skills Modules:

Knowledge Modules:

- 252901001-KM-01, Introduction to Cybersecurity, NQF Level 4, Credits 8
- 252901001-KM-02, Fundamentals of Network Security and Defence (Network Defender), NQF Level 5, Credits 12
- 252901001-KM-03, Cybersecurity and Cyber Threats and Attacks (Ethical Hacking), NQF Level 5, Credits 12
- 252901001-KM-04, Introduction to Cybersecurity Governance, Legislation and Ethics, NQF Level 4, Credits 4
- 252901001-KM-05, Fundamentals of Design Thinking and Innovation, NQF Level 4, Credits 1
- 252901001-KM-06, Refresher: Logical Thinking and Basic Calculations, NQF Level 4, Credits 3
- 252901001-KM-07, Computers, Devices and Computing Systems, NQF Level 4, Credits 6
- 252901001-KM-08, Data and Databases Vulnerabilities, NQF Level 4, Credits 3
- 252901001-KM-09, Introduction to 4IR and Future Skills, NQF Level 4, Credits 4

Practical Skill Modules:

- 252901001-PM-01, Ensure Compliance in terms of Legal Cybersecurity Requirements and National and International Standards, NQF Level 5, Credits 4
- 252901001-PM-02, Assess Risks and Vulnerabilities and Evaluate Current Security Measures, NQF Level 5, Credits 20

- 252901001-PM-03, Implement Protection, Prevention and Detection Measures to Mitigate Risk, Violations and Vulnerabilities, NQF Level 5, Credits 20
- 252901001-PM-04, Apply Logical Thinking and Maths: Refresher, NQF Level 4, Credits 6
- 252901001-PM-05, Apply Basic Scriptwriting for Cybersecurity Toolsets, NQF Level 4, Credits 4
- 252901001-PM-06, Access and Visualise Structured Data Using Spreadsheets: Refresher, NQF Level 4, Credits 5
- 252901001-PM-07, Applying Design Thinking Methodologies, NQF Level 4, Credits 4
- 252901001-PM-08, Function Ethically and Effectively as a Member of a Multidisciplinary Team, NQF Level 4, Credits 5

Work Experience Modules:

- 252901001-WM-01, Compliance with Legal Cybersecurity Requirements, NQF Level 5, Credits 12
- 252901001-WM-02, Cybersecurity Risk Assessment and Mitigation, NQF Level 5, Credits 20
- 252901001-WM-03, Cybersecurity Detection, Protection and Prevention Processes, NQF Level 5, Credits 20

Entry Requirements:

NQF Level 4

Occupational Certificate: Data Science Practitioner

CURRICULUM STRUCTURE

This qualification is made up of the following compulsory Knowledge and Practical Skills Modules:

Knowledge Modules:

- 251102001-KM-01, Introduction to Data Science and Data Analysis, NQF Level 4, Credits 6
- 251102001-KM-02, Logical Thinking and Basic Calculations: Refresher, NQF Level 4, Credits 4
- 251102001-KM-03, Computers and Computing Systems, NQF Level 4, Credits 4
- 251102001-KM-04, Computing Theory, NQF Level 4, Credits 2
- 251102001-KM-05, Basic Statistics for Data Analytics, NQF Level 4, Credits 10
- 251102001-KM-06, Statistics Essentials for Data Analytics, NQF Level 5, Credits 4
- 251102001-KM-07, Data Science and Data Analysis, NQF Level 5, Credits 12
- 251102001-KM-08, Data Analysis and Visualisation, NQF Level 5, Credits 16
- 251102001-KM-09, Introduction to Governance, Legislation and Ethics, NQF Level 4, Credits 3
- 251102001-KM-10, Fundamentals of Design Thinking, and Innovation, NQF Level 4, Credits 4
- 251102001-KM-11, 4IR and Future Skills, NQF Level 4, Credits 1

Practical Skill Modules:

- 251102001-PM-01, Apply Logical Thinking and Maths Refresher, NQF Level 4, Credits 3
- 251102001-PM-02, Apply Code to use a Software Toolkit/Platform in the Field of Study or Employment, NQF Level 4, Credits 4

- 251102001-PM-03, Use Spreadsheets to Analyse and Visualise Data, NQF Level 4, Credits 3
- 251102001-PM-04, Use a Visual Analytics Platform to Analyse and Visualise Data, NQF Level 5, Credits 4
- 251102001-PM-05, Apply Statistical Tools and Techniques, NQF Level 5, Credits 4
- 251102001-PM-06, Collect and Pre-Process Large Amounts of Structured and Unstructured Data, NQF Level 5, Credits 12
- 251102001-PM-07, Apply Data Analysis Techniques to Uncover Patterns and Trends in Datasets, NQF Level 5, Credits 12
- 251102001-PM-08, Prepare and Present Descriptive Analytic Reports for Decision Making, NQF Level 5, Credits 12
- 251102001-PM-09, Participate in a Design Thinking for Innovation Workshop, NQF Level 5, Credits 3
- 251102001-PM-10, Collaborate Ethically and Effectively in the Workplace, NQF Level 5, Credits 2

Practical Skill Modules:

- 251102001-WM-01, Data Collection and Pre-processing Processes, NQF Level 5, Credits 16
- 251102001-WM-02, Statistical Data Analysis Processes, NQF Level 5, Credits 16
- 251102001-WM-03, Data Visualisation and Reporting Processes, NQF Level 5, Credits 16
- 251102001-WM-04, Capstone Project using an Appropriate Toolkit, NQF Level 5, Credits 12

Entry Requirements:

NQF Level 4

Associated Occupation: Learning and Development Advisor



CURRICULUM STRUCTURE

This qualification is made up of the following compulsory Knowledge, Practical Skill, and Workplace Experience Modules:

Knowledge Modules:

- 242401002-KM-01, Learning and Development in a Knowledge Economy, NQF Level 7, 5 Credits
- 242401002-KM-02, Impact of Organisational Development and Change on Learning and Development, NQF Level 7, 6 Credits
- 242401002-KM-03, Leading and managing skills development function, NQF Level 8, 10 credits
- 242401002-KM-04, Managing Learning and Development Suppliers, NQF Level 7, 10 Credits
- 242401002-KM-05, Career and Succession Planning, Recognition of Prior Learning (RPL) and Talent Management, NQF Level 6, 8 Credits

Practical Skill Modules:

- 242401002-PM-01, Promote best practices in learning and development interventions, NQF Level 8, 24 Credits
- 242401002-PM-02, Evaluate and report on the efficiency and effectiveness of learning and development interventions in an organisation, NQF Level 7, 25 Credits

- 242401002-PM-03, Perform quality assurance on learning provision, assessment, and moderation practices, NQF Level 7, 15 Credits
- 242401002-PM-04, Consult, validate, and recommend the appointment of skills development providers for learning and development provisioning and of accreditation, NQF Level 7, 10 Credits
- 242401002-PM-05, Promote career and succession planning, talent development and management in an organisation, NQF Level 6, 10 Credits

Work Experience Modules:

- 242401002-WM-01, Learning and development improvement processes, NQF Level 8, 15 Credits
- 242401002-WM-02, Learning and development effectiveness and efficiency monitoring processes, NQF Level 7, 16 Credits
- 242401002-WM-03, Validation of learning and development practices and processes, NQF Level 7, 8 Credits
- 242401002-WM-04, Skills development providers accreditation and appointment processes, NQF Level 7, 25 Credits
- 242401002-WM-05, RPL processes and practices, NQF Level 7, 8 Credits

Entry Requirements:

- Certificate: Occupationally Directed Education, Training and Development Practices, NQF Level 6, or;
- National Diploma in Human Resources Management or Human Resources Development at NQF Level 6, or;
- Occupational Certificate in related field of study at NQF Level 6 with minimum 5 years' experience at an operational level in the Learning and Development field.

Occupational Certificate: Adult Literacy Teacher



CURRICULUM STRUCTURE

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 232131001-KM-01, Adult education and adult learners, NQF Level 5, Credits 16
- 232131001-KM-02, Learning programme for adult learners, NQF Level 5, Credits 24
- 232131001-KM-03, Life orientation and academic literacy, NQF Level 4, Credits 12
- 232131001-KM-04, Assessment and moderation for adult learners, NQF Level 5, Credits 13

Practical Skill Modules:

- 232131001-PM-01, Profile adult learners, NQF Level 5, Credits 8
- 232131001-PM-02, Plan, structure, implement and evaluate a learning programme for adult learners, NQF Level 5, Credits 30
- 232131001-PM-03, Plan, implement and evaluate assessments for adult learners, NQF Level 5, Credits 15

Practical Skill Modules:

- Work Experience Modules:
- 232131001-WM-01, Processes to profile adult learners, NQF Level 4, Credits 15
- 232131001-WM-02, Processes to plan, structure, implement and evaluate a learning programme for adult learners, NQF Level 5,
- 232131001-WM-03, Processes to plan, implement and evaluate assessments for adult learners, NQF Level 5, Credits 25

Entry Requirements:

NQF Level 4 Qualification in the education environment with Communication.

Occupational Skills Programmes: : Learning and Development Facilitator



CURRICULUM STRUCTURE

This Skills Programme is made up of the following compulsory Knowledge, Practical Skill and Workplace Experience Modules:

Knowledge Modules:

- 242401002-KM-01, Learning and Development in a Knowledge Economy, NQF Level 7, 5 Credits
- 242401002-KM-02, Impact of Organisational Development and Change on Learning and Development, NQF Level 7, 6 Credits
- 242401002-KM-03, Leading and managing skills development function, NQF Level 8, 10 credits
- 242401002-KM-04, Managing Learning and Development Suppliers, NQF Level 7, 10 Credits
- 242401002-KM-05, Career and Succession Planning, Recognition of Prior Learning (RPL) and Talent Management, NQF Level 6, 8 Credits

Practical Skill Modules:

- 242401002-PM-01, Promote best practices in learning and development interventions, NQF Level 8, 24 Credits
- 242401002-PM-02, Evaluate and report on the efficiency and effectiveness of learning and development interventions in an organisation, NQF Level 7, 25 Credits
- 242401002-PM-03, Perform quality assurance on learning provision, assessment and moderation practices, NQF Level 7, 15 Credits
- 242401002-PM-04, Consult, validate, and recommend the appointment of skills development providers for learning and development provisioning and of accreditation, NQF Level 7, 10 Credits
- 242401002-PM-05, Promote career and succession planning, talent development and management in an organisation, NQF Level 6, 10 Credits



Work Experience Modules:

- 242401002-WM-01, Learning and development improvement processes, NQF Level 8, 15 Credits
- 242401002-WM-02, Learning and development effectiveness and efficiency monitoring processes, NQF Level 7, 16 Credits
- 242401002-WM-03, Validation of learning and development practices and processes, NQF Level 7, 8 Credits
- 242401002-WM-04, Skills development providers accreditation and appointment processes, NQF Level 7, 25 Credits

Entry Requirements:

- Certificate: Occupationally Directed Education, Training and Development Practices, NQF Level 6, or;
- National Diploma in Human Resources Management or Human Resources Development at NQF Level 6, or Occupational Certificate in related field of study at NQF Level 6 with minimum 5 years' experience at an operational level in the Learning and Development field.

A woman with short brown hair, wearing a white patterned shirt, is holding a white business card towards the camera. In the background, other people are blurred, suggesting a meeting or office environment.

Occupational Skills Programme: New Venture Creation

Entrepreneurship
NQF Level 2
Credits 32

CURRICULUM STRUCTURE

Related registered qualification/s National Certificate: New Venture Creation (SMME), NQF Level 2, SAQA Qual ID: 49648

Knowledge Modules:

- Topic 1: Being an entrepreneur.
- Topic 2: Know yourself.
- Topic 3: Know your industry
- Topic 4: Identifying Market opportunities
- Topic 5: Innovation
- Topic 6: Customer Service
- Topic 7: Financial and Cash flow management
- Topic 8: Basic business financial statements
- Topic 9: Pricing of goods and services
- Topic 10: Marketing
- Topic 11: SMART goals
- Topic 12: Business planning

Practical Skill Modules:

- Topic 1: Calculations and Pricing
- Topic 2: Basic bookkeeping
- Topic 3: Marketing project.
- Topic 3: Customer service

Minimum entry requirements:
Grade 9



Occupational Skills Programme: Workplace Preparation

Life Skills (Work Place Preparedness)
NQF Level 2
Duration 30 Days
Credits 30

Related registered qualification/s

Unit Standards:

1. Apply knowledge of self in order to make a personal decision ID: 120308
2. Demonstrate ability to lead a team ID: 244608
3. Demonstrate ability to participate effectively in a team ID: 244605
4. Investigate work opportunities in order to make a personal employment or work decision ID: 120313

Knowledge component:

- Topic 1: Why work and Why you Matter
- Topic 2: Job Search and Growth mindset
- Topic 3: Know yourself to grow yourself
- Topic 4: Expectations
- Topic 5: Professionalism
- Topic 6: Onboarding - Getting it Right
- Topic 7: Succeeding in the workplace
- Topic 8: Money Management I
- Topic 9: Money Management II
- Topic 10: Time Management
- Topic 11: Interview and Communication
- Topic 12: Teamwork
- Topic 13: Problem-solving and critical thinking
- Topic 14: Beat COVID-19

Application component:

- Topic 1: CV Preparation and Cover Letter
- Topic 2: Interviews role-play
- Topic 3: Personal Budget Development
- Topic 4: Teamwork

Minimum entry requirements:

Open access

Occupational Skills Programme: Technopreneur

**Associated
Occupations Small
Business Manager**

CURRICULUM STRUCTURE

This Skills Programme consist of two components namely Knowledge/Theory component and Application component.

Knowledge Modules:

- 900101-000-00-KM-01, Conceptualising the business venture and product or service, NQF Level 4, Credits 2
- 216604-000-00-KM-12, Fundamentals of Design Thinking Innovation, NQF Level 4, Credits 1
- 900101-000-00-KM-03, Developing the business concept, NQF Level 4, Credits 11
- 900101-000-00-KM-04, Markets, Marketing and Sales, NQF Level 4, Credits 9
- 900101-000-00-KM-05, Business management and growth, NQF Level 4, Credits 10

Application Component:

- 900101-000-00-PM-01, Conceptualise and investigate the viability of a product or service for a small business venture, NQF Level 4, Credits 9
- 216604-000-00-PM-02, Participate in a Design Thinking for Innovation Workshop, NQF Level 4, Credits 4
- 900101-000-00-PM-03, Develop the concept (product or service) and business concept, NQF Level 4, Credits 7

Entry Requirements:

Technical (product or service) ability and knowledge in any field (which could be achieved through a skills programme).



Occupational Skills Programme: Cybersecurity Defender

**Associated
Occupations ICT
Security Specialist**

CURRICULUM STRUCTURE

This Skills Programme consist of two components namely Knowledge/Theory component and Application component. The following are compulsory modules in each of the two components:

Knowledge/Theory Component:

- 900103-000-00-KM-01, Cyber Defence Introduction, NQF Level 4, Credits 7
- 900103-000-00-KM-02, Cyber Threats and Attacks, NQF Level 4, Credits 7
- 900103-000-00-KM-03, Cybersecurity, NQF Level 4, Credits 7
- 900103-000-00-KM-04, Responding to Cybersecurity Incidents, NQF Level 4, Credits 5

Application Component:

- 900103-000-00-PM-01, Protect against cybersecurity threats, intrusions and attacks, NQF Level 4, Credits 11
- 900103-000-00-PM-02, Detect cybersecurity threats, intrusions and attacks, NQF Level 4, Credits 11
- 900103-000-00-PM-03, Conduct Penetration Testing Techniques to Determine Security, NQF Level 4, Credits 12

Entry Requirements:

TNQF 3 (Gr 11) with Computer Literacy, English and Math Lit.



Occupational Certificate: Survey Interviewer

Associated Occupation 422701: Survey Interviewer

CURRICULUM STRUCTURE

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 422701001-KM-01, Principles of Marketing Research, NQF Level 4, Credits 3
- 422701001-KM-02, Interviewing Principles, NQF Level 4, Credits 6
- 422701001-KM-03, Research Ethics, NQF Level 4, Credits 3

Practical Skill Modules:

422701001-PM-01, Identify the pre-described target respondent, NQF Level 4, Credits 2

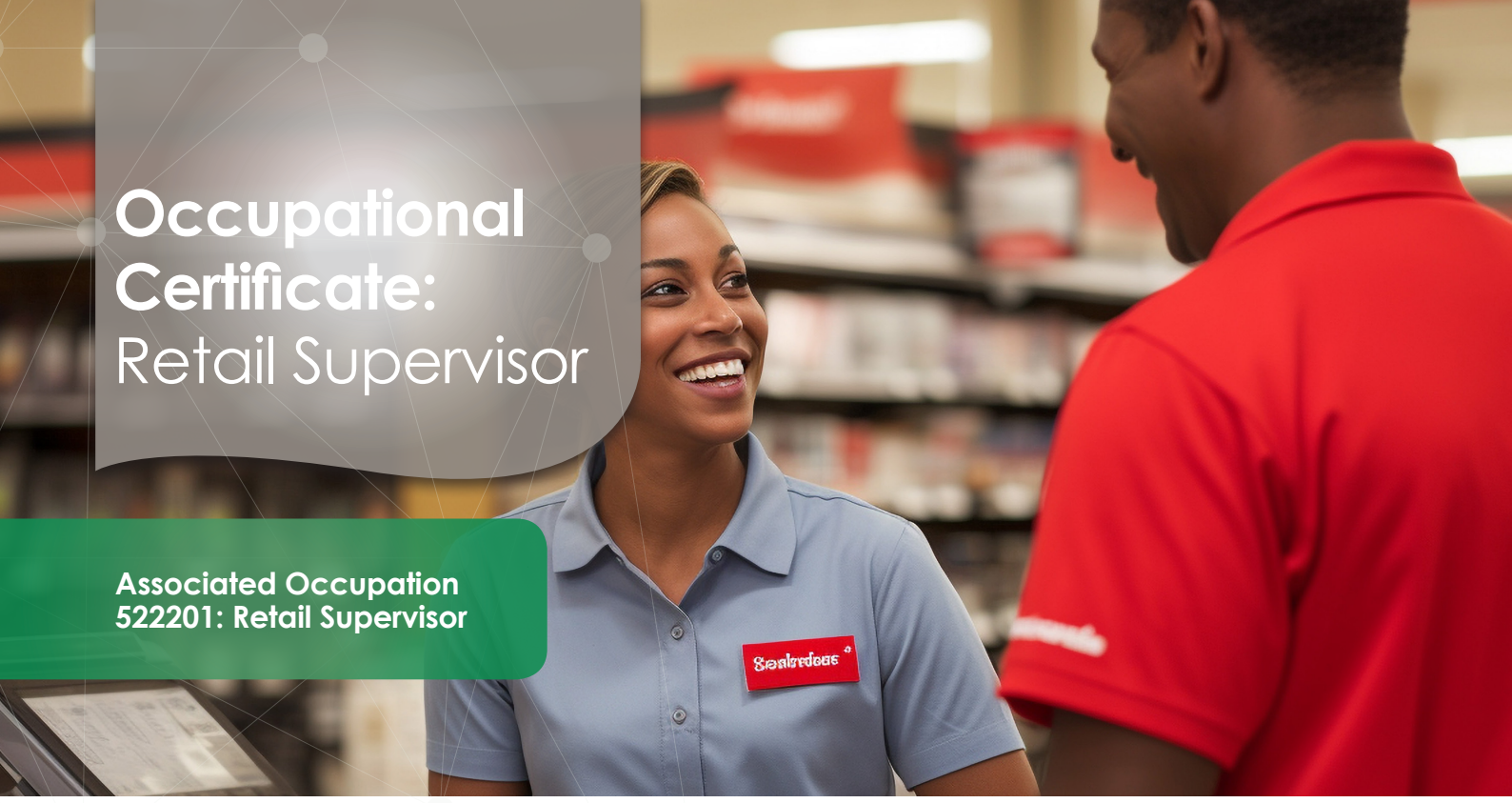
- 422701001-PM-02, Plan and manage of interview schedule and resources, NQF Level 4, Credits 4
- 422701001-PM-03, Select participants, NQF Level 4, Credits 6
- 422701001-PM-04, Negotiate access, NQF Level 4, Credits 4
- 422701001-PM-05, Interview participants, NQF Level 4, Credits 10
- 422701001-PM-06, Feedback on interview progress, NQF Level 4, Credits 2

Work Experience Modules:

- 422701001-WM-01, Participation in project briefing session, NQF Level 4, Credits 2
- 422701001-WM-02, Planning procedures for scheduling interviews, NQF Level 4, Credits 2
- 422701001-WM-03, Complete interview questionnaire, NQF Level 4, Credits 14
- 422701001-WM-04, Compliance with reporting procedures, NQF Level 4, Credits 2

Entry Requirements:

NSC at NQF level 4 with mathematics, English and one of the recognised South African languages.



Occupational Certificate: Retail Supervisor

**Associated Occupation
522201: Retail Supervisor**

CURRICULUM STRUCTURE

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 522201000-KM-01, Concepts and principles of supervising Wholesale or Retail staff, NQF Level 4, Credits 10
- 522201000-KM-02, Concepts and principles of monitoring and improving performance , NQF Level 4, Credits 4
- 522201000-KM-03, Concepts and principles for the implementation and maintenance of retail or wholesale operations, , NQF Level 4, Credits 3
- 522201000-KM-04, Concepts and principles of enhancing customer service, , NQF Level 4, Credits 3

Practical Skill Modules:

- 522201000-PM-01, Supervise retail or wholesale staff , NQF Level 4, Credits 6
- 522201000-PM-02, Monitor and control the work performance of a team , NQF Level 4, Credits 6

- 522201000-PM-03, Supervise operations , NQF Level 4, Credits 4
- 522201000-PM-04, Supervise service to internal and external retail and wholesale customers , NQF Level 4, Credits 2
- 522201000-PM-05, Resolve queries and complaints from internal and external retail and wholesale customers, NQF Level 4, Credits 2

Work Experience Modules:

- 522201000-WM-01, Processes and procedures for supervising wholesale or retail staff, NQF Level 4, Credits 30
- 522201000-WM-02, Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet, NQF Level 4, Credits 20
- 522201000-WM-03, Processes and procedures for enhancing customer service in a wholesale or retail outlet, NQF Level 4, Credits 10

Entry Requirements:

NQF Level 4 with Mathematical Literacy and Communication.

Occupational Certificate: Sales Assistant (General) (Retail Sales Advisor)

**Associated
Occupation 522301:
Sales Assistant
(General)**



CURRICULUM STRUCTURE

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 522301001-KM-01, Principles of attending to different types of customers and resolving customer queries impacting on sales, NQF Level 2, Credits 4
- 522301001-KM-02, Principles of service excellence and building customer relationships in retail and wholesale sales, NQF Level 3, Credits 3
- 522301001-KM-03, Concepts and principles of selling in a full service retail and wholesale environment, NQF Level 3, Credits 4

Practical Skill Modules:

- 522301001-PM-01, Interact with different types of customers and present a positive image, NQF Level 2, Credits 2
- 522301001-PM-02, Handle customer queries and complaints, NQF Level 2, Credits 2
- 522301001-PM-03, Provide customer service and build customer relationships, NQF Level 3, Credits 2
- 522301001-PM-04, Sell products to customers using the sales cycle, NQF Level 3, Credits 3
- 522301001-PM-05, Use advanced selling techniques, NQF Level 3, Credits 2

Work Experience Modules:

- 522301001-WM-01, Processes and procedures for attending to different types of customers, handling customer queries and communicating with customers, NQF Level 2, Credits 10
- 522301001-WM-02, Processes and procedures for providing customer service, NQF Level 3, Credits 8
- 522301001-WM-03, Processes and procedures for selling products to customers using the sales cycle and advanced selling techniques in a full service wholesale or retail sales environment, NQF Level 03, Credits 14

Entry Requirements:
NQF Level 1 with Mathematics and Communication.



Accredited by the Quality Council for Trades & Occupations (QCTO)

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