

## **Purpose of the qualification:**

Human resources is a dynamic field with a number of specialisations. Prior Learning Centre has three qualifications in this field:

- National Further Education & training Certificate : Labour Recruitment (NQF 4)
- National Certificate : Labour relations (NQF 5)
- National Diploma in Occupationally Directed Education, Training & Development Practitioner – ODETDP (NQF 5)

In addition, Prior Learning Centre also offers the following skills programmes:

- Assessor training
- Moderator training
- Facilitator training
- Designing & developing assessment tools
- Designing & developing outcomes based learning materials

### **National FET Certificate in Labour Recruitment NQF 4**

#### **Marketing & customer service**

- 10011** Work as a member of a marketing team
- 10014** Describe features, advantages and benefits of products
- 10037** Take orders from customers to fulfil a need for goods and/or service
- 7836** Monitor customer satisfaction
- 10024** Liaise with a range of customers of a business

#### **Legislative & regulatory frameworks**

- 10170** Demonstrate understanding of employment relations
- 113915** Application of the basic conditions of employment act in employment
- 242655** Knowledge and application of ethical conduct in a business environment

#### **Business communication (first & second language)**

- 119459/119465** Written communication
- 119462/119472** Oral communication
- 119457/119469** Reading skills
- 119471/119467** Occupational learning skills
- 8647** Apply workplace communication skills

#### **Recruitment practices**

- 10978** Recruit and select candidates to fill defined positions
- 15235** Prepare and conduct staff selection interviews
- 123372** Use appropriate tools and information systems to manage own information
- 13948** Negotiate an agreement or deal in an authentic work situation
- 10047** Close a deal with a customer
- 10038** Conduct follow-up with customers to evaluate satisfaction levels

#### **Business calculations & problem solving**

- 242817** Solve problems, make decisions and implement solutions
- 7468** Use mathematics to investigate and monitor the financial aspects of issues
- 9015** Apply knowledge of statistics and probability
- 9016** Represent analyse and calculate shape and motion in 2-d and-3-d space



## National Certificate in Labour Relations NQF 5

### Legislation and regulations

- 114274** Basic Conditions of Employment Act (Act 75 of 1997)
- 114278** Labour Relations Act (Act 66 of 1995)
- 114273** Labour Relations Act with respect to Collective Agreements and Bargaining Councils
- 114307** Interpret and apply collective agreements
- 10377** Compensation for Occupational Injury and Disease Act 130 of 1993 (COIDA)

### CCMA procedures

- 114228** Apply an understanding of bargaining council rules
- 114272** Analyse complaints and reports relating to referred disputes and select appropriate resolution process
- 114224** Demonstrate and apply an understanding of the CCMA rules
- 114230** Operate the case management process
- 114225** Screen and allocate referrals
- 114229** Conduct a pre-conciliation by telephone in terms of the CCMA rules

### Business communication

- 12153** Use the writing process to compose texts
- 8662** Analyse and communicate workplace data
- 8647** Apply workplace communication skills

### Professional skills

- 8648** Demonstrate an understanding of professional values and ethics
- 15226** Implement systems to meet the flow of information in a team, department or division
- 114226** Interpret and manage conflicts within the workplace
- 8555** Contribute to information regarding HIV/AIDS
- 114227** Understand the transformative elements of the HRD Acts
- 10053** Manage customer requirements and needs

## National Diploma in OD ETDP NQF 5

### Design and develop learning programmes and processes

- 123396** Define target audience profiles & skills gaps
- 115790** Write and present for a wide range of purposes, audiences and contexts
- 123394** Develop outcomes-based learning programmes
- 123401** Design outcomes-based learning programmes
- 10305** Devise interventions for learners who have special needs
- 10146** Supervise a project team of a developmental project to deliver project objectives
- 115791** Communication strategies for vocational and occupational learning

### Management skills

- 15237** Build teams to meet set goals
- 15233** Harness diversity in a diverse working environment
- 114878** Identify and measure the factors that influence productivity
- 114884** Co-ordinate the improvement of productivity in a functional unit
- 12996** Record, analyse and prepare cost information
- 15224** Empower team members, encourage participation in decision making
- 12140** Recruit and select candidates to fill defined positions
- 114226** Interpret and manage conflicts within the workplace



### Facilitate and evaluate learning

- 117871** Facilitate learning using a variety of given methodologies
- 123398** Facilitate the transfer and application of learning in the workplace
- 10294** Identify and respond to learners with special needs and barriers to learning
- 123397** Evaluate a learning intervention using given evaluation instruments
- 115789** Sustain oral interaction

### Provide learning support to learners and organisations

- 117874** Guide learners about their learning, assessment and recognition opportunities
- 117865** Assist and support learners to manage their learning experiences

### Manage and administer education training and development

- 15227** Conduct skills development administration in an organisation
- 115792** Access, process, adapt and use data from a wide range of texts

### Assessment & moderation

- 115753** Conduct outcomes-based assessment
- 115755** Design and develop outcomes-based assessments
- 115759** Conduct moderation of outcomes-based assessments

### Conduct skills development facilitation

- 15221** Provide information regarding skills development
- 15217** Develop an organisational training and development plan
- 252041** Promote a learning culture in an organisation
- 15232** Coordinate planned skills development interventions
- 15218** Conduct an analysis to determine outcomes of learning for skills development
- 15228** Advise on the establishment of a quality management system for skills development

### Define standards and qualifications

- 114924** Demonstrate understanding of the OBE and training approach in the context of the NQF

**Each unit standard from these qualifications can be trained and assessed as a stand alone skills programme – for example, assessor, moderator, facilitator, etc.**

### **Delivery options:**

This national qualification can be earned either through traditional training or recognition of prior learning (RPL). Details are as follows:

#### **Traditional training:**

Training is best suited to new entrants to the sector. Prior Learning Centre can either deliver this qualification as a learnership, which will qualify the sponsoring employer for a tax deduction, or it can be offered as a training programme without the learnership documentation. The duration of the training will be 15 full days, which can be scheduled to suit the employer's schedule.

#### **Recognition of prior learning (RPL):**

RPL is ideal for employees with some relevant work experience. Prior Learning Centre offers two RPL options:

- **Pure RPL:** which is best suited for employees with at least five years relevant working experience who are self-motivated and committed to work alone. Contact time is limited to one full day of RPL orientation followed by limited, on-demand contact sessions.
- **High touch RPL (8 days):** this model suits those employees who have at least three years relevant work experience but who may be less motivated to complete their work on their own and they may be unsure of some aspects of the qualification. In this model Prior Learning Centre spends eight full days assisting employees with the theory of the qualification and supervises the completion of their evidence collection. This model generally gives good submission and competency rates.