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GOVERNMENT NOTICES

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

No. 673   **4 June 2004**

Established in terms of Act 58 of 1995

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Public Relations Management and Practices

Registered by NSB 03, Business, Commerce and Management Studies, publishes the following qualification and unit standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the qualification and unit standards. The qualification and unit standards can be accessed via the SAQA web-site at www.saqa.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, Hatfield Forum West, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the unit standards should reach SAQA at the address *below and no later than 5 July 2004*. All correspondence should be marked **Standards Setting – SGB for Public Relations Management and Practices** and addressed to

> The Director: Standards Setting and Development
> SAQA
> *Attention: Mr. D Mphuthing*
> Postnet Suite 248
> Private Bag X06
> Waterkloof
> 0145
> or faxed to 012 – 431-5144
> e-mail: dmphuthing@saqa.co.za

JOE SAMUELS
DIRECTOR: STANDARDS SETTING AND DEVELOPMENT

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:

Further Education and Training Certificate: Public Relations Practice

SAQA QUAL ID	QUALIFICATION TITLE	
48875	Further Education and Training Certificate: Public Relations Practice	
SGB NAME	SGB Public Relations Management and Practices	
ABET BAND	**PROVIDER NAME**	
Undefined		
QUALIFICATION CODE	**QUAL TYPE**	**SUBFIELD**
BUS-4-National Certificate	National Certificate	Public Relations
MINIMUM CREDITS	**NQF LEVEL**	**QUALIFICATION CLASS**
141	Level 4	Regular-Unit Stds Based
SAQA DECISION NUMBER	**REGISTRATION START DATE**	**REGISTRATION END DATE**

PURPOSE OF THE QUALIFICATION

The FETC in Public Relations Practice: Level 4 will benefit persons who perform some aspects of the core Public Relations practices at a basic level, by providing learners with insights, knowledge and skills that will enable them to achieve levels of proficiency to effectively integrate those practices into business or organisational practice.

The Certificate will enable persons, who are already fulfilling some support role in PR or communications practice, but without formal qualification, to obtain recognition for their skills, competence and experience.

The Certificate is the first Qualification for people who wish to pursue a career in the Public Relations or related fields and who wish to progress along a learning pathway in the field, which ends with a Qualification at NQF Level 7. It will provide opportunities for them to demonstrate their ability to participate in areas of PR, which require basic application of technical skills and will give them a fundamental understanding of key terms, rules, concepts and principles related to this field.

The qualifying learner will:

> Be able to use writing skills to produce professional business communiqués in print and electronic form
> Understand the functions of the media and their requirements and use the media to gain publicity for their organisation
> Perform administrative and support duties related to various types of PR events and activities
> Handle consumer queries and complaints and edit, code and capture data.
> Perform administrative and support duties related to marketing, market research and promotions.
> Understand a selected business environment and the nature of marketing
> Explain communication theory and practice
> Work along with others as a project team member
> Measure and improve single factor productivity at a workstation

In achieving the above, all learners would acquire a range of fundamental, core and elective competencies in the areas of Public Relations, Communications Management Practice, Human Resources, Communication, Consulting and Business Practice and Ethics.

Rationale for the qualification

Public Relations is a function performed, either on a full-time basis through appointed Public Relations

Practitioners or on a part-time basis by other employees or members together with their other duties, in every organisation either commercial or non-commercial. Public Relations is also a function performed informally to a lesser or greater degree by every employee of an organisation and member of a non-commercial organisation such as a club, non-profit-making organisation, NGO, etc. Many Public Relations practitioners are not formally trained for the job, nor did they apply to be appointed as Public Relations practitioners but happen to have assumed responsibility for Public Relations more by accident than by design. They perform these Public Relations duties without the necessary background knowledge or development of the relevant skills.

The FETC in Public Relations Practice: Level 4 is designed to meet the needs of all employees who perform Public Relations functions either on a full-time or part-time basis, as it will improve their ability to perform these functions and give them a wider, over-all perspective of the sector. It is particularly applicable to those employees who have become Public Relations practitioners through changed job descriptions and roles.

This Qualification is also for learners performing an informal Public Relations function as it would serve to give them a better idea of the important role they play in advancing the image of their organisation as well as improving their ability to perform Public Relations functions. It is a generic Qualification suited to Public Relations practitioners in any business or commercial sector as well as in the non-commercial sector.

The FETC in Public Relations Practice: Level 4 is the first step for learners who:

> Wish to begin on a course of life-long learning in Public Relations.
> Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training.
> Have worked as Public Relations practitioners either on a full-time or part-time basis but have no formal Qualifications in their area of specialisation.
> Are contracted in a learnership agreement in Public Relations.
> Have recently been appointed to perform Public Relations functions either on a full-time or part-time basis.
> Have not yet acquired the skills and competencies required for learning in Public Relations at NQF level 5.

This Qualification has been developed by relevant stakeholders to provide the Public Relations professions sector and, indeed, all sectors with proficient and qualified entry level Public Relations Practitioners.

The FETC in Public Relations Practice: Level 4 will also:

> Set minimum, national standards of practice in Public Relations

> Build individual capacity in this specialised profession

> Address Public Relations Industry specific employment requirements

> Enhance professional competence on a national level.

The FETC in Public Relations Practice: Level 4 should produce knowledgeable, multi-skilled Public Relations employees who are able to contribute to an improved image for their organisation. It should provide the means for current workers to receive recognition of prior learning, to upgrade their skills and achieve a nationally recognised Qualification.

This Qualification would be particularly useful to learners in the following job roles:

> Information Officer
> Client Liaison Officer
> Communication Assistant
> Office Administrator
> PR Assistant.

This Certificate will provide the youth and the unemployed with workplace learning opportunities and give them valuable knowledge and skills which will make them more employable and also enable them to work on their own in the Public Relations field, thereby helping to alleviate the unemployment situation in the country.

RECOGNIZE PREVIOUS LEARNING?

Y

LEARNING ASSUMED TO BE IN PLACE

Learners accessing this qualification are assumed to be competent in:

> Communication at NQF Level 3 in two South African languages
> Mathematical Literacy at NQF Level 3
> Computer Literacy at NQF Level 3

Recognition of prior learning (RPL)

This qualification can be achieved wholly or in part through the Recognition of Prior Learning.

RPL is particularly relevant for the recognition of knowledge and skills acquired over many years in the workplace for those already employed but who have no formal qualification. RPL will allow those persons to accumulate credits against Unit Standards in this Qualification for what they already know and can do.

The way in which prior learning will be assessed and/or determined will be agreed to jointly by the assessor and the learner in question. Use could be made of on-the-job tasks, the submission of a portfolio of evidence and summative assessment tools such as a written test. The techniques and tools that would be used for assessment of learners who have accessed the Qualification would be applicable to those wishing to undergo an RPL exercise.

The emphasis in RPL must be to give the learner every opportunity to demonstrate competence in the Specific Outcomes of the Unit Standards and the Exit Level Outcomes of the Qualification.

QUALIFICATION RULES

Level, credits and learning components assigned to the qualification

The FETC in Public Relations Practice is at NQF level 4 as the complexity of learning, as embodied by the Specific Outcomes of the related Unit Standards, conforms to the appropriate level descriptor. The Qualification has also been matched to the responsibility level of practitioners at whom it is aimed. The credits for the Qualification are grouped into Fundamental, Core and Elective Components as follows:

Component	Level 3	Level 4	Total
Fundamental	0	56	56
Core	3	66	69
Elective (min16)	0	45	45
Total (min 141)	3	167	170

Motivation for number of credits assigned to Fundamental, Core and Elective Components

Fundamental Component

Unit Standards to the value of 20 credits at NQF level 4 have been allocated to Communication in a First Language. The same unit standards to the value of 20 credits must also be done in a second South African language. The First and Second Language Unit Standards are on the same level, viz level 4, because Public Relations by its very nature involves Communication particularly in the oral, aural and written modes. Public Relations Practitioners need to be able to communicate proficiently with customers in at least two South African Languages. This Communication ability needs to be at NQF level 4, or above.

Unit Standard to the value of 16 credits have been allocated to Mathematical Literacy at NQF level 4.

The Fundamental Component complies with the requirements for a Further Education and Training Certificate.

All Unit Standards are compulsory.

Core Component

Unit Standards totalling 69 credits have been allocated to the Core Component for the purpose of the Qualification. This is to ensure that the Qualification has a definite Public Relations and Communication focus.

The Unit Standards classified as Core represent the most critical competencies required to ensure occupational proficiency. There are also Unit Standards to do with Office Administration as Public Relations Practitioners are often called upon to provide administrative assistance to the organisation and to perform their own clerical functions.

All Unit Standards are compulsory.

Elective Component

The listed Elective Unit Standards relate to financial management, project management, marketing and productivity, as the Public Relations Practitioner and/or assistant would find all these competencies useful in the execution of his/her duties. Learners may select Unit Standards from the list of Electives supplied that reflect a personal career development interest, or they may select any other Unit Standard at NQF level 4 or above, in which they are interested.

EXIT LEVEL OUTCOMES

1. Use written and oral communication skills to liaise with the internal and external publics of the organisation.
2. Perform administrative duties for organisational programmes and campaigns designed to gain publicity for the organisation.
3. Handle client queries and complaints.
4. Demonstrate an understanding of the nature and role of Public Relations.
5. Demonstrate an understanding of a selected business environment.
6. Plan a Public Relations event.
7. Use Mathematical Literacy effectively.
8. Perform basic account handling functions.
9. Explain the nature of marketing.
10. Measure the efficiency with which resources are deployed by measuring and improving productivity at a workstation.
11. Understand the nature of ethics, how it relates to the workplace and the need for ethical behaviour particularly by Public Relations Practitioners.

ASSOCIATED ASSESSMENT CRITERIA

1.
> The appropriate register, language and tone are used with due regard for the client, the organisation and prevailing protocol
> Invitations to functions and meetings, letters, reports, a variety of public relations publications, menus and function task lists that suit the occasion and the organisation are drawn up according to prevailing protocol, client needs and organisational practice.
> Professional editing symbols are used to ensure professional and accurate communiqués when editing and/or proof reading internal documents
> The functions of the media are explained indicating how these can be utilised to gain publicity for the organisation
> An effective telephone manner is utilised that will create a favourable image of the organisation and promote good relations with clients

2.
> Administrative duties, related to media liaison, publicity campaigns, corporate identity programmes and CSI programmes, are performed within specified timeframes and to specified quality levels
> Administrative duties related to marketing, market research and promotions are performed within specified timeframes and to specified quality levels
> Administrative duties related to exhibitions, open-days, conferences, seminars and special functions are performed within specified timeframes and to specified quality levels

3.
> The information to be obtained from the client is listed according to organisational policy and procedure
> Clients are handled in a manner which improves or upholds the image of the organisation and which makes the client feel important to the organisation
> The correct steps to follow when the learner cannot supply the necessary information are known and followed correctly.

4.
> The purpose of public relations for an organisation will be understood so that its potential use can be identified on an on-going basis to improve/maintain the image and reputation of an organisation
> Public relations actions are recommended, planned and implemented that suit the objectives of the organisation.

5.
> The functioning of a business organisation is explained in writing
> General business objectives related to the organisation can be described in a brief, written summary

6.
> The necessary information is gathered to ensure the event meets the needs and expectations of the client
> Task lists, menus, invitations, etc are compiled that meet client and organisational requirements
> The services of suppliers and assistant staff to be on duty at the function are procured according to organisational policy and procedures
> Guests are invited, met and accommodated in terms of the correct protocol
> Necessary logistical arrangements are made according to organisational procedures
> Reports on progress are made to the client at agreed times
> The event is evaluated on completion to ensure that future events are equally or more effective in meeting the client's purpose.

7.
> Problems relating to public relations are solved using mathematical concepts and calculations
> Elementary calculations related to the Public Relations function are performed correctly.

8.
> Invoices and receipts are filled out correctly
> Money receipted is handled correctly according to organisational policy and procedures
> Any query related to an account is handled promptly or forwarded to an appropriate individual within the organisation

9.
> The components of the marketing environment and the nature of, and approaches to, market segmentation in the organisation are clarified in writing
> The target market of the organisation is identified and the ways in which the marketing communication process can be used to reach them are identified within a marketing campaign

10.
> Productivity targets are established and reviewed in conjunction with senior management
> Factors hindering high levels of productivity are identified so as to enable corrective measures to be taken
> Measures to improve productivity are identified and implemented timeously and in accordance with organisational procedures.

11.
> The way in which a code of conduct for the organisation in general and for the Public Relations Practitioner is derived from ethical considerations is understood and an explanation given orally
> The behaviour of the learner is professional and in accordance with the code of conduct applicable to him/her.
> The consequences for an organisation of unethical behaviour by its staff is understood and explained in writing

Integrated Assessment

The qualification and its associated assessment criteria have been designed so that assessment is fully

integrated into the body of the learning. The learner must, in an authentic setting:

> Demonstrate competence by means of the practical application of the embedded knowledge in a manner that meets the required performance standards,
> Illustrate a clear understanding of the concepts, theory and principles that underpin the practical action taken by means of explanation or examination.

The emphasis throughout the qualification is a continuous formative mode of assessment. Much of this is achieved in "sites of application" and involves a range of assessment tools, which will include a degree of self and peer assessment. The nature of the required learning programmes will make a single summative assessment virtually impossible (as this would be impractical were it to attempt to cover all elective options). It does not discount, however, a number of appropriate assessments being planned at specific times, by assessor and learner jointly, throughout the learning process.

As a result of a range of ongoing assessment approaches in terms of testing and evaluating the fundamental, practical and reflexive competence of the learner, a skills matrix should be produced. This will clearly indicate not only the knowledge gaps and skills deficits of the individual, but also highlight the learner's strengths and weaknesses related to the other elements of applied competence, namely:

> Information processing and the power of analysis
> Problem solving and a decision making capacity
> Communication skills

Appropriate training interventions will therefore become apparent.

The assessment process is capable of being applied to RPL, subject to the rules and criteria of the relevant ETQA.

INTERNATIONAL COMPARABILITY

The information sourced for this benchmarking exercise, was drawn from the internet.

In order to evaluate the standard of the Qualification, it was compared with Qualifications and training offered by major role players in training and education of Public Relations and Communications Practitioners globally. The comparative study done revealed that Public Relations in other countries is linked to the Business Marketing learning field whereas in South Africa it is usually linked with Communication studies. In some cases, in South Africa, it is regarded as an independent field of study in its own right.

This Qualification compares favourably with the following international Qualifications:

> The National Certificate in Business Marketing: Level 4 (New Zealand)
> The Certificate in Public Relations: Level 4 (Australia)
> The Undergraduate Degree in Public Relations (USA) - accredited by the Accrediting Council on Education in Journalism and Mass Communications.

ARTICULATION OPTIONS

The Qualification will be able to provide access to any qualification that involves Public Relations and Communication. The Fundamental Component should provide the learner with access to any Qualification at NQF Level 5, subject to the admission requirements of the provider.

This Qualification articulates horizontally with the following qualifications:

> National Certificate in Business Administration: Level 4
> National Certificate in Public Administration: Level 4
> National Certificate in Public Relations: Secretarial: Level 4
> National Certificate: Executive Secretary: Public Relations: Level 4
> National Certificate in Customer Management: Level 4
> National Certificate in Marketing Communications: Level 4

> National Certificate in Marketing Management: Level 4
> National Certificate in Marketing Research: Level 4

It articulates vertically with the following Qualifications:

> National Diploma: Tourism Public Relations: Level 5.
> National Certificate Public Relations Management: Level 5.
> National Diploma in Marketing Communications: Level 5.
> National Diploma in Customer Management: Level 5.
> National Diploma in Marketing Communications: Level 5.
> National Diploma in Marketing Management: Level 5.
> National Diploma in Marketing Research: Level 5.
> Bachelor of Marketing Communications: Level 6.

MODERATION OPTIONS

The following apply:

> Anyone assessing a learner, or moderating the assessment of a learner, against this qualification must be registered as an assessor with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.
> Any institution offering learning that will enable the achievement of this qualification must be accredited as a provider with the relevant ETQA.
> Assessment and moderation of assessment will be overseen by the relevant ETQA according to the policies and guidelines for assessment and moderation of that ETQA, in terms of agreements reached around assessment and moderation between various ETQAs (including professional bodies), and in terms of the moderation guideline detailed immediately below.
> Moderation must include both internal and external moderation of assessments at all exit points of the qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual Unit Standards as well as the integrated competence described in the qualification.

Anyone wishing to be assessed against this qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA.

The options as listed above provide the opportunity to ensure that assessment and moderation can be transparent and affordable. Iteration of the process, and continued review and maintenance of this qualification will ensure development of the NQF and this framework in particular.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

Assessors should:

> Be in possession of a public relations, communication or marketing qualification at NQF Level 5 or higher
> Be registered as an assessor with the relevant ETQA.

NOTES

N/A

UNIT STANDARDS
(Note: A blank space after this line means that the qualification is not based on Unit Standards.)

	UNIT STANDARD ID AND TITLE	LEVEL	CREDITS	STATUS
Core	7790 Process incoming and outgoing telephone calls	Level 3	3	Reregistered
Core	10018 Deal with brand, product and service promotions	Level 4	4	Registered
Core	10024 Liaise with a range of customers of a business	Level 4	4	Registered
Core	10031 Edit, Code and Capture data	Level 4	5	Registered
Core	14357 Demonstrate an understanding of a selected business environment	Level 4	10	Registered

Core	110295 Arrange a Public Relations / Communication event	Level 4	5	Draft - Prep for P Comment
Core	110296 Adhere to professional conduct and business ethics in a Public Relations and Communication environment	Level 4	4	Recommended
Core	115409 Assist with tasks related to marketing, market research and promotions	Level 4	7	Draft - Prep for P Comment
Core	115410 Perform support duties related to various types of PR events	Level 4	8	Draft - Prep for P Comment
Core	115413 Apply communication theory and practice	Level 4	5	Draft - Prep for P Comment
Core	115414 Perform support functions for media liaison, publicity campaigns and corporate social investment programmes	Level 4	9	Draft - Prep for P Comment
Core	115415 Assist with the implementation of corporate identity and corporate image programmes	Level 4	5	Draft - Prep for P Comment
Elective	10016 Demonstrate an understanding of product positioning	Level 4	4	Registered
Elective	10039 Carry out marketing administration within agreed parameters	Level 4	10	Registered
Elective	10135 Work as a project team member	Level 4	8	Registered
Elective	114736 Record business financial transactions	Level 4	5	Recommended
Elective	114878 Identify and measure the factors that influence productivity	Level 4	10	Recommended
Elective	114880 Measure and improve single factor productivity at a work station	Level 4	8	Recommended
Fundamental	8974 Engage in sustained oral communication and evaluate spoken texts	Level 4	5	Registered
Fundamental	8975 Read analyse and respond to a variety of texts	Level 4	5	Registered
Fundamental	8976 Write for a wide range of contexts	Level 4	5	Registered
Fundamental	9014 Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 4	6	Registered
Fundamental	9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6	Registered
Fundamental	9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4	Registered
Fundamental	12154 Apply comprehension skills to engage oral texts in a business environment	Level 4	5	Registered

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 1

Arrange a Public Relations / Communication event

SAQA US ID	UNIT STANDARD TITLE			
110295	Arrange a Public Relations / Communication event			

SGB NAME		ABET BAND	PROVIDER NAME	
SGB Public Relations Management and Practices		Undefined		

FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Public Relations	

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-PRS-0-SGB PRMP	Regular	Level 4	5

Specific Outcomes:

SPECIFIC OUTCOME 1

Gather and analyse informantion to assist event planning.

SPECIFIC OUTCOME 2

Plan an event.

SPECIFIC OUTCOME 3

Identify and procure supporting resources needed.

SPECIFIC OUTCOME 4

Arrange logistical elements of the event.

SPECIFIC OUTCOME 5

Evaluate the event against client requirements.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 2

Assist with tasks related to marketing, market research and promotions

SAQA US ID	UNIT STANDARD TITLE			
115409	Assist with tasks related to marketing, market research and promotions			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Public Relations Management and Practices		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Business, Commerce and Management Studies		Public Relations		
UNIT STANDARD CODE	UNIT STANDARD TYPE		NQF LEVEL	CREDITS
BUS-PRS-0-SGB PRMP	Regular		Level 4	7

Specific Outcomes:

SPECIFIC OUTCOME 1

Explain the relationship between public relations and marketing.

SPECIFIC OUTCOME 2

Assist in determining market attitude to a product and/or company.

SPECIFIC OUTCOME 3

Explain the objectives and elements of effective promotions.

SPECIFIC OUTCOME 4

Assist with administrative/support duties relating to promoting a product of the organisation.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 3

Perform support duties related to various types of PR events

SAQA US ID	UNIT STANDARD TITLE			
115410	Perform support duties related to various types of PR events			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Public Relations Management and Practices		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Business, Commerce and Management Studies		Public Relations		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
BUS-PRS-0-SGB PRMP	Regular	Level 4		8

Specific Outcomes:

SPECIFIC OUTCOME 1

Explain the nature and purpose of PR.

SPECIFIC OUTCOME 2

Explain the role of PR in the organisation.

SPECIFIC OUTCOME 3

Assist with PR operations related to open-days.

SPECIFIC OUTCOME 4

Assist with PR operations related to exhibitions.

SPECIFIC OUTCOME 5

Assist with PR operations related to conferences, seminars and special events.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 4

Apply communication theory and practice

SAQA US ID	UNIT STANDARD TITLE				
115413	Apply communication theory and practice				
SGB NAME		ABET BAND	PROVIDER NAME		
SGB Public Relations Management and Practices		Undefined			
FIELD DESCRIPTION		SUBFIELD DESCRIPTION			
Business, Commerce and Management Studies		Public Relations			
UNIT STANDARD CODE	UNIT STANDARD TYPE		NQF LEVEL		CREDITS
BUS-HRS-0-SGB HRMP	Regular		Level 4		5

Specific Outcomes:

SPECIFIC OUTCOME 1

Understand communication within a process model.

SPECIFIC OUTCOME 2

Explain the functions of the mass media.

SPECIFIC OUTCOME 3

Identify the advantages and disadvantages of the mass media.

SPECIFIC OUTCOME 4

Use the mass media in communication practice.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 5

Perform support functions for media liaison, publicity campaigns and corporate social investment programmes

SAQA US ID	UNIT STANDARD TITLE		
115414	Perform support functions for media liaison, publicity campaigns and corporate social investment programmes		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Public Relations Management and Practices		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Public Relations	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-PRS-0-SGB PRMP	Regular	Level 4	9

Specific Outcomes:

SPECIFIC OUTCOME 1

Compile and update a media contact list.

SPECIFIC OUTCOME 2

Assist with a synopsis of media coverage of an organisation and/or media initiative.

SPECIFIC OUTCOME 3

Assist with organising a media/publicity campaign.

SPECIFIC OUTCOME 4

Respond to media queries.

SPECIFIC OUTCOME 5

Assist with the corporate social investment programmes of a business.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 6

Assist with the implementation of corporate identity and corporate image programmes

SAQA US ID	UNIT STANDARD TITLE			
115415	Assist with the implementation of corporate identity and corporate image programmes			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Public Relations Management and Practices		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Business, Commerce and Management Studies		Public Relations		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
BUS-PRS-0-SGB PRMP	Regular	Level 4		5

Specific Outcomes:

SPECIFIC OUTCOME   1

Give reasons for implementing a corporate identity programme.

SPECIFIC OUTCOME   2

Assist in implementing a corporate identity programme.

SPECIFIC OUTCOME   3

Explain the factors that affect corporate image.

SPECIFIC OUTCOME   4

Use corporate identity materials.

No. 674   **4 June 2004**

SOUTH
AFRICAN
QUALIFICATIONS
AUTHORITY

NATIONAL QUALIFICATIONS FRAMEWORK

Established in terms of Act 58 of 1995

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In order to proceed with the recognition of Standards Generating Bodies in terms of Government Regulations 19(1)(c) and 22(2) of 28 March 1998, National Standards Body 04, Communication Studies and Language, invites public comment with respect to *the acceptability of the nominees and the representativeness of the key education and training stakeholder interest groups* listed as SGB applicants below.

In addition, the NSB invite submissions from interested parties wishing to serve on such an SGB.   Interested parties should take note of the section on SGB Information below.

All nominations/ applications should be accompanied by curricula vitae.

More information regarding this application may be obtained on the SAQA website or from the SAQA offices.

Comment should reach the NSB at the address below by not later than **5 July 2004.** All correspondence should be marked **SGB for Further Education and Training for Communications Studies and Language** and be addressed to:

The Director: Standards Setting and
Development
SAQA
Attention: Mr. D Mphuthing
Postnet Suite 248
Private Bag X06
Waterkloof
0145
or faxed to 012 – 431-5144
e-mail: dmphuting@saqa.co.za

SGB INFORMATION

As a necessary step in the development and implementation of the National Qualifications Framework, The National Standards Bodies are briefed [regulation 19(1)(c) of 28 March 1998] to recognise or establish Standards Generating Bodies (SGBs).
SGBs shall:
a.   generate standards and qualifications in accordance with the Authority requirements in identified sub-fields and levels;
b.   update and review standards;
c.   recommend standards and qualifications to National Standards Bodies;
d.   recommend criteria for the registration of assessors and moderators or moderating bodies; and

e.   perform such other functions as may from time-to-time be delegated by their National Standards Body.

Any bodies wishing to nominate representatives, make application to serve on, or make any other submission with regard to the above SGB should note the following information.

SGBs should be composed of organisations, which shall be key education and training stakeholder interest groups and experts in the sub-field. The NSB, when making its final decisions will have due regard for, among other things, *'the need for representativeness and equity, redress and relevant expertise in terms of the work of the SGBs.'*

Organisations proposing to nominate persons to SGBs should be sensitive to the need for *equity* and *redress*, and shall nominate persons who-

(a)   will be able to consider issues of productivity, fairness, public interest and international comparability as related to education and training in the sub-field;

(b)   enjoy credibility in the sub-field in question, who enjoy respect; have the necessary expertise and experience in the sub-field and have the support or backing of the nominating body;

(c)   are able to advocate and mediate the needs and interests of all levels within the sub-field covered by the Standards Generating Body;

(d)   are able to exercise critical judgement at a high level; and

(e)   are committed to a communication process between the Standards Generating Body, the National Standards Body and the Constituency.

PUBLIC NOTICE BY NSB 04, COMMUNICATION STUDIES AND LANGUAGE, OF AN APPLICATION TO
EXTEND THE BRIEF OF THE FURTHER EDUCATION AND TRAINING SGB FOR COMMUNICATION STUDIES AND LANGUAGE

NSB 04 has received an application to extend the brief of the Further Education and Training SGB for Communication Studies and Language (Levels 2,3,4) and proposes, in terms of *NSB Regulation 24 (1) (e)*, to extend the brief and membership of the core group of this SGB at NQF levels 1 - 5.

PROPOSED EXTENDED BRIEF OF THE SGB

1. Generate standards in accordance with SAQA requirements for CSL (NQF Level 5) for Further Education and Training Institutions.

2. Develop learning and career pathways for potential standards in Communication Studies and Language (level 5). *[Regulations 24(1)(e)]*.

3. Recommend standards generated under (2) above to the National Standards Body 04 *[Regulation 24(1)(c)]*.

4. Recommend criteria for registration of assessors and moderators or moderating bodies. *[Regulation 24(1)(d)]*.

5. Review registered unit standards and effect the necessary changes *[Regulation 24(1)(b)]*.

6. Accept and perform other related functions as requested by NSB 04 *[Regulation 24(1)(e)]*.

COMPOSITION OF THE SGB

NAME	WORKPLACE	NOMINATING BODY	QUALIFICATION/ EXPERIENCE
Cole, CGB	Food and Beverage Manufacturing SETA (FoodBev)	Food and Beverage Manufacturing SETA (FoodBev)	Holds a PhD in Food Science. Is a member of the FoodBev ETQA Committee.
Grobler, M	Northern Province Department of Education	Northern Province Department of Education	Holds a BA Honours in applied Linguistics and Language Methodology.
Hartman, A	Department of Education: Mmabatho Curriculum Development	Department of Education: Mmabatho Curriculum Development	Holds a BEd degree. Is Curriculum planner for Afrikaans at the Curriculum Unit.
Janisch, R	Independent Examination Board (IEB)	Independent Examination Board (IEB)	BA Honours. Has experience in the writing of standards for FET language and communication.
Isaacman, J	Manufacturing and Engineering SETA (Merseta)	Manufacturing and Engineering SETA (Merseta)	Holds a Bachelor of Social Science Degree. Involved in development of qualifications and curriculum for learnerships.
Khuba, TG	Tshisimami College	Tshisimami College	Holds an MA degree. Is chief examiner for Tsivenda for Higher Grades.
King, M	Insurance Sector Education and Training Authority (INSETA)	Insurance Sector Education and Training Authority (INSETA)	Holds an MA degree. Is a consultant for the Education, Training and Development Practices SETA.
Kiva, SN	Northern Cape Department of Education	Northern Cape Department of Education	Holds a BA degree. Is co-ordinator of Panel Examiners for IsiXhosa Grade 12.
Kunene, S	Services SETA	Services SETA	Holds a Master of Arts degree and is Learnerships and Skills programmes manager with the Services SETA.
Mama, A	Wholesale and Retail SETA	Wholesale and Retail SETA	Holds a BEd degree. Is learnership manager for the Wholesale and Retail Seta.
Motsa, Z	University of South Africa (UNISA)	University of South Africa (UNISA)	Holds a PhD in English. Has extensive experience in SiSwati and the teaching of English.
Netshilata, RH	National Department of Education	National Department of Education	Holds a Masters of Education Degree in language teaching. Is Chief Education Specialist for languages in the Further Education and Training Band.
Nkosi. NR	South African College for Open Learning (SACOL)	South African College for Open Learning (SACOL)	Holds a Masters Degree and serves as chairperson on the KwaZulu-Natal Provincial Language Committee.
Phage, MM	North West Department of Education	North West Department of	Holds a BA Honours degree. Is a member of the language policy committee.

		Education	
Phuroe, MR	Free State Department of Education	Free State Department of Education	Holds a Masters Degree. Provincial co-ordinator for languages and moderating for grade 12 Sesotho.
Podmore, N	Tourism, Hospitality & Sports Education and Training Authority (THETA)	Tourism, Hospitality & Sports Education and Training Authority (THETA)	Holds a Higher diploma in Hotel Management. Is consultant for the THETA.
Rammitlwa, T	Banking Sector Education and Training Authority (BANKSETA)	Banking Sector Education and Training Authority (BANKSETA)	Holds a BA degree and is Special Quality Assurance officer at the Bankseta.
Singh, B	KwaZulu-Natal Department of Education	KwaZulu-Natal Department of Education	Holds a Masters Degree of Education specialising in English Literature.
Skhosana, PB	University of Pretoria	University of Pretoria	Holds an MA degree. Is a lecturer at University of Pretoria in African Languages.
Tshikovhi, VR	Northern Province Department of Education	Northern Province Department of Education	Holds an MA degree and has received training as OBET facilitator.
Van Deventer, MA	Technikon Free State	Technikon Free State	Holds a PhD in English. She also acted as Examiner as well as Moderator for Grade 12 English.
Van Ellinckhuijzen, C	Committee of College Principals (AFETISA)	Committee of College Principals (AFETISA)	Holds a BA degree. Is co-author of communication N5/6 textbooks. Also a member of the national task team for the development of the NCS (General) and Learning Programme guidelines.
Vosloo, CM	Mpumalanga Department of Education	Mpumalanga Department of Education	Holds a PhD. A member of the national task team for the development FET CSL unit standards for levels 2 to 4 and a member of the national task team for the development of the NCS (General) and Learning Programme guidelines.

No. 675   **4 June 2004**

Established in terms of Act 58 of 1995

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Aircraft Maintenance and Overhaul

Registered by NSB 06, Manufacturing, Engineering and Technology, publishes the following qualifications and unit standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the qualifications and unit standards. The qualification and unit standards can be accessed via the SAQA web-site at **www.saqa.org.za**. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, Hatfield Forum West, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the unit standards should reach SAQA at the address *below and no later than 5 July 2004.* All correspondence should be marked **Standards Setting – SGB for Aircraft Maintenance and Overhaul** and addressed to

> The Director: Standards Setting and Development
> SAQA
> *Attention: Mr. D Mphuthing*
> Postnet Suite 248
> Private Bag X06
> Waterkloof
> 0145
> or faxed to 012 – 431-5144
> e-mail: dmphuthing@saqa.co.za

JOE SAMUELS
DIRECTOR: STANDARDS SETTING AND DEVELOPMENT

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:

National Certificate: Aircraft Maintenance and Overhaul

SAQA QUAL ID	QUALIFICATION TITLE	
48861	National Certificate: Aircraft Maintenance and Overhaul	
SGB NAME	SGB Aircraft Maintenance and Overhaul	
ABET BAND	PROVIDER NAME	
Undefined		
QUALIFICATION CODE	QUAL TYPE	SUBFIELD
MET-4-National Certificate	National Certificate	Manufacturing and Assembly
MINIMUM CREDITS	NQF LEVEL	QUALIFICATION CLASS
180	Level 4	Regular-Unit Stds Based
SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE

PURPOSE OF THE QUALIFICATION

This qualification is aimed at people who are working within an Aircraft Maintenance and Overhaul function with a view to being recognised as fully fledged aircraft maintenance artisans and technicians. Typically, they will be people in organisational training schemes, developing their skills towards this qualification. Candidates may also be apprentices or artisans qualified in trades outside the aeronautical industry who wish to develop their skills for aeronautical applications. In particular this qualification will be useful for:

> Aircraft mechanical maintenance artisans
> Aircraft electricians
> Aircraft radio, radar and instruments technicians
> Aircraft structural maintenance and repair technicians

This qualification is designed to be flexible and accessible so that people are able to demonstrate the competencies required to work safely and productively in the different disciplines within an Aircraft Maintenance and Overhaul environment. Recipients of this qualification will have knowledge and skills in the areas of fundamental life skills; safety, health, environment & quality; and one of aircraft mechanical maintenance and aircraft mechanical repair and overhaul; aircraft power plant maintenance and aircraft power plant repair and overhaul; core electrical; electrical, instruments and radio; aeronautical composites and aircraft structures.

Recipients of this qualification will be able to:

> Communicate in a variety of ways
> Use mathematics in real life situations
> Operate safely in an engineering workshop environment
> Apply aircraft mechanical maintenance, repair and overhaul knowledge and skill, or
> Apply aircraft power plant maintenance, repair and overhaul skills and knowledge, or
> Apply electrical, instruments and radio knowledge within an aeronautical context, or
> Apply aeronautical composites and aircraft structures knowledge and skills

The detail of what the learner will know and achieve is specified in the Exit Level Outcomes.

Artisans and Technicians will generally carry out their role within the context of:

> Set maintenance mechanical and/or electrical engineering procedures
> Given administration systems

> Given inspection and testing procedures
> Given Quality Assurance policies, procedures and processes (including FAA and JAR)
> The framework of CAA regulations and licensing requirements

Rationale for the qualification:

The majority of the candidates for this qualification are likely to have completed the introductory courses to aircraft maintenance within the aerospace sector, and wish to progress within a chosen field of specialisation. This qualification will give them the opportunity to develop and balance their practical skills with the essential knowledge needed to earn a formal qualification in Aircraft Maintenance and Overhaul - Aeronautical Engineering, without formal education becoming an impassable barrier.

There is a critical need in the industry to identify people who have a sound foundation in the engineering trades equivalent to NQF Level 2 or N1, and have begun to specialise in a mechanical and/or electrical direction at Level 3. This qualification will provide for them the opportunity to develop the specific and complex skills demanded of Technicians within a safety conscious and highly regulated industry.

This qualification also recognises that candidates may specialise in a variety of directions, and provides for this eventuality. The certificate will be issued as either:

> National Certificate: Aircraft Maintenance and Overhaul - Mechanical (L4)
OR
> National Certificate: Aircraft Maintenance and Overhaul - Electrical (L4)
OR
> National Certificate: Aircraft Maintenance and Overhaul - Electro-Mechanical (L4)
OR
> National Certificate: Aircraft Maintenance and Overhaul - Instruments (L4)
OR
> National Certificate: Aircraft Maintenance and Overhaul - Radio (L4)
OR
> National Certificate: Aircraft Maintenance and Overhaul - Structural (L4)

The Aerospace Industry in South Africa must comply with international aviation standards. Conventional artisan and engineering training in this country (and others) does not produce people capable of working at the levels required by international aviation license requirements. The degree of sophistication and expertise requires specialist input and time-related on-the-job mentored experience for legal compliance alone.

In addition, the future of the industry in South Africa depends heavily on the ability of the Technical Divisions of major companies to obtain and fulfil international service contracts. International airlines require high standards of performance supported by international aviation licensing. Unit standards would provide a clear description for providers of the levels and nature of skills required by the industry. They would also provide for assessment that confirmed the required degree of competence.

A further consideration is that, for transformation purposes, large numbers of enthusiastic but generally poorly trained people need access to high quality learning and assessment opportunities if they are to meet the requirements of the aviation industry. The possibilities for incremental learning, which builds on generic engineering training, must be created if the industry is to make the equitable distribution of skills a reality. In this sense, the aims of the SGB are consistent with SAQA's own transformation goals, and with principles of access and articulation.

Finally, there are people who have been working in the industry for some time, and who have gained the additional skills and expertise required through systematic on-the-job training. The national recognition framework can make an invaluable contribution to personal and enterprise skills development by providing for the recognition of the skills gained in this manner, through a systematic RPL process.

In summary, the purpose of the unit standards and qualifications generated by the SGB would be to:
> Describe the standard required for competent performance in the international arena
> Provide clear guidelines and "targets" for training providers, which also promotes accountability
> Provide a recognition framework that would allow for RPL
> Provide access and progression via coherent learning pathways for engineering trainees wishing to consider a career in aerospace

> Provide access to candidates formerly denied opportunities for a career in aerospace, which in turn promotes personal (and thus national) skills development

RECOGNIZE PREVIOUS LEARNING?

Y

LEARNING ASSUMED TO BE IN PLACE

It is assumed that candidates embarking on learning towards this qualification are already competent in the following areas:
> Communication skills (Language at NQF level 3).
> Maths skills (NQF level 3)

In addition it is assumed that learners already hold a National Certificate: Aeronautical Engineering - Mechanical/Electrical (Level 3) or equivalent competence.

Recognition of Prior Learning:

This qualification can be achieved wholly or in part through recognition of prior learning in terms of the defined exit level outcomes and/or individual unit standards.

Evidence can be presented in various ways, including international and/or previous local qualifications, products, reports, testimonials mentioning functions performed, work records, portfolios, videos of practice and performance records.

All such evidence will be judged in accordance with the general principles of assessment described above and the requirements for integrated assessment.

QUALIFICATION RULES

Fundamental:

> Communication - Candidates are required to achieve all 40 credits for Communications.
> In terms of the requirements for an FETC, candidates are required to achieve 20 credits obtained in a second official language at a minimum of level 3.
> Mathematical Literacy - Candidates are required to demonstrate achievement of the 16 credits for the Mathematics unit standards.
Note: Mathematical Literacy is defined as the ability to apply basic mathematics within a variety of real life contexts.

Core:

Candidates must achieve all 45 CORE credits listed in Exit level outcomes 3, 4, 5, 6.

Elective:

Candidates must achieve at least 84 credits of their choice from specialisation clusters of ELECTIVE credits in Exit Level Outcomes 7 to 19, to achieve the full qualification.

Candidates who wish to achieve the whole qualification with a particular 'trade endorsement' must meet the rules of combination for each of the areas of specialisation which comprise an 'endorsement' for the qualification. The possibilities are:

1. National Certificate: AMO - Mechanical (Level 4)
> Exit Level Outcome 6, 7, 8, 9, 10, 11
> ELO 6 provides useful background to airframe and engine maintenance, and can be taken in conjunction with any of the other Mechanical Electives.
> ELO 8 will allow candidates to specialise in aircraft system maintenance and repair.
> Exit Level Outcome 7 (general power plant maintenance and testing) is a pre-requisite with either of ELO 9 (piston   engine), 10 (gas turbine engine) or 11 (rotary winged aircraft).

2. National Certificate: AMO - Electrical (Level 4)
> Candidates are required to achieve all 16 credits from ELO 12 in order to qualify for this endorsement.

> A further minimum of 68 credits of the available 110 electrical credits (ELO 13) must be achieved for this　qualification.

3. National Certificate: AMO - Electro-Mechanical (Level 4)
> Candidates seeking this endorsement must achieve ELO 12.
> A further minimum of 68 credits must be chosen from ELOs 6, 7, 8, 9, 10, 11, 13 and 14. The unit standard　combination to achieve these credits will depend on enterprise specific requirements for Electro-Mechanical　personnel.

4. National Certificate: AMO - Instruments (Level 4)
> Candidates seeking this endorsement must achieve ELO 12.
> A further minimum of 68 credits must be achieved from ELO 14.

5. National Certificate: AMO - Radio (Level 4)
> Candidates seeking this endorsement must achieve ELO 12.
> A further minimum of 68 credits must be achieved from ELO 15.

6. National Certificate: AMO - Structural (Level 4)
> Candidates seeking this endorsement must achieve a minimum of 84 credits from ELO 16.

Candidates who wish to achieve more than one 'trade endorsement' must achieve the FUNDAMENTAL and CORE requirements, plus elective requirements for each of the other areas of specialisation which comprise an 'endorsement' for the qualification.

EXIT LEVEL OUTCOMES

Fundamental:

Exit Level Outcome 1: Communicate in a variety of ways - [possible 40 credits]

Language of application:
> Engage in sustained oral communication and evaluate spoken texts, Level 4, 5 credits.
> Read, analyse and respond to a variety of texts, Level 4, 5 credits.
> Write for a wide range of contexts, Level 4, 5 credits.
> Use language and communication in occupational learning programmes, Level 4, 5 credits.

Additional Language:
> Use language and communication in occupational learning programmes, Level 3, 5 credits.
> Accommodate audience and context needs in oral communication, Level 3, 5 credits.
> Interpret and use information from texts, Level 3, 5 credits.
> Write texts for a range of communicative contexts, Level 3, 5 credits.

Exit Level Outcome 2: Use mathematics in real life situations - [possible 16 credits]

> Use mathematics to investigate and monitor the financial aspects of personal, business, and national issues, Level 4, 6 credits
> Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life-related problems, Level 4, 6 credits.
> Measure, estimate and calculate physical quantities and explore, critique and prove geometrical relationships in two and three-dimensional space in the life and workplace of the adult with increasing responsibilities, Level 4, 4 credits.

Core:

Exit Level Outcome 3: Apply the basic principles of aircraft inspection - [possible 16 credits]

> Demonstrate knowledge of key aviation principles and regulations for aircraft maintenance personnel, Level 3, 4 credits.
> Inspect and maintain aircraft in storage, Level 3, 6 credits.
> Conduct before, between, and after flight inspections, Level 4, 6 credits.

Exit Level Outcome 4: Demonstrate basic understanding of the electrical aspects of aircraft - [possible 15 credits]

> Demonstrate knowledge of electrical and electronic components, Level 2, 3 credits.
> Demonstrate knowledge of electrical safe working practices, Level 2, 2 credits.
> Apply avionic repair skills, Level 3, 10 credits.

Exit Level Outcome 5: Demonstrate knowledge of maintenance, repair and overhaul practices - [possible 14 credits]

> Demonstrate knowledge of aircraft power plant maintenance practices, Level 3, 6 credits.
> Demonstrate knowledge of aircraft mechanical component repair and overhaul practices, Level 3, 8 credits.

Electives:

Exit Level Outcome 6: Apply fundamental principles for inspecting and maintaining airframes and aircraft engines within an aerospace maintenance and overhaul environment - [possible 33 credits]

> Inspect and maintain aircraft airframe systems, Level 4, 24 credits.
> Inspect and maintain aircraft engines, Level 4, 9 credits.

Exit Level Outcome 7: Inspect, maintain and test aircraft power plants, rotating assemblies and propellers in an aerospace maintenance and overhaul environment - [possible 40 credits]

> Balance aeronautical rotating assemblies, Level 3, 4 credits.
> Inspect and maintain aircraft piston engines and transmissions, Level 4, 20 credits.
> Test aircraft engines on a test bed, Level 4, 6 credits.
> Assemble, inspect and maintain aircraft propellers, Level 4, 10 credits.

Exit Level Outcome 8: Carry out aircraft mechanical system repair and overhaul - [possible 103 credits]

> Repair, replace, modify and/or adjust aircraft fuel tanks and distribution system components, Level 4, 15 credits.
> Repair, replace, modify and/or adjust aircraft landing gear system components, Level 4, 8 credits.
> Repair, replace, modify and/or adjust aircraft hydraulic system components, Level 4, 15 credits.
> Repair, replace, modify and/or adjust aircraft air conditioning, pressurisation, and ice and rain protection system components, Level 4, 15 credits.
> Repair, replace, modify and/or adjust aircraft oxygen system components, Level 4, 25 credits.
> Repair, replace, modify and/or adjust aircraft pneumatic power supply system components, Level 4, 15 credits.
> Repair, replace, modify and/or adjust aircraft water and waste system components, Level 4, 10 credits.

Exit Level Outcome 9: Apply the fundamental principles for the repair of piston aircraft engines and drive components - [possible 59 credits]

> Repair, replace, modify and/or adjust aircraft gearboxes and transmissions and engine lubrication system components, Level 4, 15 credits.
> Repair, replace, modify and/or adjust aircraft propellers, Level 4, 20 credits.
> Repair, replace, modify and/or adjust aircraft piston engine fuel system components, Level 4, 12 credits.
> Repair, replace, modify and/or adjust aircraft piston engines, Level 4, 12 credits.

Exit Level Outcome 10: Apply the fundamental principles for the maintenance and repair of jet aircraft - [possible 79 credits]

> Inspect and maintain aircraft gas turbine auxiliary power units, Level 4, 15 credits.
> Inspect and maintain aircraft gas turbine engine power augmentation or restoration systems, Level 4, 4 credits.
> Inspect and maintain aircraft gas turbine power plants, Level 4, 19 credits.
> Repair, replace, modify and/or adjust aircraft gas turbine engine fuel control units and system components, Level 4, 12 credits.

> Repair, replace, modify and/or adjust aircraft gas turbine engine components, Level 4, 25 credits.
> Repair, replace, modify and/or adjust gas turbine engine power augmentation or restoration system components, Level 4, 4 credits.

Exit Level Outcome 11: Apply the fundamental principles for the maintenance and repair of helicopters - [possible 32 credits]

> Service rotary winged aircraft, Level 3, 4 credits.
> Assemble, track and balance helicopter main and tail rotors, Level 4, 4 credits.
> Inspect and maintain helicopter drive trains, Level 4, 4 credits.
> Inspect and maintain helicopter flight control systems, Level 4, 2 credits.
> Inspect and maintain helicopter rescue winches, Level 4, 2 credits.
> Repair, replace, and/or adjust helicopter belt-drive components and metal rotor blades, Level 4, 4 credits.
> Repair, replace, and/or adjust helicopter cargo suspension hooks and rescue hoists, Level 4, 4 credits.
> Repair, replace and/or adjust helicopter drive shaft assemblies, Level 4, 8 credits.

Exit Level Outcome 12: Demonstrate basic aircraft electrical knowledge - [possible 16 credits]

> Demonstrate knowledge of capacitors, semiconductor diodes, and rectification, Level 2, 2 credits.
> Demonstrate knowledge of single phase transformers, Level 3, 2 credits.
> Draw and interpret electrical diagrams, Level 3, 2 credits.
> Demonstrate understanding of component disassembly, inspection, repair and assembly techniques, Level 4, 4 credits.
> Use electrical test equipment to perform basic electrical tests, Level 3, 1 credit.
> Fabricate aircraft electrical looms and harnesses, Level 3, 5 credits.

Exit Level Outcome 13: Service, repair and maintain aircraft electrical systems and components - [possible 110 credits]

> Install aircraft electrical wiring, Level 4, 10 credits.
> Remove and install major aircraft electrical components, Level 4, 5 credits.
> Remove and install miscellaneous aircraft electrical hardware/components, Level 4, 10 credits.
> Repair and maintain AC and DC motors, Level 4, 10 credits.
> Inspect, test and troubleshoot aircraft electrical systems and components, Level 4, 20 credits.
> Repair or overhaul aircraft electrical and electro-mechanical components, Level 4, 15 credits.
> Repair and maintain protection and control systems, Level 4, 10 credits.
> Repair and maintain distribution system components, Level 4, 10 credits.
> Repair and maintain electrical system components, Level 4, 10 credits.
> Manufacture and/or repair aircraft electrical components or parts, Level 4, 10 credits.

Exit Level Outcome 14: Repair and maintain instrument system components - [possible 84 credits]

> Use a handheld compass to perform a basic compass swing, Level 3, 4 credits.
> Repair and maintain electrical instrument components, Level 4, 25 credits.
> Repair and maintain mechanical instrument components, Level 4, 10 credits.
> Repair and maintain instrumentation components, Level 4, 25 credits.
> Repair and maintain aircraft optical system components, Level 4, 20 credits.

Exit Level Outcome 15: Repair and maintain radio and radar system components - [possible 81 credits]

> Identify faults and replace components in communication devices and systems, Level 3, 10 credits.
> Identify faults and replace components in pulse navigational aid systems, Level 3, 8 credits.
> Identify faults and replace components in non-pulse navigational aid systems, Level 3, 8 credits.
> Repair and maintain communication devices and systems, Level 4, 15 credits.
> Demonstrate understanding of Antenna systems, Level 4, 10 credits.
> Repair and maintain pulse navigational aid systems, Level 4, 10 credits.
> Repair and maintain non-pulse navigational aid systems, Level 4, 20 credits.

Exit Level Outcome 16: Fabricate and repair aircraft structures - [possible 93 credits]

> Balance aircraft flight control surfaces, Level 3, 7 credits.

> Cold work holes in aeronautical aluminium alloys, Level 3, 3 credits.
> Form aeronautical sheet metal by cutting, Level 3, 10 credits.
> Assemble aeronautical metal components and/or composites by bonding, Level 4, 10 credits.
> Assemble aircraft metal components using fasteners, Level 4, 20 credits.
> Form aeronautical sheet metal by folding, Level 4, 3 credits.
> Form aeronautical sheet metal by rubber pressing, Level 4, 10 credits.
> Repair and/or fabricate aeronautical component parts by welding, Level 5, 8 credits.
> Repair and/or modify aircraft metal structures, Level 4, 15 credits.
> Visually inspect aircraft structures, Level 4, 3 credits.
> Identify and prevent corrosion in the aeronautical industry, Level 4, 4 credits.

Critical Cross-Field Outcomes:

This qualification addresses the following critical cross-field outcomes, as detailed in the associated unit standards:

a) Identifying and solving problems in which responses indicate that responsible decisions using critical and creative thinking have been made.
This outcome is supported in particular by the following ELOs: 3, 9, 10, 11, 12, 14, 15, 16 and 17.
b) Working effectively with others as a member of a team, group, organisation or community.
This outcome is supported in particular by the following ELOs: 7, 8, 9, 10, 11, 12, 14, 15, 16 and 17 since in most cases repair and overhaul work is conducted in teams, and where it may not be possible for individuals to complete tasks without assistance.
c) Organising and managing oneself and one's activities responsibly and effectively.
This outcome is supported in particular by the following ELOs: 7 - 12, and 14 - 17.
d) Collecting, analysing, organising and critically evaluating information.
This outcome is supported in particular by the following ELOs: 3, 7, 8, 9, 10, 11, 12, 14, 15, 16 and 17.
e) Communicating effectively using visual, mathematical and/or language skills in the modes of oral/written persuasion.
This outcome is supported in general terms through reporting requirements, and the processing of texts in the form of procedures, specifications and regulations throughout the repair and maintenance ELOs.
f) Using science and technology effectively and critically, showing responsibility towards the environment and health of others.
This outcome is supported throughout in a highly technical environment.
g) Demonstrating and understanding of the world as a set of related systems by recognising that problem-solving contexts do not exist in isolation.
This outcome is supported in particular by the following ELOs: 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16 and 17. The maintenance and repair function that is at the heart of the qualification deals primarily with interrelated systems within the context of air safety.

Learning programmes directed towards this qualification will also contribute to the full personal development of each learner and the social and economic development of the society at large, by making individuals aware of the importance of:
1) Reflecting on and exploring a variety of strategies to learn more effectively.
2) Participating as responsible citizens in the life of local, national and global communities.
3) Being culturally and aesthetically sensitive across a range of social contexts.
4) Exploring education and career opportunities; and developing entrepreneurial opportunities.

ASSOCIATED ASSESSMENT CRITERIA

For award of the qualification, candidates must achieve the required number of credits as specified in the rules of combination. This means candidates must achieve Exit Level Outcomes 1, 2, 3, 4, 5, and 6, plus the additional Elective credits specified for the qualification in ELOs 7 to 18.

Should candidates exit the qualification without completing the whole qualification, recognition may be given for each Exit Level Outcome achieved. For award of a particular Exit Level Outcome, candidates must achieve:
> All the Core and Elective unit standards associated with the particular Exit Level Outcome as per the specifications contained within each unit standard, and
> The criteria specified below.

Assessment Criteria for Exit Level Outcome 1 [Fundamental]:
> Communication within the maintenance function and across departments about maintenance activities, problem-solving and repair processes is clear, understandable and effective.

Assessment Criteria for Exit level Outcome 2 [Fundamental]:
> The mathematics is applied within a variety of maintenance and repair contexts.

Assessment Criteria for Exit Level Outcome 3 [Core]:
> The identification of irregularities and/or potential problems during inspections is consistent with current theories of the principles of flight.
> Inspections carried out comply with inspection schedules; international, national and company specific procedures, and all aspects of aviation law.

Assessment Criteria for Exit Level Outcome 4 [Core]:
> Electrical and electronic components are accurately identified and differentiated in terms of their purpose and function.
> The description of electrical safe practices is consistent with current legislation, and general electrical and electronic work and avionics skills are applied according to best practice, aviation regulations and company requirements.

Assessment Criteria for Exit Level Outcome 5 [Core]:
> Knowledge of aircraft power plant maintenance practices is current, accurate and provides a sound foundation for the development of practical maintenance skills.
> Knowledge of aircraft mechanical component repair and overhaul practices is current, accurate and provides a sound foundation for the development of practical repair and overhaul skills.

Assessment Criteria for Exit Level Outcome 6 [Mechanical Elective]:
> The principles of inspection and aircraft system maintenance practices are applied consistently to the maintenance of a wide variety of airframe systems, including air-conditioning, pressurisation, fuel storage and distribution, hydraulic, landing, flight control, ice and rain protection, pneumatic, water and waste, fire protection systems.
> The principles of inspection and maintenance are applied to the maintenance of aircraft engines, including engines, engine fuel systems, and engine lubrication systems.

Assessment Criteria for Exit Level Outcome 7 [Mechanical Elective]:
> The principles of inspection and power plant maintenance practices are applied consistently to the maintenance of a range of piston aircraft engines and transmissions.
> Testing of piston engines on test beds complies with aviation regulations, maintenance documentation and enterprise procedures.
> Static balancing and/or dynamic balancing is carried out to industry accepted standards.
> Documentation relating to testing and/or maintenance and repair is completed in accordance with CAA regulations and enterprise procedures.

Assessment Criteria for Exit Level Outcome 8 [Mechanical Elective]:
> Practical engineering skills are applied consistently to the identification of irregularities, and the repair and/or modification of a wide variety of mechanical systems including air-conditioning, pressurisation, and ice and rain protection systems; fuel storage and distribution systems; aircraft hydraulic system components; landing gear system components; aircraft oxygen system components; aircraft pneumatic power supply system components, and water and waste system components.
> Problem solving and fault-finding complies with accepted industry practices and CAA regulations.
> Repair and/or modification complies with accepted industry practices and CAA regulations.

Assessment Criteria for Exit Level Outcome 9 [Mechanical Elective]:
> Practical engineering skills are applied consistently to the identification of irregularities, and the repair, replacement and/or modification of a wide range of aircraft piston engines; gearboxes and transmissions; engine lubrication system components; fuel system components; and variable and fixed pitch propeller assemblies.
> All repair and overhaul activities are consistent with aeronautical repair + overhaul practices

Assessment Criteria for Exit Level Outcome 10 [Mechanical Elective]:
> The principles of inspection and power plant maintenance practices are applied consistently to the

maintenance of aircraft gas turbine power plants; auxiliary power units; power augmentation and restoration systems.
> Practical engineering skills are applied consistently to the identification of irregularities, and the repair, replacement and/or modification of a wide range of aircraft gas turbine engines; power augmentation and restoration systems; engine fuel control units and system components.
> All repair and overhaul activities are consistent with aeronautical repair and overhaul practices.

Assessment Criteria for Exit Level Outcome 11 [Mechanical Elective]:
> The principles of inspection and rotary winged aircraft maintenance practices are applied consistently to the service and maintenance of rotor assemblies; drive trains; and winches.
> Practical engineering skills are applied consistently to the identification of irregularities, and the repair, replacement and/or modification of belt-drive components and rotor blades; hoists; and drive train and rotor assemblies.
> All repair and overhaul activities are consistent with aeronautical repair + overhaul practices.

Assessment Criteria for Exit Level Outcome 12 [Electrical/Electro-Mechanical/Radio/Instruments]:
> Key electrical components are accurately identified in terms of their purpose, function and typical application.
> The description of techniques for the disassembly, inspection, repair and replacement of key electrical components is consistent with accepted industry practice.
> The application of drawing and basic fabrication techniques for common electrical looms and harnesses, is consistent with best practice and demonstrates a sound grasp of electrical principles.
> Common test equipment is used in accordance with design and purpose across a range of basic electrical tests.

Assessment Criteria for Exit Level Outcome 13 [Electrical Elective]:
> A range of problem-solving and trouble-shooting techniques is applied to identify typical faults or irregularities in aircraft electrical systems and components.
> The removal and installation of electrical hardware and components is carried out in compliance with CAA regulations, set procedures and accepted industry practices.
> Practical electrical skills are applied consistently to the identification of irregularities, and the repair, replacement and/or maintenance of aircraft electrical systems and components or parts.

Assessment Criteria for Exit Level Outcome 14 [Instruments Elective]:
> A range of problem-solving and trouble-shooting techniques is applied to identify typical faults or irregularities in aircraft mechanical and electrical instrument systems and components.
> The repair and maintenance of instrument systems and components is carried out in compliance with CAA regulations, set procedures and accepted industry practices.

Assessment Criteria for Exit Level Outcome 15 Radio/Radar Elective]:
> A range of problem-solving and trouble-shooting techniques is applied to identify typical faults or irregularities in aircraft and ground-based navigational aid systems and components; communication devices and systems; and antenna systems.
> The repair and maintenance of aircraft and ground-based navigational aid systems and components and communication devices and systems, is carried out in compliance with CAA regulations, set procedures and accepted industry practices.

Assessment Criteria for Exit Level Outcome 16 [Structural Elective]:
> Visual inspections are thorough and detect irregularities, including corrosion, for preventative maintenance and/or repair.
> Balancing, forming, bending and crimping work is carried out for a range of aeronautical metal components and structures to industry accepted standards and procedures.
> Practical structural skills, including welding, are applied consistently to the identification of irregularities, and the repair, modification and/or maintenance of aeronautical aluminium alloys.

Integrated assessment:

Assessment will take place according to the detailed specifications indicated in the unit standards associated with each exit level outcome. Over and above these specifications, evidence of integration will be displayed through the achievement of the broad criteria for each exit level outcome listed above, all within the context of a workshop environment.

INTERNATIONAL COMPARABILITY

This qualification and the component unit standards have been compared with similar qualifications from the following countries:

> New Zealand
> Australia

Both countries have comparable qualifications. This qualification requires the Maintenance Artisan to develop skills and work autonomously at levels comparable to those in the Australian and New Zealand qualifications. This is consistent with the highly regulated nature of the industry and its international character.

ARTICULATION OPTIONS

The following shows the relationship between this qualification and other qualifications within the field:

> N.Dip: AET Mechanical - L5; NC: AMO Mechanical - L4
> N.Dip: AET Electrical - L5; NC: AMO Electrical - L4
> N.Dip: AET Elec/Mech - L5; NC: AMO Elec/Mech - L4
> N.Dip: AET Radio - L5; NC: AMO Radio - L4
> N.Dip: AET Instruments - L5; NC: AMO Instruments - L4
> N.Dip: AET Structural - L5; NC: AMO Structural - L4
> NC: Aircraft Maintenance and Overhaul - Mechanical/Electrical - L3
> NC: Mechanical Maintenance Assistant in Aeronautical Engineering - L2

The Levels 2 and 3 qualifications are National Certificates offering a grounding in engineering practices (Level 2), and the basics of aeronautical engineering with Mechanical and Electrical elective options (Level 3). Levels 4 and 5 both make provision for specialisation in key areas.

Horizontal articulation within the Level 4 Certificate is possible by building on the common core, and achieving the credits specified in each of the elective components of the qualification, mainly related to specialisation areas particular to each sub-field.

Vertical articulation is possible using this qualification as the basis for any of the qualification options indicated above at level 5, although in most cases, some standards will be required horizontally before moving to another sub-field vertically.

MODERATION OPTIONS

> Providers offering learning towards achievement of any of the unit standards that make up this qualification must be accredited through the relevant ETQA.

> Anyone wishing to be assessed against this Qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA.

> Internal moderation of assessment must take place at the point of assessment with external moderation provided by the relevant ETQA according to the moderation guidelines and the agreed ETQA procedures.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

Assessors must be registered in terms of the requirements of SAQA and the ETDP SETA ETDQA.

Assessment principles:

Assessment should be in accordance with the following general and specific principles:

> The initial assessment activities should focus 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. Where assessment at title level is unmanageable, then the assessment can focus on each specific outcome, or groups of specific outcomes. Take special note of the need for integrated assessment.

> Evidence must be gathered across the entire range specified in each unit standard, as applicable. 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 prove that the candidate is able to perform in the real situation.

> All assessments should be conducted in accordance with the following universally accepted principles of assessment:
> Use appropriate, fair manageable methods, that are integrated into real work or learning situations;
> Judge evidence on the basis of its validity, currency, authenticity and sufficiency; and
> Ensure assessment processes are systematic, open and consistent.

NOTES

Endorsed for either:
Mechanical/Electrical/Electro-Mechanical/Instruments/Radio/Avionics/Structural (NC AMO 4)

UNIT STANDARDS
(Note: A blank space after this line means that the qualification is not based on Unit Standards.)

	UNIT STANDARD ID AND TITLE	LEVEL	CREDITS	STATUS
Core	115230 Demonstrate knowledge of electrical and electronic components	Level 2	3	Draft - Prep for P Comment
Core	115234 Demonstrate knowledge of electrical safe working practices	Level 2	2	Draft - Prep for P Comment
Core	115239 Demonstrate knowledge of key aviation principles and regulations for aircraft maintenance personnel	Level 3	4	Draft - Prep for P Comment
Core	115240 Inspect and maintain aircraft in storage	Level 3	6	Draft - Prep for P Comment
Core	115241 Demonstrate knowledge of aircraft power plant maintenance practices	Level 3	6	Draft - Prep for P Comment
Core	115253 Demonstrate knowledge of aircraft mechanical component repair and overhaul practices	Level 3	8	Draft - Prep for P Comment
Core	115357 Apply avionic repair skills	Level 3	10	Draft - Prep for P Comment
Core	115254 Conduct before, between, and after flight inspections	Level 4	6	Draft - Prep for P Comment
Elective	115238 Demonstrate knowledge of capacitors, semiconductor diodes, and rectification	Level 2	3	Draft - Prep for P Comment
Elective	115242 Draw and interpret electrical diagrams	Level 3	3	Draft - Prep for P Comment
Elective	115243 Use electrical test equipment to perform basic electrical tests	Level 3	4	Draft - Prep for P Comment
Elective	115244 Demonstrate knowledge of single phase transformers	Level 3	3	Draft - Prep for P Comment
Elective	115245 Fabricate aircraft electrical looms and harnesses	Level 3	10	Draft - Prep for P Comment
Elective	115246 Cold work holes in aeronautical aluminium alloys	Level 3	4	Draft - Prep for P Comment
Elective	115248 Use a handheld compass to perform a basic compass swing	Level 3	4	Draft - Prep for P Comment
Elective	115250 Form aeronautical sheet metal by cutting	Level 3	10	Draft - Prep for P Comment
Elective	115251 Identify faults and replace components in communication devices and systems	Level 3	10	Draft - Prep for P Comment
Elective	115255 Identify faults and replace components in pulse navigational aid systems	Level 3	8	Draft - Prep for P Comment
Elective	115259 Identify faults and replace components in non-pulse navigational aid systems	Level 3	8	Draft - Prep for P Comment
Elective	115263 Balance aircraft flight control surfaces	Level 3	10	Draft - Prep for P Comment

Elective	115272 Service rotary winged aircraft	Level 3	4	Draft - Prep for P Comment
Elective	115332 Balance aeronautical rotating assemblies	Level 3	4	Draft - Prep for P Comment
Elective	115247 Repair, replace, modify and/or adjust aircraft hydraulic system components	Level 4	15	Draft - Prep for P Comment
Elective	115249 Repair, replace, modify and/or adjust aircraft air conditioning, pressurisation, and ice and rain protection system components	Level 4	15	Draft - Prep for P Comment
Elective	115252 Repair, replace, modify and/or adjust aircraft pneumatic power supply system components	Level 4	15	Draft - Prep for P Comment
Elective	115256 Inspect and maintain aircraft airframe systems	Level 4	24	Draft - Prep for P Comment
Elective	115257 Repair, replace, modify and/or adjust aircraft water and waste system components	Level 4	10	Draft - Prep for P Comment
Elective	115258 Inspect and maintain aircraft gas turbine engine power augmentation or restoration systems	Level 4	4	Draft - Prep for P Comment
Elective	115260 Repair, replace, modify and/or adjust aircraft gearboxes, transmissions and engine lubrication system components	Level 4	15	Draft - Prep for P Comment
Elective	115261 Inspect and maintain aircraft gas turbine power plants	Level 4	19	Draft - Prep for P Comment
Elective	115262 Inspect and maintain aircraft engines	Level 4	9	Draft - Prep for P Comment
Elective	115264 Repair, replace, modify and/or adjust aircraft landing gear system components	Level 4	8	Draft - Prep for P Comment
Elective	115265 Repair, replace, modify and/or adjust gas turbine engine power augmentation or restoration system components	Level 4	4	Draft - Prep for P Comment
Elective	115266 Repair, replace, modify and/or adjust aircraft propellers	Level 4	20	Draft - Prep for P Comment
Elective	115267 Assemble, track and balance helicopter main and tail rotors	Level 4	4	Draft - Prep for P Comment
Elective	115268 Repair, replace, modify and/or adjust aircraft fuel tanks and distribution system components	Level 4	15	Draft - Prep for P Comment
Elective	115269 Inspect and maintain helicopter flight control systems	Level 4	8	Draft - Prep for P Comment
Elective	115270 Repair, replace, modify and/or adjust aircraft piston engine fuel system components	Level 4	12	Draft - Prep for P Comment
Elective	115271 Inspect and maintain helicopter drive trains	Level 4	4	Draft - Prep for P Comment
Elective	115273 Repair, replace, modify and/or adjust aircraft piston engines	Level 4	12	Draft - Prep for P Comment
Elective	115274 Assemble aeronautical metal components and/or composites by bonding	Level 4	10	Draft - Prep for P Comment
Elective	115275 Inspect and maintain aircraft piston engines and transmissions	Level 4	20	Draft - Prep for P Comment
Elective	115276 Inspect and maintain helicopter rescue winches	Level 4	8	Draft - Prep for P Comment
Elective	115277 Inspect and maintain aircraft gas turbine auxiliary power units	Level 4	15	Draft - Prep for P Comment
Elective	115278 Test aircraft engines on a test bed	Level 4	6	Draft - Prep for P Comment
Elective	115279 Repair and maintain electrical instrument components	Level 4	25	Draft - Prep for P Comment
Elective	115280 Repair, replace and/or adjust helicopter belt-drive components and metal rotor blades	Level 4	4	Draft - Prep for P Comment
Elective	115281 Repair and maintain communication devices and systems	Level 4	15	Draft - Prep for P Comment
Elective	115282 Repair and maintain mechanical instrument components	Level 4	10	Draft - Prep for P Comment
Elective	115283 Repair, replace and/or adjust helicopter drive shaft assemblies	Level 4	8	Draft - Prep for P Comment
Elective	115284 Demonstrate understanding of antenna systems	Level 4	10	Draft - Prep for P Comment
Elective	115285 Demonstrate understanding of component disassembly, inspection, repair and assembly techniques	Level 4	4	Draft - Prep for P Comment

Elective	115286 Repair and maintain pulse navigational aid systems	Level 4	10	Draft - Prep for P Comment
Elective	115287 Repair and maintain instrumentation components	Level 4	25	Draft - Prep for P Comment
Elective	115288 Repair and maintain non-pulse navigational aid systems	Level 4	20	Draft - Prep for P Comment
Elective	115289 Assemble aircraft metal components using fasteners	Level 4	10	Draft - Prep for P Comment
Elective	115290 Form aeronautical sheet metal by folding	Level 4	3	Draft - Prep for P Comment
Elective	115291 Repair and maintain aircraft optical system components	Level 4	20	Draft - Prep for P Comment
Elective	115292 Repair and/or modify aircraft metal structures	Level 4	15	Draft - Prep for P Comment
Elective	115293 Form aeronautical sheet metal by rubber pressing	Level 4	15	Draft - Prep for P Comment
Elective	115294 Visually inspect aircraft structures	Level 4	4	Draft - Prep for P Comment
Elective	115295 Identify and prevent corrosion in the aeronautical industry	Level 4	3	Draft - Prep for P Comment
Elective	115333 Repair, replace and/or adjust helicopter cargo suspension hooks and rescue hoists	Level 4	4	Draft - Prep for P Comment
Elective	115335 Assemble, inspect and maintain aircraft propellers	Level 4	10	Draft - Prep for P Comment
Elective	115336 Repair, replace, modify and/or adjust aircraft oxygen system components	Level 4	25	Draft - Prep for P Comment
Elective	115338 Repair, replace, modify and/or adjust aircraft gas turbine engine fuel control units and system components	Level 4	12	Draft - Prep for P Comment
Elective	115341 Install aircraft electrical wiring	Level 4	10	Draft - Prep for P Comment
Elective	115342 Repair and maintain AC and DC motors	Level 4	10	Draft - Prep for P Comment
Elective	115343 Remove and install major aircraft electrical components	Level 4	15	Draft - Prep for P Comment
Elective	115344 Inspect, test and troubleshoot aircraft electrical systems and components	Level 4	20	Draft - Prep for P Comment
Elective	115346 Repair or overhaul aircraft electrical/electro-mechanical components	Level 4	15	Draft - Prep for P Comment
Elective	115347 Remove and install miscellaneous aircraft electrical hardware and/or components	Level 4	10	Draft - Prep for P Comment
Elective	115349 Repair and maintain distribution system components	Level 4	10	Draft - Prep for P Comment
Elective	115350 Manufacture and/or repair aircraft electrical components or parts	Level 4	10	Draft - Prep for P Comment
Elective	115351 Repair and maintain protection and control systems	Level 4	10	Draft - Prep for P Comment
Elective	115355 Repair, replace, modify and/or adjust aircraft gas turbine engine components	Level 4	25	Draft - Prep for P Comment
Elective	115356 Repair and maintain electrical system components	Level 4	10	Draft - Prep for P Comment
Elective	115296 Fabricate and/or repair aeronautical components by welding	Level 5	8	Draft - Prep for P Comment
Fundamental	8968 Accommodate audience and context needs in oral communication	Level 3	5	Registered
Fundamental	8969 Interpret and use information from texts	Level 3	5	Registered
Fundamental	8970 Write texts for a range of communicative contexts	Level 3	5	Registered
Fundamental	8973 Use language and communication in occupational learning programmes	Level 3	5	Registered
Fundamental	8974 Engage in sustained oral communication and evaluate spoken texts	Level 4	5	Registered
Fundamental	8975 Read analyse and respond to a variety of texts	Level 4	5	Registered
Fundamental	8976 Write for a wide range of contexts	Level 4	5	Registered
Fundamental	8979 Use language and communication in occupational learning programmes	Level 4	5	Registered
Fundamental	9014 Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 4	6	Registered

Fundamental	9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6	Registered
Fundamental	12417 Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities	Level 4	4	Reregistered

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 1

Demonstrate knowledge of electrical and electronic components

SAQA US ID	UNIT STANDARD TITLE			
115230	Demonstrate knowledge of electrical and electronic components			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 2		3

Specific Outcomes:

SPECIFIC OUTCOME 1

Explain terminology used in conjunction with electrical and electronic components.

SPECIFIC OUTCOME 2

Demonstrate knowledge of linear resistance and resistors.

SPECIFIC OUTCOME 3

Demonstrate knowledge of non-linear resistors.

SPECIFIC OUTCOME 4

Demonstrate knowledge of capacitance and capacitors.

SPECIFIC OUTCOME 5

Demonstrate knowledge of the use of capacitors for suppression of radio and television interference.

SPECIFIC OUTCOME 6

Identify fifteen electrical and electronic components.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 2

Demonstrate knowledge of electrical safe working practices

SAQA US ID	UNIT STANDARD TITLE				
115234	Demonstrate knowledge of electrical safe working practices				
SGB NAME		**ABET BAND**	**PROVIDER NAME**		
SGB Aircraft Maintenance and Overhaul		Undefined			
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**			
Manufacturing, Engineering and Technology		Manufacturing and Assembly			
UNIT STANDARD CODE	**UNIT STANDARD TYPE**		**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular		Level 2		2

Specific Outcomes:

SPECIFIC OUTCOME 1

Demonstrate knowledge of general principles and precautions relating to working safely.

SPECIFIC OUTCOME 2

Demonstrate knowledge of safety clothing and safety equipment as used in the electrical industry.

SPECIFIC OUTCOME 3

Demonstrate knowledge of the safe use of tools and equipment in the electrical industry.

SPECIFIC OUTCOME 4

Demonstrate knowledge of electrical hazards and safety precautions.

SPECIFIC OUTCOME 5

Demonstrate knowledge of procedures in relation to fires in electrical equipment.

SPECIFIC OUTCOME 6

Demonstrate knowledge of reporting of electrical accidents.

SPECIFIC OUTCOME 7

Demonstrate knowledge of the safety tag system.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 3

Demonstrate knowledge of capacitors, semiconductor diodes, and rectification

SAQA US ID	UNIT STANDARD TITLE				
115238	Demonstrate knowledge of capacitors, semiconductor diodes, and rectification				
SGB NAME		**ABET BAND**	**PROVIDER NAME**		
SGB Aircraft Maintenance and Overhaul		Undefined			
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**			
Manufacturing, Engineering and Technology		Manufacturing and Assembly			
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**	
MET-MNA-0-SGB AMO	Regular	Level 2		3	

Specific Outcomes:

SPECIFIC OUTCOME 1

Demonstrate knowledge of capacitors.

SPECIFIC OUTCOME 2

Demonstrate knowledge of semi-conductor diodes and rectification.

SPECIFIC OUTCOME 3

Test semiconductor diodes.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 4

Demonstrate knowledge of key aviation principles and regulations for aircraft maintenance personnel

SAQA US ID	UNIT STANDARD TITLE
115239	Demonstrate knowledge of key aviation principles and regulations for aircraft maintenance personnel

SGB NAME	ABET BAND	PROVIDER NAME
SGB Aircraft Maintenance and Overhaul	Undefined	

FIELD DESCRIPTION	SUBFIELD DESCRIPTION
Manufacturing, Engineering and Technology	Manufacturing and Assembly

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
MET-MNA-0-SGB AMO	Regular	Level 3	4

Specific Outcomes:

SPECIFIC OUTCOME 1

Describe air law for maintenance personnel and functions.

SPECIFIC OUTCOME 2

Describe and explain aircraft principles of flight for maintenance purposes.

SPECIFIC OUTCOME 3

Describe aircraft instrumentation and flight control surfaces for maintenance purposes.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 5

Inspect and maintain aircraft in storage

SAQA US ID	UNIT STANDARD TITLE			
115240	Inspect and maintain aircraft in storage			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE		UNIT STANDARD TYPE	NQF LEVEL	CREDITS
MET-MNA-0-SGB AMO		Regular	Level 3	6

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to inspect and maintain the aircraft in storage.

SPECIFIC OUTCOME 2

Inspect and maintain the aircraft.

SPECIFIC OUTCOME 3

Maintain documentation relative to the storage.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 6

Demonstrate knowledge of aircraft power plant maintenance practices

SAQA US ID	UNIT STANDARD TITLE			
115241	Demonstrate knowledge of aircraft power plant maintenance practices			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular	Level 3		6

Specific Outcomes:

SPECIFIC OUTCOME 1

Demonstrate knowledge of aircraft propeller maintenance practices.

SPECIFIC OUTCOME 2

Demonstrate knowledge of aircraft gas turbine engine maintenance practices.

SPECIFIC OUTCOME 3

Demonstrate knowledge of aircraft auxiliary power unit (APU) maintenance practices.

SPECIFIC OUTCOME 4

Demonstrate knowledge of aircraft reciprocating engine maintenance practices.

SPECIFIC OUTCOME 5

Demonstrate knowledge of aircraft gearbox and transmission maintenance practices.

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NATIONAL QUALIFICATIONS FRAMEWORK

Established in terms of Act 58 of 1995

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 7

Draw and interpret electrical diagrams

SAQA US ID	UNIT STANDARD TITLE				
115242	Draw and interpret electrical diagrams				

SGB NAME		ABET BAND	PROVIDER NAME		
SGB Aircraft Maintenance and Overhaul		Undefined			

FIELD DESCRIPTION		SUBFIELD DESCRIPTION			
Manufacturing, Engineering and Technology		Manufacturing and Assembly			

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS	
MET-MNA-0-SGB AMO	Regular	Level 3		3	

Specific Outcomes:

SPECIFIC OUTCOME 1

Demonstrate knowledge of electrical symbols and terminology.

SPECIFIC OUTCOME 2

Design, draw, and explain control circuits.

SPECIFIC OUTCOME 3

Design, draw, and explain lighting circuits.

SPECIFIC OUTCOME 4

Prepare drawings for an electrical installation.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 8

Use electrical test equipment to perform basic electrical tests

SAQA US ID	UNIT STANDARD TITLE			
115243	Use electrical test equipment to perform basic electrical tests			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 3		4

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare test equipment to perform basic electrical tests.

SPECIFIC OUTCOME 2

Test component in accordance with enterprise procedures using electrical test equipment.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 9

Demonstrate knowledge of single phase transformers

SAQA US ID	UNIT STANDARD TITLE				
115244	Demonstrate knowledge of single phase transformers				
SGB NAME			ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul			Undefined		
FIELD DESCRIPTION			SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology			Manufacturing and Assembly		
UNIT STANDARD CODE		UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO		Regular	Level 3		3

Specific Outcomes:

SPECIFIC OUTCOME 1

Demonstrate knowledge of construction and operating principles of transformers.

SPECIFIC OUTCOME 2

Solve problems involving transformers.

SPECIFIC OUTCOME 3

Determine transformer characteristics by measurement.

SPECIFIC OUTCOME 4

Demonstrate knowledge of transformer applications.

SPECIFIC OUTCOME 5

Demonstrate knowledge of instrument transformers.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 10

Fabricate aircraft electrical looms and harnesses

SAQA US ID	UNIT STANDARD TITLE			
115245	Fabricate aircraft electrical looms and harnesses			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular	Level 3		10

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to fabricate aircraft electrical looms and harnesses.

SPECIFIC OUTCOME 2

Fabricate aircraft electrical looms and harnesses.

SPECIFIC OUTCOME 3

Perform routine tests on aircraft electrical looms and harnesses.

SPECIFIC OUTCOME 4

Complete the fabrication process with regard to aircraft electrical looms and harnesses.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 11

Cold work holes in aeronautical aluminium alloys

SAQA US ID	UNIT STANDARD TITLE			
115246	Cold work holes in aeronautical aluminium alloys			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular	Level 3		4

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to cold work holes.

SPECIFIC OUTCOME 2

Cold work holes.

SPECIFIC OUTCOME 3

Complete the cold working.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:　　　　12

Repair, replace, modify and/or adjust aircraft hydraulic system components

SAQA US ID	UNIT STANDARD TITLE				
115247	Repair, replace, modify and/or adjust aircraft hydraulic system components				
SGB NAME			ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul			Undefined		
FIELD DESCRIPTION			SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology			Manufacturing and Assembly		
UNIT STANDARD CODE		UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO		Regular	Level 4		15

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair, replace, modify and/or adjust the hydraulic system component.

SPECIFIC OUTCOME 2

Locate defects in aircraft hydraulic system components.

SPECIFIC OUTCOME 3

Repair, replace, modify and/or adjust the hydraulic system component.

SPECIFIC OUTCOME 4

Test and adjust the hydraulic system component.

SPECIFIC OUTCOME 5

Complete the repair, replacement, modification and/or adjustment task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 13

Use a handheld compass to perform a basic compass swing

SAQA US ID	UNIT STANDARD TITLE				
115248	Use a handheld compass to perform a basic compass swing				
SGB NAME		**ABET BAND**	**PROVIDER NAME**		
SGB Aircraft Maintenance and Overhaul		Undefined			
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**			
Manufacturing, Engineering and Technology		Manufacturing and Assembly			
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**	
MET-MNA-0-SGB AMO	Regular	Level 3		4	

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to swing the compass.

SPECIFIC OUTCOME 2

Swing the compass.

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 14

Repair, replace, modify and/or adjust aircraft air conditioning, pressurisation, and ice and rain protection system components

SAQA US ID	UNIT STANDARD TITLE		
115249	Repair, replace, modify and/or adjust aircraft air conditioning, pressurisation, and ice and rain protection system components		
SGB NAME		**ABET BAND**	**PROVIDER NAME**
SGB Aircraft Maintenance and Overhaul		Undefined	
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**	
Manufacturing, Engineering and Technology		Manufacturing and Assembly	
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**	**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4	15

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare, repair, replace, modify, adjust mechanical air conditioning and pressurisation components.

SPECIFIC OUTCOME 2

Locate defects in air-conditioning, pressurisation and ice-rain protection systems.

SPECIFIC OUTCOME 3

Repair, replace, modify and/or adjust the component.

SPECIFIC OUTCOME 4

Test and adjust the mechanical air-conditioning, pressurisation or ice-rain protection components.

SPECIFIC OUTCOME 5

Complete the repair, replacement, modification and/or adjustment task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 15

Form aeronautical sheet metal by cutting

SAQA US ID	UNIT STANDARD TITLE				
115250	Form aeronautical sheet metal by cutting				
SGB NAME			**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul			Undefined		
FIELD DESCRIPTION			**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology			Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**		**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular		Level 3		10

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to form the aeronautical sheet metal by cutting.

SPECIFIC OUTCOME 2

Cut the aeronautical sheet metal.

SPECIFIC OUTCOME 3

Complete the cutting task.

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UNIT STANDARD: 16

Identify faults and replace components in communication devices and systems

SAQA US ID	UNIT STANDARD TITLE			
115251	Identify faults and replace components in communication devices and systems			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 3		10

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to identify faults and replace components in the communication system.

SPECIFIC OUTCOME 2

Identify faults in the communication system.

SPECIFIC OUTCOME 3

Replace components in the communication system.

SPECIFIC OUTCOME 4

Complete the component replacement task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 17

Repair, replace, modify and/or adjust aircraft pneumatic power supply system components

SAQA US ID	UNIT STANDARD TITLE				
115252	Repair, replace, modify and/or adjust aircraft pneumatic power supply system components				
SGB NAME			ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul			Undefined		
FIELD DESCRIPTION			SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology			Manufacturing and Assembly		
UNIT STANDARD CODE		UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO		Regular	Level 4		15

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair, replace, modify and/or adjust the pneumatic power supply system component.

SPECIFIC OUTCOME 2

Locate defects in pneumatic power supply systems.

SPECIFIC OUTCOME 3

Repair, replace, modify and/or adjust the pneumatic power supply system component.

SPECIFIC OUTCOME 4

Test and adjust the pneumatic power supply system component.

SPECIFIC OUTCOME 5

Complete the repair, replacement, modification and/or adjustment task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 18

Demonstrate knowledge of aircraft mechanical component repair and overhaul practices

SAQA US ID	UNIT STANDARD TITLE				
115253	Demonstrate knowledge of aircraft mechanical component repair and overhaul practices				
SGB NAME		ABET BAND	PROVIDER NAME		
SGB Aircraft Maintenance and Overhaul		Undefined			
FIELD DESCRIPTION		SUBFIELD DESCRIPTION			
Manufacturing, Engineering and Technology		Manufacturing and Assembly			
UNIT STANDARD CODE	UNIT STANDARD TYPE		NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular		Level 3		8

Specific Outcomes:

SPECIFIC OUTCOME 1

Demonstrate knowledge of the general principles and precautions relating to working safely.

SPECIFIC OUTCOME 2

Demonstrate knowledge of safety clothing and safety equipment used in the industry.

SPECIFIC OUTCOME 3

Demonstrate knowledge of the safe use of tools and equipment in the industry.

SPECIFIC OUTCOME 4

Demonstrate knowledge of hazards, and safety procedures and precautions.

SPECIFIC OUTCOME 5

Demonstrate knowledge of procedures in relation to fires in workshops or equipment.

SPECIFIC OUTCOME 6

Demonstrate knowledge of reporting of accidents.

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UNIT STANDARD: 19

Conduct before, between, and after flight inspections

SAQA US ID	UNIT STANDARD TITLE			
115254	Conduct before, between, and after flight inspections			

SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		

FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Manufacturing, Engineering and Technology		Manufacturing and Assembly	

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
MET-MNA-0-SGB AMO	Regular	Level 4	6

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to conduct the before, between or after flight inspection.

SPECIFIC OUTCOME 2

Inspect the aircraft.

SPECIFIC OUTCOME 3

Record and report outcomes.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 20

identify faults and replace components in pulse navigational aid systems

SAQA US ID	UNIT STANDARD TITLE			
115255	Identify faults and replace components in pulse navigational aid systems			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 3		8

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to identify faults and replace components in the pulse navigational aid system.

SPECIFIC OUTCOME 2

Identify faults in the pulse navigational aid system.

SPECIFIC OUTCOME 3

Replace components in the pulse navigational aid system.

SPECIFIC OUTCOME 4

Complete the component replacement task.

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UNIT STANDARD: 21

Inspect and maintain aircraft airframe systems

SAQA US ID	UNIT STANDARD TITLE		
115256	Inspect and maintain aircraft airframe systems		

SGB NAME		ABET BAND	PROVIDER NAME
SGB Aircraft Maintenance and Overhaul		Undefined	

FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Manufacturing, Engineering and Technology		Manufacturing and Assembly	

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
MET-MNA-0-SGB AMO	Regular	Level 4	24

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to inspect and maintain the aircraft airframe system.

SPECIFIC OUTCOME 2

Locate defects in the aircraft airframe system.

SPECIFIC OUTCOME 3

Restore the airworthiness of the system.

SPECIFIC OUTCOME 4

Complete the inspection and maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 22

Repair, replace, modify and/or adjust aircraft water and waste system components

SAQA US ID	UNIT STANDARD TITLE				
115257	Repair, replace, modify and/or adjust aircraft water and waste system components				
SGB NAME			**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul			Undefined		
FIELD DESCRIPTION			**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology			Manufacturing and Assembly		
UNIT STANDARD CODE		**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO		Regular	Level 4		10

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair, replace, modify and/or adjust the aircraft water and waste system component.

SPECIFIC OUTCOME 2

Locate defects in the aircraft water and waste system.

SPECIFIC OUTCOME 3

Repair, replace, modify and/or adjust the aircraft water and waste system component.

SPECIFIC OUTCOME 4

Test and adjust the aircraft water and waste system component.

SPECIFIC OUTCOME 5

Complete the repair, replacement, modification and/or adjustment task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 23

Inspect and maintain aircraft gas turbine engine power augmentation or restoration systems

SAQA US ID	UNIT STANDARD TITLE			
115258	Inspect and maintain aircraft gas turbine engine power augmentation or restoration systems			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular	Level 4		4

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to inspect and maintain the power augmentation or restoration system.

SPECIFIC OUTCOME 2

Locate defects in the aircraft gas turbine engine power augmentation or restoration systems.

SPECIFIC OUTCOME 3

Restore airworthiness of the aircraft gas turbine engine power augmentation or restoration systems.

SPECIFIC OUTCOME 4

Complete the maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:　　　　　　24

Identify faults and replace components in non-pulse navigational aid systems

SAQA US ID	UNIT STANDARD TITLE			
115259	Identify faults and replace components in non-pulse navigational aid systems			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 3		8

Specific Outcomes:

SPECIFIC OUTCOME　1

Prepare to identify faults and replace components in the non-pulse navigational aid system.

SPECIFIC OUTCOME　2

Identify faults in the non-pulse navigational aid system.

SPECIFIC OUTCOME　3

Replace components in the non-pulse navigational aid system.

SPECIFIC OUTCOME　4

Complete the component replacement task.

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UNIT STANDARD: 25

Repair, replace, modify and/or adjust aircraft gearboxes, transmissions and engine lubrication system components

SAQA US ID	UNIT STANDARD TITLE		
115260	Repair, replace, modify and/or adjust aircraft gearboxes, transmissions and engine lubrication system components		
SGB NAME		**ABET BAND**	**PROVIDER NAME**
SGB Aircraft Maintenance and Overhaul		Undefined	
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**	
Manufacturing, Engineering and Technology		Manufacturing and Assembly	
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**	**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4	15

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare, repair, replace, modify or adjust gearboxes, transmissions, lubrication system components.

SPECIFIC OUTCOME 2

Locate defects in gearboxes, transmissions, and lubrication systems.

SPECIFIC OUTCOME 3

Repair, replace, modify and/or adjust gearboxes, transmissions, and lubrication system components.

SPECIFIC OUTCOME 4

Test and adjust the gearboxes, transmissions, and lubrication system components.

SPECIFIC OUTCOME 5

Complete the repair, replacement, modification and/or adjustment task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 26

Inspect and maintain aircraft gas turbine power plants

SAQA US ID	UNIT STANDARD TITLE			
115261	Inspect and maintain aircraft gas turbine power plants			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		19

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to inspect and maintain the power plant.

SPECIFIC OUTCOME 2

Locate defects in the aircraft gas turbine power plant.

SPECIFIC OUTCOME 3

Restore the airworthiness of the system.

SPECIFIC OUTCOME 4

Complete the maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 27

Inspect and maintain aircraft engines

SAQA US ID	UNIT STANDARD TITLE			
115262	Inspect and maintain aircraft engines			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular	Level 4		9

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to inspect and maintain the engine.

SPECIFIC OUTCOME 2

Inspect the aircraft engine.

SPECIFIC OUTCOME 3

Restore the airworthiness of the system.

SPECIFIC OUTCOME 4

Complete the inspection and maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:　　　　　28

Balance aircraft flight control surfaces

SAQA US ID	UNIT STANDARD TITLE			
115263	Balance aircraft flight control surfaces			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular	Level 3		10

Specific Outcomes:

SPECIFIC OUTCOME 1

Balance the flight control surfaces.

SPECIFIC OUTCOME 2

Prepare the area for the next task.

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UNIT STANDARD: 29

Repair, replace, modify and/or adjust aircraft landing gear system components

SAQA US ID	UNIT STANDARD TITLE			
115264	Repair, replace, modify and/or adjust aircraft landing gear system components			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular	Level 4		8

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair, replace, modify and/or adjust the landing gear system component.

SPECIFIC OUTCOME 2

Locate defects in landing gear system components.

SPECIFIC OUTCOME 3

Repair, replace, modify and/or adjust the landing gear system component.

SPECIFIC OUTCOME 4

Test and adjust the landing gear system component.

SPECIFIC OUTCOME 5

Complete the repair, replacement, modification and/or adjustment task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 30

Repair, replace, modify and/or adjust gas turbine engine power augmentation or restoration system components

SAQA US ID	UNIT STANDARD TITLE			
115265	Repair, replace, modify and/or adjust gas turbine engine power augmentation or restoration system components			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		4

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare, repair, replace, modify or adjust power augmentation / restoration system component.

SPECIFIC OUTCOME 2

Locate defects in power augmentation or restoration systems.

SPECIFIC OUTCOME 3

Repair, replace, modify or adjust the power augmentation or restoration system component.

SPECIFIC OUTCOME 4

Test and adjust the power augmentation or restoration system component.

SPECIFIC OUTCOME 5

Complete the repair, replacement, modification or adjustment task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 31

Repair, replace, modify and/or adjust aircraft propellers

SAQA US ID	UNIT STANDARD TITLE			
115266	Repair, replace, modify and/or adjust aircraft propellers			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		20

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair, replace, modify and/or adjust the propeller.

SPECIFIC OUTCOME 2

Locate defects in aircraft propellers.

SPECIFIC OUTCOME 3

Repair, replace, modify and/or adjust the propeller.

SPECIFIC OUTCOME 4

Test and adjust the propeller.

SPECIFIC OUTCOME 5

Complete the repair, replacement, modification and/or adjustment task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:　　　　32

Assemble, track and balance helicopter main and tail rotors

SAQA US ID	UNIT STANDARD TITLE			
115267	Assemble, track and balance helicopter main and tail rotors			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		4

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to assemble, track and balance a rotor.

SPECIFIC OUTCOME 2

Assemble the rotor.

SPECIFIC OUTCOME 3

Align and balance the rotor.

SPECIFIC OUTCOME 4

Complete the assembly, tracking and balancing task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 33

Repair, replace, modify and/or adjust aircraft fuel tanks and distribution system components

SAQA US ID	UNIT STANDARD TITLE			
115268	Repair, replace, modify and/or adjust aircraft fuel tanks and distribution system components			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular	Level 4		15

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair or overhaul the fuel distribution system component.

SPECIFIC OUTCOME 2

Locate defects in fuel tanks and distribution systems.

SPECIFIC OUTCOME 3

Repair the fuel tank and/or distribution system.

SPECIFIC OUTCOME 4

Test and adjust the fuel distribution system component.

SPECIFIC OUTCOME 5

Complete the repair task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 34

Inspect and maintain helicopter flight control systems

SAQA US ID	UNIT STANDARD TITLE			
115269	Inspect and maintain helicopter flight control systems			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		8

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to inspect and/or maintain the flight control system.

SPECIFIC OUTCOME 2

Locate defects in helicopter flight control systems.

SPECIFIC OUTCOME 3

Restore the airworthiness of the system.

SPECIFIC OUTCOME 4

Complete the inspection and/or maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 35

Repair, replace, modify and/or adjust aircraft piston engine fuel system components

SAQA US ID	UNIT STANDARD TITLE			
115270	Repair, replace, modify and/or adjust aircraft piston engine fuel system components			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		12

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair, replace, modify and/or adjust piston engine fuel system components.

SPECIFIC OUTCOME 2

Locate defects in the piston engine fuel system.

SPECIFIC OUTCOME 3

Repair, replace, modify and/or adjust the defective piston engine fuel system component.

SPECIFIC OUTCOME 4

Test and adjust the piston engine fuel system component.

SPECIFIC OUTCOME 5

Complete the repair, replacement, modification and/or adjustment task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 36

Inspect and maintain helicopter drive trains

SAQA US ID	UNIT STANDARD TITLE				
115271	Inspect and maintain helicopter drive trains				
SGB NAME		**ABET BAND**	**PROVIDER NAME**		
SGB Aircraft Maintenance and Overhaul		Undefined			
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**			
Manufacturing, Engineering and Technology		Manufacturing and Assembly			
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**	
MET-MNA-0-SGB AMO	Regular	Level 4		4	

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to inspect and/or maintain the drive train.

SPECIFIC OUTCOME 2

Locate defects in the helicopter drive train.

SPECIFIC OUTCOME 3

Restore the airworthiness of the helicopter drive train.

SPECIFIC OUTCOME 4

Complete the inspection and/or maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 37

Service rotary winged aircraft

SAQA US ID	UNIT STANDARD TITLE			
115272	Service rotary winged aircraft			
SGB NAME		*ABET BAND*	*PROVIDER NAME*	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		*SUBFIELD DESCRIPTION*		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	*UNIT STANDARD TYPE*	*NQF LEVEL*		*CREDITS*
MET-MNA-0-SGB AMO	Regular	Level 3		4

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to service the helicopter.

SPECIFIC OUTCOME 2

Service the helicopter.

SPECIFIC OUTCOME 3

Complete the servicing task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 38

Repair, replace, modify and/or adjust aircraft piston engines

SAQA US ID	UNIT STANDARD TITLE			
115273	Repair, replace, modify and/or adjust aircraft piston engines			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		12

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair, replace, modify and/or adjust the piston engine.

SPECIFIC OUTCOME 2

Locate defects in aircraft piston engines.

SPECIFIC OUTCOME 3

Repair, replace, modify and/or adjust the defective engine or component.

SPECIFIC OUTCOME 4

Test and adjust the engine or component.

SPECIFIC OUTCOME 5

Complete the repair, replacement, modification and/or adjustment task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 39

Assemble aeronautical metal components and/or composites by bonding

SAQA US ID	UNIT STANDARD TITLE			
115274	Assemble aeronautical metal components and/or composites by bonding			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		10

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to assemble the aeronautical metal component.

SPECIFIC OUTCOME 2

Assemble the aeronautical metal component.

SPECIFIC OUTCOME 3

Complete the assembly task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 40

Inspect and maintain aircraft piston engines and transmissions

SAQA US ID	UNIT STANDARD TITLE			
115275	Inspect and maintain aircraft piston engines and transmissions			

SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		

FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Manufacturing, Engineering and Technology	Manufacturing and Assembly	

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
MET-MNA-0-SGB AMO	Regular	Level 4	20

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to inspect and maintain the engine or transmission.

SPECIFIC OUTCOME 2

Locate defects in engines and transmissions.

SPECIFIC OUTCOME 3

Restore the airworthiness of the system.

SPECIFIC OUTCOME 4

Complete the maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 41

Inspect and maintain helicopter rescue winches

SAQA US ID	UNIT STANDARD TITLE			
115276	Inspect and maintain helicopter rescue winches			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		8

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to inspect and/or maintain the helicopter rescue winch system.

SPECIFIC OUTCOME 2

Locate defects in helicopter rescue winch systems.

SPECIFIC OUTCOME 3

Restore the airworthiness of the helicopter rescue winch system.

SPECIFIC OUTCOME 4

Complete the inspection and/or maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 42

Inspect and maintain aircraft gas turbine auxiliary power units

SAQA US ID	UNIT STANDARD TITLE			
115277	Inspect and maintain aircraft gas turbine auxiliary power units			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		15

Specific Outcomes:

SPECIFIC OUTCOME 1
Prepare to inspect and maintain the gas turbine auxiliary power unit.

SPECIFIC OUTCOME 2
Locate defects in gas turbine auxiliary power units.

SPECIFIC OUTCOME 3
Restore the airworthiness of the aircraft gas turbine power unit.

SPECIFIC OUTCOME 4
Complete the inspection and maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 43

Test aircraft engines on a test bed

SAQA US ID	UNIT STANDARD TITLE				
115278	Test aircraft engines on a test bed				
SGB NAME		ABET BAND	PROVIDER NAME		
SGB Aircraft Maintenance and Overhaul		Undefined			
FIELD DESCRIPTION		SUBFIELD DESCRIPTION			
Manufacturing, Engineering and Technology		Manufacturing and Assembly			
UNIT STANDARD CODE	UNIT STANDARD TYPE		NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular		Level 4		6

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare the engine for testing.

SPECIFIC OUTCOME 2

Test the engine.

SPECIFIC OUTCOME 3

Complete the testing task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:　　　　44

Repair and maintain electrical instrument components

SAQA US ID	UNIT STANDARD TITLE			
115279	Repair and maintain electrical instrument components			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		25

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair and maintain the electrical instrument.

SPECIFIC OUTCOME 2

Locate defects in electrical instrument components.

SPECIFIC OUTCOME 3

Restore the airworthiness of the electrical instrument components.

SPECIFIC OUTCOME 4

Complete the repair and maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 45

Repair, replace and/or adjust helicopter belt-drive components and metal rotor blades

SAQA US ID	UNIT STANDARD TITLE			
115280	Repair, replace and/or adjust helicopter belt-drive components and metal rotor blades			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular	Level 4		4

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair, replace and/or adjust helicopter belt-drive components and metal rotor blades.

SPECIFIC OUTCOME 2

Locate defects in helicopter belt-drive components and metal rotor blades.

SPECIFIC OUTCOME 3

Repair, replace and/or adjust the helicopter belt-drive components and metal rotor blades component.

SPECIFIC OUTCOME 4

Test and adjust helicopter belt-drive components and metal rotor blades.

SPECIFIC OUTCOME 5

Complete the repair, replacement and/or adjustment task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:　　46

Repair and maintain communication devices and systems

SAQA US ID	UNIT STANDARD TITLE				
115281	Repair and maintain communication devices and systems				
SGB NAME		ABET BAND	PROVIDER NAME		
SGB Aircraft Maintenance and Overhaul		Undefined			
FIELD DESCRIPTION		SUBFIELD DESCRIPTION			
Manufacturing, Engineering and Technology		Manufacturing and Assembly			
UNIT STANDARD CODE	UNIT STANDARD TYPE		NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular		Level 4		15

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair and maintain the aircraft communication device or system.

SPECIFIC OUTCOME 2

Locate defects in the aircraft communication device or system.

SPECIFIC OUTCOME 3

Restore the airworthiness of the device or system.

SPECIFIC OUTCOME 4

Complete the repair and maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 47

Repair and maintain mechanical instrument components

SAQA US ID	UNIT STANDARD TITLE			
115282	Repair and maintain mechanical instrument components			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		10

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair and maintain the mechanical instrument.

SPECIFIC OUTCOME 2

Locate defects in mechanical instruments.

SPECIFIC OUTCOME 3

Restore the airworthiness of the mechanical instruments.

SPECIFIC OUTCOME 4

Complete the repair and maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 48

Repair, replace and/or adjust helicopter drive shaft assemblies

SAQA US ID	UNIT STANDARD TITLE			
115283	Repair, replace and/or adjust helicopter drive shaft assemblies			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		8

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair, replace and/or adjust the drive shaft assembly.

SPECIFIC OUTCOME 2

Locate defects in helicopter drive shaft assemblies.

SPECIFIC OUTCOME 3

Repair, replace and/or adjust the helicopter drive shaft assembly unit.

SPECIFIC OUTCOME 4

Test and adjust the helicopter drive shaft assembly unit.

SPECIFIC OUTCOME 5

Complete the repair, replacement and/or adjustment task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 49

Demonstrate understanding of antenna systems

SAQA US ID	UNIT STANDARD TITLE			
115284	Demonstrate understanding of antenna systems			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular	Level 4		10

Specific Outcomes:

SPECIFIC OUTCOME 1

Demonstrate understanding of the working of the antenna system.

SPECIFIC OUTCOME 2

Demonstrate understanding of the mounting of the antenna system.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:　　　　　　　　　　50

Demonstrate understanding of component disassembly, inspection, repair and assembly techniques

SAQA US ID	UNIT STANDARD TITLE		
115285	Demonstrate understanding of component disassembly, inspection, repair and assembly techniques		
SGB NAME		**ABET BAND**	**PROVIDER NAME**
SGB Aircraft Maintenance and Overhaul		Undefined	
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**	
Manufacturing, Engineering and Technology		Manufacturing and Assembly	
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**	**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4	4

Specific Outcomes:

SPECIFIC OUTCOME 1

Demonstrate understanding of component disassembly techniques.

SPECIFIC OUTCOME 2

Demonstrate understanding of component inspection techniques.

SPECIFIC OUTCOME 3

Demonstrate understanding of component repair techniques.

SPECIFIC OUTCOME 4

Demonstrate understanding of component assembly techniques.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 51

Repair and maintain pulse navigational aid systems

SAQA US ID	UNIT STANDARD TITLE				
115286	Repair and maintain pulse navigational aid systems				
SGB NAME		ABET BAND	PROVIDER NAME		
SGB Aircraft Maintenance and Overhaul		Undefined			
FIELD DESCRIPTION		SUBFIELD DESCRIPTION			
Manufacturing, Engineering and Technology		Manufacturing and Assembly			
UNIT STANDARD CODE	UNIT STANDARD TYPE		NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular		Level 4		10

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair and maintain the pulse navigational aid system.

SPECIFIC OUTCOME 2

Locate defects in the pulse navigational aid system.

SPECIFIC OUTCOME 3

Restore the airworthiness of the pulse navigational aid system.

SPECIFIC OUTCOME 4

Complete the repair and maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 52

Repair and maintain instrumentation components

SAQA US ID	UNIT STANDARD TITLE			
115287	Repair and maintain instrumentation components			

SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		

FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Manufacturing, Engineering and Technology	Manufacturing and Assembly	

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
MET-MNA-0-SGB AMO	Regular	Level 4	25

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair and maintain the instrumentation system.

SPECIFIC OUTCOME 2

Locate defects in instrumentation systems.

SPECIFIC OUTCOME 3

Restore the airworthiness of the instrumentation systems.

SPECIFIC OUTCOME 4

Complete the repair and maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 53

Repair and maintain non-pulse navigational aid systems

SAQA US ID	UNIT STANDARD TITLE			
115288	Repair and maintain non-pulse navigational aid systems			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular	Level 4		20

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair and maintain the non-pulse navigational aid system.

SPECIFIC OUTCOME 2

Locate defects in the non-pulse navigational aid system.

SPECIFIC OUTCOME 3

Restore the airworthiness of the system.

SPECIFIC OUTCOME 4

Complete the repair and maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 54

Assemble aircraft metal components using fasteners

SAQA US ID	UNIT STANDARD TITLE		
115289	Assemble aircraft metal components using fasteners		

SGB NAME	ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul	Undefined		

FIELD DESCRIPTION	SUBFIELD DESCRIPTION
Manufacturing, Engineering and Technology	Manufacturing and Assembly

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
MET-MNA-0-SGB AMO	Regular	Level 4	10

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to assemble the component.

SPECIFIC OUTCOME 2

Assemble the component.

SPECIFIC OUTCOME 3

Complete the assembly task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 55

Form aeronautical sheet metal by folding

SAQA US ID	UNIT STANDARD TITLE				
115290	Form aeronautical sheet metal by folding				
SGB NAME		**ABET BAND**	**PROVIDER NAME**		
SGB Aircraft Maintenance and Overhaul		Undefined			
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**			
Manufacturing, Engineering and Technology		Manufacturing and Assembly			
UNIT STANDARD CODE	**UNIT STANDARD TYPE**		**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular		Level 4		3

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to form aeronautical sheet metal by folding.

SPECIFIC OUTCOME 2

Fold aeronautical sheet metal.

SPECIFIC OUTCOME 3

Complete the folding task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 56

Repair and maintain aircraft optical system components

SAQA US ID	UNIT STANDARD TITLE			
115291	Repair and maintain aircraft optical system components			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		20

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair and maintain the aircraft optical system component.

SPECIFIC OUTCOME 2

Locate defects in aircraft optical system components.

SPECIFIC OUTCOME 3

Restore the airworthiness of the aircraft optical system component.

SPECIFIC OUTCOME 4

Complete the repair and maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 57

Repair and/or modify aircraft metal structures

SAQA US ID	UNIT STANDARD TITLE				
115292	Repair and/or modify aircraft metal structures				
SGB NAME			**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul			Undefined		
FIELD DESCRIPTION			**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology			Manufacturing and Assembly		
UNIT STANDARD CODE		**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO		Regular	Level 4		15

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair or modify the aircraft metal structure.

SPECIFIC OUTCOME 2

Repair or modify aircraft structure.

SPECIFIC OUTCOME 3

Complete the repair or modification task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:　　　　58

Form aeronautical sheet metal by rubber pressing

SAQA US ID	UNIT STANDARD TITLE			
115293	Form aeronautical sheet metal by rubber pressing			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		15

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to form aeronautical sheet metal by rubber pressing.

SPECIFIC OUTCOME 2

Form the aeronautical sheet metal by rubber pressing.

SPECIFIC OUTCOME 3

Complete the rubber pressing task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 59

Visually inspect aircraft structures

SAQA US ID	*UNIT STANDARD TITLE*		
115294	Visually inspect aircraft structures		
SGB NAME		*ABET BAND*	*PROVIDER NAME*
SGB Aircraft Maintenance and Overhaul		Undefined	
FIELD DESCRIPTION		*SUBFIELD DESCRIPTION*	
Manufacturing, Engineering and Technology		Manufacturing and Assembly	
UNIT STANDARD CODE	*UNIT STANDARD TYPE*	*NQF LEVEL*	*CREDITS*
MET-MNA-0-SGB AMO	Regular	Level 4	4

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to inspect the structure.

SPECIFIC OUTCOME 2

Inspect the structure.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 60

Identify and prevent corrosion in the aeronautical industry

SAQA US ID	UNIT STANDARD TITLE			
115295	Identify and prevent corrosion in the aeronautical industry			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		3

Specific Outcomes:

SPECIFIC OUTCOME 1

Demonstrate knowledge of corrosion.

SPECIFIC OUTCOME 2

Demonstrate knowledge of corrosion prevention procedures for aircraft structures.

SPECIFIC OUTCOME 3

Carry out corrosion prevention procedures.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 61

Fabricate and/or repair aeronautical components by welding

SAQA US ID	UNIT STANDARD TITLE			
115296	Fabricate and/or repair aeronautical components by welding			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular	Level 5		8

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to weld aeronautical materials.

SPECIFIC OUTCOME 2

Weld aeronautical materials.

SPECIFIC OUTCOME 3

Rectify non-conformities.

SPECIFIC OUTCOME 4

Complete the welding task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 62

Balance aeronautical rotating assemblies

SAQA US ID	UNIT STANDARD TITLE				
115332	Balance aeronautical rotating assemblies				
SGB NAME			**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul			Undefined		
FIELD DESCRIPTION			**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology			Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**		**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular		Level 3		4

Specific Outcomes:

SPECIFIC OUTCOME   1

Prepare the item for balancing.

SPECIFIC OUTCOME   2

Balance the component.

SPECIFIC OUTCOME   3

Complete the balancing task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 63

Repair, replace and/or adjust helicopter cargo suspension hooks and rescue hoists

SAQA US ID	UNIT STANDARD TITLE			
115333	Repair, replace and/or adjust helicopter cargo suspension hooks and rescue hoists			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		4

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair, replace and/or adjust helicopter cargo suspension hooks and rescue hoists.

SPECIFIC OUTCOME 2

Locate defects in helicopter cargo suspension hooks and rescue hoists.

SPECIFIC OUTCOME 3

Repair, replace and/or adjust the cargo suspension hooks and rescue hoists.

SPECIFIC OUTCOME 4

Test and adjust the cargo suspension hook and rescue hoist.

SPECIFIC OUTCOME 5

Complete the repair, replacement and/or adjustment task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:　　　　　64

Assemble, inspect and maintain aircraft propellers

SAQA US ID	UNIT STANDARD TITLE			
115335	Assemble, inspect and maintain aircraft propellers			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular	Level 4		10

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to assemble, inspect and maintain the propeller.

SPECIFIC OUTCOME 2

Assemble the propeller.

SPECIFIC OUTCOME 3

Locate defects in propellers.

SPECIFIC OUTCOME 4

Restore the airworthiness of the propeller or propeller system.

SPECIFIC OUTCOME 5

Complete the maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 65

Repair, replace, modify and/or adjust aircraft oxygen system components

SAQA US ID	UNIT STANDARD TITLE			
115336	Repair, replace, modify and/or adjust aircraft oxygen system components			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		25

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair, replace, modify and/or adjust the aircraft oxygen system component.

SPECIFIC OUTCOME 2

Locate defects in oxygen systems.

SPECIFIC OUTCOME 3

Repair, replace, modify and/or adjust the aircraft oxygen system component.

SPECIFIC OUTCOME 4

Test and adjust the aircraft oxygen system component.

SPECIFIC OUTCOME 5

Complete the repair, replacement, modification and/or adjustment task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 66

Repair, replace, modify and/or adjust aircraft gas turbine engine fuel control units and system components

SAQA US ID	UNIT STANDARD TITLE			
115338	Repair, replace, modify and/or adjust aircraft gas turbine engine fuel control units and system components			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		12

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair, replace, modify and/or adjust the fuel control unit or system components.

SPECIFIC OUTCOME 2

Locate defects in aircraft gas turbine engine fuel control units and system components.

SPECIFIC OUTCOME 3

Repair, replace, modify or adjust the gas turbine engine fuel control units and system components.

SPECIFIC OUTCOME 4

Test and adjust the gas turbine engine fuel control units and system components.

SPECIFIC OUTCOME 5

Complete the repair, replacement, modification and/or adjustment task.

SOUTH
AFRICAN
QUALIFICATIONS
AUTHORITY

Established in terms of Act 58 of 1995

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 67

Install aircraft electrical wiring

SAQA US ID	UNIT STANDARD TITLE				
115341	Install aircraft electrical wiring				
SGB NAME			**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul			Undefined		
FIELD DESCRIPTION			**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology			Manufacturing and Assembly		
UNIT STANDARD CODE		**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO		Regular	Level 4		10

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to install aircraft electrical wiring.

SPECIFIC OUTCOME 2

Install aircraft electrical wiring.

SPECIFIC OUTCOME 3

Complete the installation task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 68

Repair and maintain AC and DC motors

SAQA US ID	UNIT STANDARD TITLE			
115342	Repair and maintain AC and DC motors			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular	Level 4		10

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair and maintain the AC or DC motor.

SPECIFIC OUTCOME 2

Locate defects.

SPECIFIC OUTCOME 3

Restore the airworthiness of the system.

SPECIFIC OUTCOME 4

Complete the repair and maintenance task.

SOUTH
AFRICAN
QUALIFICATIONS
AUTHORITY

Established in terms of Act 58 of 1995

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 69

Remove and install major aircraft electrical components

SAQA US ID	UNIT STANDARD TITLE				
115343	Remove and install major aircraft electrical components				
SGB NAME			ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul			Undefined		
FIELD DESCRIPTION			SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology			Manufacturing and Assembly		
UNIT STANDARD CODE		UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO		Regular	Level 4		15

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to remove aircraft electrical components.

SPECIFIC OUTCOME 2

Remove aircraft electrical components.

SPECIFIC OUTCOME 3

Install aircraft electrical components.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:　　　　　　　70

Inspect, test and troubleshoot aircraft electrical systems and components

SAQA US ID	UNIT STANDARD TITLE				
115344	Inspect, test and troubleshoot aircraft electrical systems and components				
SGB NAME		**ABET BAND**	**PROVIDER NAME**		
SGB Aircraft Maintenance and Overhaul		Undefined			
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**			
Manufacturing, Engineering and Technology		Manufacturing and Assembly			
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**	
MET-MNA-0-SGB AMO	Regular	Level 4		20	

Specific Outcomes:

SPECIFIC OUTCOME　1

Prepare for troubleshooting.

SPECIFIC OUTCOME　2

Test and/or adjust electrical systems.

SPECIFIC OUTCOME　3

Troubleshoot electrical systems.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 71

Repair or overhaul aircraft electrical/electro-mechanical components

SAQA US ID	UNIT STANDARD TITLE				
115346	Repair or overhaul aircraft electrical/electro-mechanical components				
SGB NAME			ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul			Undefined		
FIELD DESCRIPTION			SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology			Manufacturing and Assembly		
UNIT STANDARD CODE		UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO		Regular	Level 4		15

Specific Outcomes:

SPECIFIC OUTCOME 1

Determine requirements.

SPECIFIC OUTCOME 2

Troubleshoot electrical/electro-mechanical components.

SPECIFIC OUTCOME 3

Dismantle and inspect electrical/electro-mechanical components.

SPECIFIC OUTCOME 4

Repair and/or modify electrical/electro-mechanical components.

SPECIFIC OUTCOME 5

Assemble, test and adjust electrical/electro mechanical components.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 72

Remove and install miscellaneous aircraft electrical hardware and/or components

SAQA US ID	UNIT STANDARD TITLE		
115347	Remove and install miscellaneous aircraft electrical hardware and/or components		
SGB NAME		**ABET BAND**	**PROVIDER NAME**
SGB Aircraft Maintenance and Overhaul		Undefined	
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**	
Manufacturing, Engineering and Technology		Manufacturing and Assembly	
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**	**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4	10

Specific Outcomes:

SPECIFIC OUTCOME 1

Remove aircraft electrical hardware.

SPECIFIC OUTCOME 2

Install aircraft electrical hardware.

SOUTH
AFRICAN
QUALIFICATIONS
AUTHORITY

Established in terms of Act 58 of 1995

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 73

Repair and maintain distribution system components

SAQA US ID	UNIT STANDARD TITLE			
115349	Repair and maintain distribution system components			

SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		

FIELD DESCRIPTION	SUBFIELD DESCRIPTION
Manufacturing, Engineering and Technology	Manufacturing and Assembly

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
MET-MNA-0-SGB AMO	Regular	Level 4	10

Specific Outcomes:

SPECIFIC OUTCOME 1
Prepare to repair and maintain the distribution system.

SPECIFIC OUTCOME 2
Locate defects.

SPECIFIC OUTCOME 3
Restore the airworthiness of the system.

SPECIFIC OUTCOME 4
Complete the repair and maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 74

Manufacture and/or repair aircraft electrical components or parts

SAQA US ID	UNIT STANDARD TITLE			
115350	Manufacture and/or repair aircraft electrical components or parts			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	UNIT STANDARD TYPE		NQF LEVEL	CREDITS
MET-MNA-0-SGB AMO	Regular		Level 4	10

Specific Outcomes:

SPECIFIC OUTCOME 1

Interpret specifications and organise materials.

SPECIFIC OUTCOME 2

Manufacture and/or repair electrical components or parts.

SPECIFIC OUTCOME 3

Test manufactured and/or repaired components or parts.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 75

Repair and maintain protection and control systems

SAQA US ID	UNIT STANDARD TITLE			
115351	Repair and maintain protection and control systems			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		10

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair and maintain the protection or control system.

SPECIFIC OUTCOME 2

Locate defects.

SPECIFIC OUTCOME 3

Restore the airworthiness of the system.

SPECIFIC OUTCOME 4

Complete the repair and maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 76

Repair, replace, modify and/or adjust aircraft gas turbine engine components

SAQA US ID	UNIT STANDARD TITLE			
115355	Repair, replace, modify and/or adjust aircraft gas turbine engine components			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular	Level 4		25

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair, replace, modify and/or adjust the gas turbine engine component.

SPECIFIC OUTCOME 2

Locate defects in gas turbine engine components.

SPECIFIC OUTCOME 3

Repair, replace, modify and/or adjust the gas turbine engine component.

SPECIFIC OUTCOME 4

Test and adjust the gas turbine engine component.

SPECIFIC OUTCOME 5

Complete the repair, replacement, modification and/or adjustment task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

Established in terms of Act 58 of 1995

UNIT STANDARD: 77

Repair and maintain electrical system components

SAQA US ID	UNIT STANDARD TITLE				
115356	Repair and maintain electrical system components				
SGB NAME		**ABET BAND**	**PROVIDER NAME**		
SGB Aircraft Maintenance and Overhaul		Undefined			
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**			
Manufacturing, Engineering and Technology		Manufacturing and Assembly			
UNIT STANDARD CODE	**UNIT STANDARD TYPE**		**NQF LEVEL**		**CREDITS**
MET-MNA-0-SGB AMO	Regular		Level 4		10

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to repair and maintain the electrical system.

SPECIFIC OUTCOME 2

Locate defects.

SPECIFIC OUTCOME 3

Restore the airworthiness of the system.

SPECIFIC OUTCOME 4

Complete the repair and maintenance task.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 78

Apply avionic repair skills

SAQA US ID	UNIT STANDARD TITLE			
115357	Apply avionic repair skills			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Aircraft Maintenance and Overhaul		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Manufacturing, Engineering and Technology		Manufacturing and Assembly		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
MET-MNA-0-SGB AMO	Regular	Level 3		10

Specific Outcomes:

SPECIFIC OUTCOME 1

Test semiconductor devices.

SPECIFIC OUTCOME 2

Repair avionic printed wiring assemblies.

SPECIFIC OUTCOME 3

Test avionic equipment.

No. 676   **4 June 2004**

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Secondary Agriculture

Registered by NSB 01, Agriculture and Nature Conservation, publishes the following qualifications and unit standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the qualification and unit standards upon which qualifications are based. The full qualification and unit standards can be accessed via the SAQA web site at **www.saqa.org.za**. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, Hatfield Forum, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the unit standards should reach SAQA at the address *below and no later than 5 July 2004.* All correspondence should be marked **Standards Setting – SGB for Secondary Agriculture** and addressed to

The Director: Standards Setting and Development SAQA *Attention: Mr. D Mphuthing* Postnet Suite 248 Private Bag X06 Waterkloof 0145 or faxed to 012 – 431-5144 dmphuthing@saqa.co.za

JOE SAMUELS
DIRECTOR: STANDARDS SETTING AND DEVELOPMENT

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:

National Certificate: Fruit Packing and Grading Processes

SAQA QUAL ID	QUALIFICATION TITLE	
48848	National Certificate: Fruit Packing and Grading Processes	
SGB NAME	SGB for Secondary Agriculture: Processing	
ABET BAND	PROVIDER NAME	
Undefined		
QUALIFICATION CODE	QUAL TYPE	SUBFIELD
AGR-3-National Certificate	National Certificate	Secondary Agriculture
MINIMUM CREDITS	NQF LEVEL	QUALIFICATION CLASS
120	Level 3	Regular-Unit Stds Based
SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE

PURPOSE OF THE QUALIFICATION

This qualification is registered at level 3 on the National Qualification Framework. It provides learners with the opportunity to obtain competence in broad fruit packing and grading processes and practices, namely receiving, handling, packing, storing, grading and dispatching of fruit and provides opportunity for learners to grow in this specific field.

The learner will be able to integrate supervisory knowledge and skills with those specific to the fruit packing industry, ensuring the business they operate in is running smoothly. It also enables the learner to use competencies, which will facilitate growth of the business.

The qualification focuses on the skills, knowledge, values and attitude required to progress further in the industry. The intention is to release the potential of people, in order for them to grow, develop and become more competent workers. This qualification will furthermore add value to the individuals, their workplace and the economy as a whole.

Rationale for the qualification:

This qualification is aimed at people who are working in the fruit packing industry or who would like to start a career in the industry. It is aimed at formalising the skills required in the fruit packing industry to facilitate career pathing and to provide access to new entrants. Learners at lower levels will obtain the necessary skills and competencies through skills programs. The qualification provides learners with access to advanced learning in specialised areas within the fruit packing and processing industry. It also provides learners with the necessary background knowledge and skills to be portable within other industries.

Through the above the qualification will address one of the key priorities of the Department of Labour in the reduction of unemployment and under employment. It will assist in creating job opportunities and to create a better nation at large.

RECOGNIZE PREVIOUS LEARNING?

Y

LEARNING ASSUMED TO BE IN PLACE

Learners would be able to demonstrate competence in languages, communication and numeracy at NQF level 2 or equivalent.

Recognition of Prior Learning (RPL):

This qualification may be achieved in part or completely through the recognition of prior learning, which includes formal, informal and non-formal learning and work experience. Where RPL is required the learner will need to prove competence in that specific area in order to obtain recognition of that skill and knowledge.

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 practise and performance records. The assessment methods and tools to be used to assess Prior Learning shall be decided upon jointly by the assessor and the learner.

QUALIFICATION RULES

To obtain this qualification all fundamental and core unit standards are compulsory. The learner must select a minimum of 10 credits from the elective category to total 120 credits.

EXIT LEVEL OUTCOMES

1. Show an understanding of product characteristics and basic requirements of specific customer needs in the fruit industry considering the fruit handling protocols.

2. Demonstrate the ability to operate fruit packing machinery.

3. Show an understanding of the necessity for the application of environmental, hygiene, safety and health practices in the fruit handling process.

4. Demonstrate an understanding of the fruit flow process from receiving, packing, storage and dispatching of the product.

5. Demonstrate an understanding of the pre-sorting, grading and packing of fruit in the light of customer needs.

6. Demonstrate the ability to coordinate the packing and grading processes according to packing programs and grading standards.

ASSOCIATED ASSESSMENT CRITERIA

1.
> Factors impacting on the marketing of the product are identified and explained.
> Principles of fruit handling protocol are implemented.
> Cold chain processes and factors impacting on storage and preservation of fruit are described and explained.
> Reasons and consequences of not taking cognisance of customer requirements regarding the quality of fruit are identified and applied.

2.
> Machinery is prepared, maintained and used according to manufacturers specifications and work site procedures.
> Consequences of not adhering to work site procedures and manufacturers specifications are understood and explained.
> Records and reports are completed according to work site procedures and explained accordingly.

3.
> Reasons and consequences for the use of environmental, hygiene, safety and health practices in the workplace explained.
> Consequences of non-compliance understood in terms of customer and statutory requirements.
> Records and reports are completed according to work site procedures and explained accordingly.

4.
> Reasons for records and reports regarding the taking of fruit samples are explained.
> Consequences for not storing and dispatching fruit according to work site procedures are explained.
> Reasons for communicating deviations and fruit standards to relevant parties are explained.
> Consequences of not adhering to customer requirements during whole fruit flow process are explained.

5.
> Reasons and consequences of not taking cognisance of customer requirements regarding the quality of fruit are identified and applied.
> Factors impacting on handling of the product explained.
> Principles of fruit sorting, grading specifications and packing procedures are understood and implemented.
> Records and reports are completed according to work site procedures and explained accordingly.

6.
> Workplace is prepared, according to customers' requirements and work site procedures.
> Consequences of not instructing work teams on grading and packing specifications explained.
> Records and reports are completed according to work site procedures and explained accordingly.

Integrated Assessment Criteria:

Unit standards associated with this qualification must be used to assess specific and critical cross-field outcomes. Assessment should focus in an integrated way on determining the competence of the learner in terms of the overall purpose and title of this qualification.

The term integrated assessment also implies that the theoretical and practical components should be assessed together and assess combinations of practical, applied, foundational and reflective competencies.

Assessment activities should be done in real workplace situations and where simulations or role-plays are used, there should be supporting evidence to show that the learner is able to display the competencies to the real work situation.

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

Learners wishing to be assessed will need to provide evidence of the following:

> Verbal and written explanations of reasons for adhering to operational and work site procedures as well as statutory requirements, adhering to specific sequence of operations, identifying deviations, taking corrective actions and recording relevant data, and reporting deviations outside the jobholder's responsibility.
> Documentation and explanation of administrative records completed during the process of receiving, sampling, storing and dispatching of fruit.
> Demonstrations of a range of actions in handling of fruit and applying general safety in the workplace.
> A portfolio of evidence is required to prove the practical, applied and foundational competencies of the learner, which may include production and quality data.

Assessors and moderators should develop and conduct their own integrated assessment by making use of a range of formative and summative assessment methods. Assessors should assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience.

INTERNATIONAL COMPARABILITY

Comparisons were done against unit standards and qualifications in the New Zealand and Australian Qualifications Authority. These were:

The "National Certificate in Horticulture (Fruit Production) Level 3" (New Zealand) allows the learner to choose elective unit standards in domains that are comparable to what is required for this qualification. The "National Certificate in Food and Related Production Processing Level 3" allows the learner to choose certain elective unit standards in domains that are related to what is required for this qualification.

Certificate I in Agriculture (Production Horticulture) - Australia- contains certain elements that may act as reference points for this qualification although the focus is on the growing of fruit.

A comparison of the above qualifications was undertaken and the best practice points were highlighted and used in the generation of this qualification's unit standards.

In general this qualification and its component unit standards were compared with their international counterparts and the differences are in the formatting, titles and scope of coverage or focus.

ARTICULATION OPTIONS

This qualification lends itself to both vertical and horizontal articulation possibilities. These possibilities ensure both mobility and progression for the learner in other fields of learning such as fruit liquefying industry and areas where supervisory competence is required. The learning areas outlined in the purpose of the qualification indicate the vertical articulation possibilities.

Horizontal and Vertical articulation possibilities:
> National Certificate: Seed Processing and Packaging at NQF Level 3
> Further Education and Training Certificate: Tobacco Services at NQF Level 4

MODERATION OPTIONS

Moderation includes internal and external moderation of assessments. Internal and external moderation systems must ensure that all assessors produce assessments that are credible, fair, reliable, consistent, adequate and practical.

Internal and external moderation systems must provide learning opportunities that are transparent, affordable and enhancing development in the field and sub-field of the National Qualifications Framework.

The accredited provider with the relevant ETQA must be able to provide internal moderation.

External moderation will be done by the relevant ETQA at its discretion.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

N/A

NOTES

N/A

UNIT STANDARDS
(Note: A blank space after this line means that the qualification is not based on Unit Standards.)

	UNIT STANDARD ID AND TITLE	LEVEL	CREDITS	STATUS
Core	115176 Explain the cold chain process	Level 2	4	Draft - Prep for P Comment
Core	115178 Pack fruit	Level 2	5	Draft - Prep for P Comment
Core	115179 Palletise fruit	Level 2	4	Draft - Prep for P Comment
Core	115187 Explain product characteristics	Level 2	4	Draft - Prep for P Comment
Core	115190 Demonstrate an understanding of the basic requirements of different fruit markets	Level 2	5	Draft - Prep for P Comment
Core	115193 Grade fruit	Level 2	5	Draft - Prep for P Comment
Core	115180 Operate fruit sizing machine	Level 3	8	Draft - Prep for P Comment
Core	115195 Monitor fruit treatment process	Level 3	8	Draft - Prep for P Comment
Core	115197 Store fruit	Level 3	8	Draft - Prep for P Comment
Core	115200 Dispatch final product	Level 3	8	Draft - Prep for P Comment
Core	115201 Receive fruit	Level 3	5	Draft - Prep for P Comment

Core	115202 Operate fruit packing line machine	Level 3	10	Draft - Prep for P Comment
Elective	115177 Pre-sort fruit	Level 2	3	Draft - Prep for P Comment
Elective	115181 Apply hygiene procedures	Level 2	4	Draft - Prep for P Comment
Elective	115186 Apply safety and health procedures	Level 2	6	Draft - Prep for P Comment
Elective	115188 Apply environmental protection procedures	Level 2	4	Draft - Prep for P Comment
Elective	8000 Applying basic business principles	Level 3	9	Reregistered
Elective	115182 Operate carton assembly machinery	Level 3	8	Draft - Prep for P Comment
Elective	115191 Perform quality tests on fruit	Level 3	8	Draft - Prep for P Comment
Elective	10135 Work as a project team member	Level 4	8	Registered
Fundamental	8968 Accommodate audience and context needs in oral communication	Level 3	5	Registered
Fundamental	8969 Interpret and use information from texts	Level 3	5	Registered
Fundamental	8970 Write texts for a range of communicative contexts	Level 3	5	Registered
Fundamental	8973 Use language and communication in occupational learning programmes	Level 3	5	Registered
Fundamental	9010 Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	Level 3	2	Registered
Fundamental	9011 Use mathematics to investigate and monitor the financial aspects of personal and business issues	Level 3	5	Registered
Fundamental	9012 Investigate life and work related problems using data and probabilities	Level 3	5	Registered
Fundamental	9013 Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4	Registered

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 1

Apply environmental protection procedures

SAQA US ID	UNIT STANDARD TITLE			
115188	Apply environmental protection procedures			

SGB NAME		ABET BAND	PROVIDER NAME	
SGB for Secondary Agriculture: Processing		Undefined		

FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Agriculture and Nature Conservation		Secondary Agriculture	

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
AGR-SAG-0-SGB SAP	Regular	Level 2	4

Specific Outcomes:

SPECIFIC OUTCOME 1

Demonstrate an understanding of statutory responsibilities as regards environmental protection.

SPECIFIC OUTCOME 2

Demonstrate an understanding of water, effluent, waste, solids, plastic, metal, glass and gas.

SPECIFIC OUTCOME 3

Demonstrate an understanding of recycling.

SPECIFIC OUTCOME 4

Demonstrate the handling and disposal of hazardous materials and packaging.

SPECIFIC OUTCOME 5

Recognise and report environmentally damaging practices.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 2

Apply hygiene procedures

SAQA US ID	UNIT STANDARD TITLE			
115181	Apply hygiene procedures			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB for Secondary Agriculture: Processing		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Agriculture and Nature Conservation		Secondary Agriculture		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
AGR-SAG-0-SGB SAP	Regular	Level 2		4

Specific Outcomes:

SPECIFIC OUTCOME 1

Carry out personal hygiene requirements before and during shift.

SPECIFIC OUTCOME 2

Understand and apply correct sanitation procedures in the workplace.

SPECIFIC OUTCOME 3

Demonstrate an understanding of the factors affecting human consumption of food.

SPECIFIC OUTCOME 4

Recognise and report poor hygiene practices.

SPECIFIC OUTCOME 5

Maintain housekeeping standards in area of work.

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 3

Apply safety and health procedures

SAQA US ID	*UNIT STANDARD TITLE*			
115186	Apply safety and health procedures			
SGB NAME		*ABET BAND*	*PROVIDER NAME*	
SGB for Secondary Agriculture: Processing		Undefined		
FIELD DESCRIPTION		*SUBFIELD DESCRIPTION*		
Agriculture and Nature Conservation		Secondary Agriculture		
UNIT STANDARD CODE	*UNIT STANDARD TYPE*		*NQF LEVEL*	*CREDITS*
AGR-SAG-0-SGB SAP	Regular		Level 2	6

Specific Outcomes:

SPECIFIC OUTCOME 1

Demonstrate an understanding of statutory rights, responsibilities and liability.

SPECIFIC OUTCOME 2

Demonstrate an understanding of safety indicators and emergency procedures in workplace.

SPECIFIC OUTCOME 3

Demonstrate safe working practices.

SPECIFIC OUTCOME 4

Recognise and report unsafe or hazardous conditions in work area.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 4

Demonstrate an understanding of the basic requirements of different fruit markets

SAQA US ID	UNIT STANDARD TITLE			
115190	Demonstrate an understanding of the basic requirements of different fruit markets			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB for Secondary Agriculture: Processing		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Agriculture and Nature Conservation		Secondary Agriculture		
UNIT STANDARD CODE	UNIT STANDARD TYPE		NQF LEVEL	CREDITS
AGR-SAG-0-SGB SAP	Regular		Level 2	5

Specific Outcomes:

SPECIFIC OUTCOME 1

Explain the nature of fruit packing industry.

SPECIFIC OUTCOME 2

List the different markets for which fruit are packed.

SPECIFIC OUTCOME 3

Demonstrate an understanding of standards and specifications for packed fruit.

SPECIFIC OUTCOME 4

Identify factors that impact on marketing of products.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 5

Explain product characteristics

SAQA US ID	UNIT STANDARD TITLE				
115187	Explain product characteristics				
SGB NAME			ABET BAND	PROVIDER NAME	
SGB for Secondary Agriculture: Processing			Undefined		
FIELD DESCRIPTION			SUBFIELD DESCRIPTION		
Agriculture and Nature Conservation			Secondary Agriculture		
UNIT STANDARD CODE	UNIT STANDARD TYPE		NQF LEVEL		CREDITS
AGR-SAG-0-SGB SAP	Regular		Level 2		4

Specific Outcomes:

SPECIFIC OUTCOME 1

Demonstrate a basic understanding of the growth cycle and harvesting of fruit.

SPECIFIC OUTCOME 2

Explain the basic nature of fruit types and varieties.

SPECIFIC OUTCOME 3

Identify fruit handling requirements according to fruit types and characteristics.

SPECIFIC OUTCOME 4

Demonstrate a basic understanding of fruit life spans and protocol.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 6

Explain the cold chain process

SAQA US ID	UNIT STANDARD TITLE				
115176	Explain the cold chain process				
SGB NAME		**ABET BAND**	**PROVIDER NAME**		
SGB for Secondary Agriculture: Processing		Undefined			
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**			
Agriculture and Nature Conservation		Secondary Agriculture			
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**	
AGR-SAG-0-SGB SAP	Regular	Level 2		4	

Specific Outcomes:

SPECIFIC OUTCOME 1

Demonstrate an understanding of the cold chain process.

SPECIFIC OUTCOME 2

Explain the necessity and methods of preserving the cold chain from picking.

SPECIFIC OUTCOME 3

Explain the effects of temperature on the storage and preservation of fruit.

SPECIFIC OUTCOME 4

Demonstrate an understanding of how to work in a controlled environment.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 7

Grade fruit

SAQA US ID	UNIT STANDARD TITLE				
115193	Grade fruit				
SGB NAME		**ABET BAND**	**PROVIDER NAME**		
SGB for Secondary Agriculture: Processing		Undefined			
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**			
Agriculture and Nature Conservation		Secondary Agriculture			
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**	
AGR-SAG-0-SGB SAP	Regular	Level 2		5	

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare fruit grading process.

SPECIFIC OUTCOME 2

Grade fruit.

SPECIFIC OUTCOME 3

Complete grade fruit process.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 8

Pack fruit

SAQA US ID	UNIT STANDARD TITLE				
115178	Pack fruit				
SGB NAME		ABET BAND	PROVIDER NAME		
SGB for Secondary Agriculture: Processing		Undefined			
FIELD DESCRIPTION		SUBFIELD DESCRIPTION			
Agriculture and Nature Conservation		Secondary Agriculture			
UNIT STANDARD CODE	UNIT STANDARD TYPE		NQF LEVEL		CREDITS
AGR-SAG-0-SGB SAP	Regular		Level 2		5

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare packing process.

SPECIFIC OUTCOME 2

Pack fruit.

SPECIFIC OUTCOME 3

Complete pack process.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 9

Palletise fruit

SAQA US ID	UNIT STANDARD TITLE			
115179	Palletise fruit			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB for Secondary Agriculture: Processing		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Agriculture and Nature Conservation		Secondary Agriculture		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
AGR-SAG-0-SGB SAP	Regular	Level 2		4

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare for palletising process.

SPECIFIC OUTCOME 2

Complete palletising fruit.

SPECIFIC OUTCOME 3

Complete palletising process.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 10

Pre-sort fruit

SAQA US ID	UNIT STANDARD TITLE				
115177	Pre-sort fruit				
SGB NAME		ABET BAND	PROVIDER NAME		
SGB for Secondary Agriculture: Processing		Undefined			
FIELD DESCRIPTION		SUBFIELD DESCRIPTION			
Agriculture and Nature Conservation		Secondary Agriculture			
UNIT STANDARD CODE	UNIT STANDARD TYPE		NQF LEVEL		CREDITS
AGR-SAG-0-SGB SAP	Regular		Level 2		3

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare for pre-sort process.

SPECIFIC OUTCOME 2

Pre-sort fruit.

SPECIFIC OUTCOME 3

Complete pre-sort process.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 11

Dispatch final product

SAQA US ID	UNIT STANDARD TITLE			
115200	Dispatch final product			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB for Secondary Agriculture: Processing		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Agriculture and Nature Conservation		Secondary Agriculture		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
AGR-SAG-0-SGB SAP	Regular	Level 3		8

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare for dispatch process.

SPECIFIC OUTCOME 2

Dispatch final product.

SPECIFIC OUTCOME 3

Complete final product dispatch process.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:　　　　　　　12

Monitor fruit treatment process

SAQA US ID	UNIT STANDARD TITLE				
115195	Monitor fruit treatment process				
SGB NAME			ABET BAND	PROVIDER NAME	
SGB for Secondary Agriculture: Processing			Undefined		
FIELD DESCRIPTION			SUBFIELD DESCRIPTION		
Agriculture and Nature Conservation			Secondary Agriculture		
UNIT STANDARD CODE		UNIT STANDARD TYPE	NQF LEVEL		CREDITS
AGR-SAG-0-SGB SAP		Regular	Level 3		8

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare for fruit treatment process.

SPECIFIC OUTCOME 2

Apply fruit treatment.

SPECIFIC OUTCOME 3

Complete fruit treatment process.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 13

Operate carton assembly machinery

SAQA US ID	UNIT STANDARD TITLE			
115182	Operate carton assembly machinery			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB for Secondary Agriculture: Processing		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Agriculture and Nature Conservation		Secondary Agriculture		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
AGR-SAG-0-SGB SAP	Regular	Level 3		8

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to operate carton assembly machinery.

SPECIFIC OUTCOME 2

Operate carton assemble machinery.

SPECIFIC OUTCOME 3

Monitor carton assemble process.

SPECIFIC OUTCOME 4

Complete fruit sizing process.

SOUTH
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AUTHORITY

Established in terms of Act 58 of 1995

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 14

Operate fruit packing line machine

SAQA US ID	UNIT STANDARD TITLE			
115202	Operate fruit packing line machine			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB for Secondary Agriculture: Processing		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Agriculture and Nature Conservation		Secondary Agriculture		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
AGR-SAG-0-SGB SAP	Regular	Level 3		10

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to operate fruit packing machinery.

SPECIFIC OUTCOME 2

Operate fruit packing machinery.

SPECIFIC OUTCOME 3

Monitor fruit packing process.

SPECIFIC OUTCOME 4

Complete operate fruit packing machinery process.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 15

Operate fruit sizing machine

SAQA US ID	UNIT STANDARD TITLE			
115180	Operate fruit sizing machine			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB for Secondary Agriculture: Processing		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Agriculture and Nature Conservation		Secondary Agriculture		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
AGR-SAG-0-SGB SAP	Regular	Level 3		8

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to operate fruit sizing machinery.

SPECIFIC OUTCOME 2

Operate fruit sizing machinery.

SPECIFIC OUTCOME 3

Monitor fruit sizing process.

SPECIFIC OUTCOME 4

Complete fruit sizing process.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 16

Perform quality tests on fruit

SAQA US ID	UNIT STANDARD TITLE				
115191	Perform quality tests on fruit				
SGB NAME			**ABET BAND**	**PROVIDER NAME**	
SGB for Secondary Agriculture: Processing			Undefined		
FIELD DESCRIPTION			**SUBFIELD DESCRIPTION**		
Agriculture and Nature Conservation			Secondary Agriculture		
UNIT STANDARD CODE		**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
AGR-SAG-0-SGB SAP		Regular	Level 3		8

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare for test fruit process.

SPECIFIC OUTCOME 2

Perform test on fruit.

SPECIFIC OUTCOME 3

Complete test process.

SOUTH
AFRICAN
QUALIFICATIONS
AUTHORITY

Established in terms of Act SR of 1995

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 17

Receive fruit

SAQA US ID	UNIT STANDARD TITLE			
115201	Receive fruit			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB for Secondary Agriculture: Processing		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Agriculture and Nature Conservation		Secondary Agriculture		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
AGR-SAG-0-SGB SAP	Regular	Level 3		5

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare for food receiving process.

SPECIFIC OUTCOME 2

Receive fruit.

SPECIFIC OUTCOME 3

Complete fruit receiving process.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:　　　　　　　　　　18

Store fruit

SAQA US ID	UNIT STANDARD TITLE				
115197	Store fruit				
SGB NAME			**ABET BAND**	**PROVIDER NAME**	
SGB for Secondary Agriculture: Processing			Undefined		
FIELD DESCRIPTION			**SUBFIELD DESCRIPTION**		
Agriculture and Nature Conservation			Secondary Agriculture		
UNIT STANDARD CODE		**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
AGR-SAG-0-SGB SAP		Regular	Level 3		8

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare for store process.

SPECIFIC OUTCOME 2

Store fruit.

SPECIFIC OUTCOME 3

Complete store process.

No. 677   **4 June 2004**

Established in terms of Act 58 of 1995

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Human Resource Management and Practices

Registered by NSB 03, Business, Commerce and Management Studies, publishes the following qualification and unit standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the qualification and unit standards. The qualification and unit standards can be accessed via the SAQA web-site at www.saqa.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, Hatfield Forum West, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the unit standards should reach SAQA at the address *below and no later than 5 July 2004.* All correspondence should be marked **Standards Setting – SGB for Human Resource Management and Practices** and addressed to

> The Director: Standards Setting and Development
> SAQA
> *Attention: Mr. D Mphuthing*
> Postnet Suite 248
> Private Bag X06
> Waterkloof
> 0145
> or faxed to 012 – 431-5144
> e-mail: dmphuthing@saqa.co.za

JOE SAMUELS
DIRECTOR: STANDARDS SETTING AND DEVELOPMENT

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:

National Certificate: Business Consulting Practice (Enterprise Resource Planning)

SAQA QUAL ID	QUALIFICATION TITLE	
48874	National Certificate: Business Consulting Practice (Enterprise Resource Planning)	
SGB NAME	SGB Human Resource Management and Practices	
ABET BAND	**PROVIDER NAME**	
Undefined		
QUALIFICATION CODE	**QUAL TYPE**	**SUBFIELD**
BUS-5-National Certificate	National Certificate	Human Resources
MINIMUM CREDITS	**NQF LEVEL**	**QUALIFICATION CLASS**
137	Level 5	Regular-Unit Stds Based
SAQA DECISION NUMBER	**REGISTRATION START DATE**	**REGISTRATION END DATE**

PURPOSE OF THE QUALIFICATION

The purpose of this Qualification is to provide learners with the necessary skills and knowledge to enter the field of Business Consulting (ERP). It also contains the knowledge and skills required to be successful with the next Qualification in the learning pathway in Business Consulting (ERP).

The qualifying learner will be able to:

1. Understand the importance of forming trusted advisor relationships with customers on ERP strategic issues
2. Understand the importance of participating in teamwork
3. Assist with, and provide input into, ERP strategic studies
4. Assist in defining customers' strategies
5. Assist in creating business cases
6. Understand the concepts of Business Solutions requirements in respect of:
> Knowledge of market and competitors
> Knowledge of partners
> Knowledge of Bid and Risk management
> Knowledge of Project Management
> Service and Support concepts
> Sales
> Documentation generation and control
7. Understand the importance of the concept of Business Process alignment i.e. product knowledge and business knowledge
8. Understand the phases of the ERP Implementation Methodology:
> Project preparation
> Business blueprint
> Project realisation
> Final project preparation
> Project implementation.

The Qualification provides the learner with a solid understanding of the business and technical knowledge and skills required to be able to assist in providing BCP (ERP) services, to be able to communicate effectively with clients, and to provide support to clients/users.

The Qualification provides learners with a solid grounding in the field. This will enable them to understand the South African and global ERP arena and will underpin their ability to use this learning in various business

environments. The development of competence in this field will lead to better service delivery, company longevity, the promotion of wealth and job creation.

It can further stimulate and support skills development in the SMME sector.

This Qualification recognises the fact that knowledge and the application of Enterprise Resource Planning is a business imperative, necessary for the success of any organisation, both strategically and operationally. This Certificate in BCP (ERP) is thus designed to enable individuals to develop the theoretical competencies and the practical skills to operate effectively in the field.

This Qualification also reflects some of the needs of the BCP (ERP) sector both now and in the future.

The impact of the Qualification on society and the economy is reflected in the multiple job roles and careers that can stem from the Qualification, including self-employment opportunities, job creation opportunities and the development of, or entry to, learners who are employed within the private or public sector
It provides an entry point into the BCP (ERP) career path, which was not available before, and for which there is a growing demand, especially in the SMME environment.

This Certificate may be acquired in the traditional way by formal study through an accredited provider, as well as in the work place through a Learnership.

Specifically the purpose of this Certificate Qualification is to:

> Equip learners to understand and apply the underlying principles of the Enterprise Resource Planning sector using BCP skills
> Provide career paths through associated learnerships at various levels and areas of the Business Consulting Practice (ERP) environment
> Provide for mobility of learning into associated areas
> Equip learners to become effective employees, employers and/or self-employed members of society
> Develop a richer learning environment in the field of BCP (ERP) through high quality life-long learning
> Improve the ERP skills of employees in the sector
> Enable the learner to assist within his/her community and thereby ensure social and economic transformation.
> Ensure the development of competence in the BCP and ERP fields.

This learning supports the objectives of the NQF through increased portability and articulation of learning and career path progression. By concentrating on the link between theory and practice, the quality of education and training as well as the personal development of the learner will be elevated.

Rationale for the Qualification:

Traditionally Enterprise Resource Planning (ERP) consultants are trained within particular ERP modules (e.g. Materials Management, Finance, Controlling, and Supply Chain Management), which correspond to particular functions within a business. Such expertise can be limiting in developing enterprise solutions for clients. With experience most consultants find it necessary to broaden their scope of understanding to meet the demands of clients seeking efficient holistic business solutions.

This Qualification is aimed at developing consultants with a solid understanding of the entire enterprise model. Such consultants can operate beyond their specific discipline because they understand the underlying business enterprise model. This allows the consultant to bridge the gap between the client's business strategy and the underlying technology that can best be customised to provide the client's strategic advantage.

Beyond the specific technical or functional discipline of an ERP consultant, the Qualification extends to the broad range of skills necessary for the development of successful consultants including:

> Solution Development - Systematic ERP overview and ERP fundamentals
> Consulting - The role of the consultant and managing a client relationship
> Business Conduct - Ethics and etiquette in a business environment
> Sales Management - Awareness of the sales cycle and the marketing of consulting as a service-based product

> Project Management - Understanding the project lifecycle, project roles, project documentation and key project concepts e.g. scope, risk management and stakeholders
> Change Management - Understanding the definition, principles and methodologies
> Communication skills - Usage of and exposure to business communication methods
> Knowledge Management - Knowledge sharing and intellectual capital
> Personal Development - Life skills, self-driven development and growth, concepts and application of life-long learning

The wide range of skills gives the learner a holistic understanding of the business environment in which consultants operate, and provides the industry and clients with fundamentally competent professionals.

This Qualification is the first Qualification in a learning pathway in ERP consulting, which is designed as follows:

> The National Certificate: Level 5 in ERP Consulting for trainee consultants or those new to the profession who are given grounding in the consulting and ERP discipline, and the necessary exposure to the business environment.
> The National Diploma: Level 5 for assistant consultants who are developing proficiency in a key business area and receiving exposure to the corresponding ERP modules and applications while still ensuring broad understanding..
> Bachelors degree in ERP Consulting: Level 6, for consultants, which assists the learner to assume major responsibilities within a project or client environment and to manage resources.
> Honours degree in ERP Consulting: Level 7, which focus on broadening the proficiency of learners such that they are able to assume responsibility for a project or client (i.e. an account) and to manage resources and budgets.
> Masters degree: Level 8 for programme managers, who usually have vast experience in project management, and can assume responsibility for large, complex, unusual global programmes with major budget, scope and political management responsibilities.

Such a career path allows individuals to work in the business area and industry of their choosing. Business consulting skills developed in this learning path would have a bias towards ERP enterprise solutions. However, the training is such that individuals can apply the learning to consulting in businesses where the solutions are based on a variety of other technologies.

Consultants who successfully complete this Qualification also develop entrepreneurial and marketing skills. They will understand the value of intellectual capital and the various methods of harnessing their skills and knowledge in this regard. Such expertise is necessary in the South African economy to develop the people who are able to create business opportunities and unlock the potential of South African citizens.

The Qualification is aimed at graduates with first degrees or persons who have worked in the field for a number of years and provides the opportunity for such individuals to pursue a career in ERP consulting and to progress along a learning pathway in ERP.

This Qualification is also ideal for the development of a number of learnerships leading to the attainment of the Qualification and so to improved career opportunities for employed and unemployed learners.

RECOGNIZE PREVIOUS LEARNING?

Y

LEARNING ASSUMED TO BE IN PLACE

Learners accessing this Qualification should be competent in:

> Communication at NQF Level 4
> Mathematical Literacy at NQF Level 4
> Computer Literacy at NQF level 3.

Recognition of Prior Learning (RPL):

This Qualification can be achieved wholly or in part through the Recognition of Prior Learning. The Qualification may be granted to learners who have acquired the skills and knowledge without attending formal courses providing they can demonstrate competence in the Specific Outcomes of the individual Unit

Standards and the Exit Level Outcomes of the Qualification.

An RPL process may also be used to credit learners with Unit Standards in which they have developed the necessary competency as a result of workplace and experiential learning

Learners submitting themselves for RPL should be thoroughly briefed prior to the assessment, and will be required to submit a Portfolio of Evidence in the prescribed format to be assessed for formal recognition. While this is primarily a workplace-based Qualification, evidence from other areas of endeavour may be introduced if pertinent to any of the exit level outcomes.

The approach taken to RPL in this Qualification reflects the objectives of the NQF in that it will allow access to Qualifications for a large section of previously disadvantaged persons who were marginalised from mainstream education and training. RPL will also provide access for the youth and unemployed to embark on learning and career path progression. However RPL is perhaps more relevant to provide recognition of experience acquired over many years in the workplace for those already employed. RPL will allow these persons to accumulate credits for experiential learning gained.

QUALIFICATION RULES

This Certificate in BCP (ERP) is at NQF Level 5 as the complexity of learning required to master the skills, knowledge, attitudes and values required by the practitioners for whom it is designed is at that level. The credits allocated to this Qualification are grouped as follows:

Fundamental:
Level 4 - 5 credits
Level 5 - 15 credits

Core:
Level 4 - 14 credits
Level 5 - 93 credits

Elective:
Level 5 - 40 credits (minimum 10)

Total:
Level 4 - 19 credits
Level 5 - 148 credits

Total credits: 167 (minimum 137)

Fundamental Component:
While SAQA does not lay down a minimum number of credits to be assigned to the Fundamental Component, the Certificate contains a number of Fundamental Unit Standards that are essential for any learner to function effectively in their designated workplaces and to ensure success with the Core and Elective components.
> All of these Unit Standards are compulsory.

Core Component:
The Core Component of the Qualification consists of Unit Standards designed to equip the learner with the necessary functional skills and knowledge required to operate competently within the BCP (ERP) environment. These competencies relate directly to the actual work performed by employees in the sector.
> All of these Unit Standards are compulsory.

Elective Component:
A wide range of Unit Standards has been identified for inclusion in the Elective Component of the Qualification. They relate to the range of areas in which the consultant can work. The range of possibilities embodied in the list means that both individual and company choice are readily possible. This also enhances the possibility of any learnership that is registered based on this Qualification being demand-led rather than supply-driven.
> The learner is required to select Unit Standards to a value of at least 10 credits for this Component.

EXIT LEVEL OUTCOMES

Qualifying learners will be able to:

1. Use effective communication in a business consulting environment.
2. Work as a consultant under the supervision of senior consultants within a consulting organisation.
3. Understand and assist the sales process in a consulting organization.
4. Assist with solution development tasks within an ERP deployment and implementation project.
5. Perform basic project management activities in an ERP consulting interaction.

Critical Cross-Field Outcomes:

The various constituent parts of the Qualification, namely Consulting, Sales, Solution Development and Management as well as the Fundamental and Elective Components, present numerous opportunities to develop each of the Critical Cross-Field Outcomes.

The following Critical Cross-Field Outcomes are addressed in this Qualification:

1. Creative problem-solving is explicitly required by the learner owing to the nature of the Exit Level Outcomes and Associated Assessment Criteria.
2. Team and group work is a functional necessity and the Associated Assessment Criteria specify this.
3. The individual learner is required to manage and organise him/herself and his/her activities responsibly and effectively as this is a functional necessity for the Assessment Criteria of the Unit Standards to be assessed.
4. The learner is required to collect, analyse, organise and critically evaluate information when participating in defining a solution to business problems at hand.
5. Communicating effectively is explicitly part of the requirements built into the Fundamental Component of the Qualification.
6. A systemic approach is encouraged throughout ERP development within an organisational setting.

ASSOCIATED ASSESSMENT CRITERIA

1.
> The writing process is used to compose texts required in the business environment
> Workplace data is analysed and communicated using clearly understandable language and different data display tools (e.g. diagrams and charts)
> Oral and listening communication skills are applied in the workplace

2.
> An understanding of the business of consulting is demonstrated and contextualized within an organization
> A consulting service ethic is developed and applied to consulting interaction and when dealing with fellow workers
> A knowledge of the client is achieved within a consulting contract, demonstrating an understanding of the client organisation, business context and relevant issues
> Assistance in researching the problem and the solution is given within a consulting context
> Administrative support is provided to a team within a consulting context
> Post-contract support, service and client follow-up is performed in a well-planned, meticulous manner

3.
> The concept of the consulting service as a commodity to market/sell is understood and can be clearly communicated, either verbally, or in writing
> The process of lead generation is understood in terms of identifying, discussing and feeding back potential sales leads

4.
> The generic business process and value chain model of an organisation are understood and related to the best-practice business processes
> The findings of a Business Requirements Gathering Session are observed and accurately recorded using data gathering techniques
> A basic knowledge of ERP solutions and modules can be applied against a specific ERP solution
> The transactions within an ERP solution module are understood and are documented and explained

clearly
> Assistance in the configuration of an ERP module is given according to identified business requirements

5.
> Documentation templates can be accurately populated with information gathered during consulting interactions, following the correct review processes to ensure quality
> Aspects of project management, including project life cycle, measurements, project terminology and project roles and responsibilities, are understood and can be explained in simple language
> Methods of knowledge sharing are used in the course of a project or consulting interaction
> Basic principles of Issue Management are applied to issues arising in a consulting interaction
> The principles of change management are understood, identifying possible inhibitors to change in the client organisation

Integrated Assessment:

The Qualification and its associated assessment criteria have been designed so that assessment is fully integrated with the learning. The learner must, in an authentic setting:

> Demonstrate competence by means of the practical application of the embedded knowledge in a manner that meets the required performance standards required;
> Illustrate a clear understanding of the concepts, theory and principles that underpin the practical action taken.

The emphasis throughout the Qualification should be on continuous, formative assessment. Much of this is achieved in "sites of application" and involves a range of assessment tools, which will include a degree of self and peer assessment. A number of appropriate summative assessments should be planned at specific times, by assessor and learner jointly, throughout the learning process.

As a result of a range of ongoing assessment approaches in terms of testing and evaluating the fundamental, practical and reflexive competence of the learner, a skills matrix should be produced. This will clearly indicate not only the knowledge gaps and skills deficits of the individual, but also highlight the learner's strengths and weaknesses related to the other elements of applied competence, namely:

> Information processing and the power of analysis
> Problem solving and a decision-making capacity
> Communication skills.

The assessment process should be capable of being applied to RPL.

INTERNATIONAL COMPARABILITY

Enterprise Resource Planning (ERP) is a combination of business management best practice and technology, where Information Technology integrates with a company's core business processes to enable the achievement of specific business objectives. This business process was pioneered in Germany in 1972 and the SAP Consulting Skills and Competencies Framework developed there, is the international system in use in 120 countries with training in those countries being done against this framework. Trainees from these programmes service 17 500 customers who in turn have 10 million users.

This Certificate aligns very well with the SAP Business Application Consultant Qualification. Reference can be made to the National Skills Standards Board Website: www.nssb.org

Other Websites referred to:

> www.nssb.org
> www.lttoolbox.com
> www.TechnologyEvaluation.com
> www.express-computer.com
> www.cio.com
> www.thespot4sap.com
> www.networkcomputing.com
> www.erp-consulting.com

> www.sun.com
> www.acm.org
> www.ed-gov/G2K/standard.html
> www.bitpipe.com
> www.consulting.tiv.net
> www.erpevaluation.com
> www.knowledgestorm.com
> www.intelligententerprise.com
> www.intelinfo.com
> www.business.com

ARTICULATION OPTIONS

There is ready articulation of this Qualification across a range of areas. The Qualification will articulate horizontally with:

> The National Diploma in Human Resource Management: Level 5
> The National Certificate in Management: Level 5
> National Certificate in Labour Relations Practice: Level 5
> National Diploma in Business Advising Level 5.

The Qualification should articulate vertically with level 6 qualifications in the following fields:

> Management
> Human Resource Management
> Labour Relations
> Business advising
> Organisational transformation and Change Management.
> Organisational Development

MODERATION OPTIONS

> Anyone assessing a learner, or moderating the assessment of a learner, against this Qualification must be registered as an assessor with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.
> Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.
> Assessment and moderation of assessment will be overseen by the relevant ETQA according to the policies and guidelines for assessment and moderation of that ETQA, in terms of agreements reached around assessment and moderation between various ETQAs (including professional bodies).
> Moderation must include both internal and external moderation of assessments at all exit points of the Qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual Unit Standards as well as the integrated competence described in the Exit Level Outcomes of the Qualification.

Anyone wishing to be assessed against this Qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.

Assessment and moderation must be done in such a way that they are transparent, affordable, valid, reliable and non-discriminatory.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

Assessors and moderators of this Qualification should:

> Hold a qualification in ERP and/or Human Resource Management at NQF Level 6 or above, or an equivalent Qualification.
> Be registered as an assessor with the relevant ETQA, or an ETQA that has a Memorandum of Understanding with the relevant ETQA.

NOTES

N/A

UNIT STANDARDS
(Note: A blank space after this line means that the qualification is not based on Unit Standards.)

	UNIT STANDARD ID AND TITLE	LEVEL	CREDITS	STATUS
Core	10131 Identify, organise and co-ordinate project life cycle phases for control purposes	Level 4	5	Registered
Core	13835 Contribute to project initiation, scope definition and scope change control	Level 4	9	Registered
Core	115394 Develop a consulting service ethic	Level 5	5	Draft – Prep for P Comment
Core	115395 Apply and explain the generic business process and value chain model	Level 5	12	Draft – Prep for P Comment
Core	115397 Understand and apply the concept of the consulting service as a product	Level 5	5	Draft – Prep for P Comment
Core	115398 Observe and record the findings of a business requirements gathering session	Level 5	8	Draft – Prep for P Comment
Core	115399 Apply the process of lead generation	Level 5	5	Draft – Prep for P Comment
Core	115400 Demonstrate and apply a basic knowledge of ERP solutions and modules	Level 5	10	Draft – Prep for P Comment
Core	115402 Assist in researching the problem and the solution within a consulting context	Level 5	6	Draft – Prep for P Comment
Core	115403 Know the client within a consulting contract	Level 5	6	Draft – Prep for P Comment
Core	115404 Understand the business of consulting	Level 5	8	Draft – Prep for P Comment
Core	115408 Apply and explain knowledge of the transactions within an ERP module	Level 5	8	Draft – Prep for P Comment
Core	115411 Assist in the configuration of an ERP module	Level 5	12	Draft – Prep for P Comment
Core	115412 Populate documentation templates	Level 5	8	Draft – Prep for P Comment
Elective	115396 Support post-contract service and client follow-up	Level 5	8	Draft – Prep for P Comment
Elective	115401 Apply the basic principles of issue management	Level 5	8	Draft – Prep for P Comment
Elective	115405 Apply Principles of Knowledge Management to Organisational Transformation	Level 5	10	Draft – Prep for P Comment
Elective	115406 Provide administrative support within a consulting context	Level 5	5	Draft – Prep for P Comment
Elective	115407 Apply the principles of change management in the workplace	Level 5	10	Draft – Prep for P Comment
Fundamental	12153 Use the writing process to compose texts required in the business environment	Level 4	5	Registered
Fundamental	8647 Apply workplace communication skills	Level 5	10	Registered
Fundamental	8662 Analyse and communicate workplace data	Level 5	5	Registered

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 1

Apply Principles of Knowledge Management to Organisational Transformation

SAQA US ID	UNIT STANDARD TITLE			
115405	Apply Principles of Knowledge Management to Organisational Transformation			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Human Resource Management and Practices		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Business, Commerce and Management Studies		Human Resources		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
BUS-HRS-0-SGB HRMP	Regular	Level 5		10

Specific Outcomes:

SPECIFIC OUTCOME 1

Analyse the essential elements of the Knowledge Economy.

SPECIFIC OUTCOME 2

Identify the essential features of the Human Capital in an organisation.

SPECIFIC OUTCOME 3

Provide an analysis of the Structural Capital in an organisation.

SPECIFIC OUTCOME 4

Indicate how an organisation uses its Customer Capital.

SPECIFIC OUTCOME 5

Establish the relationship between Intellectual Capital and Knowledge Management.

SPECIFIC OUTCOME 6

Demonstrate the relationship between Knowledge Management and Organisational Transformation.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 2

Apply and explain knowledge of the transactions within an ERP module

SAQA US ID	UNIT STANDARD TITLE			
115408	Apply and explain knowledge of the transactions within an ERP module			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Human Resource Management and Practices		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Business, Commerce and Management Studies		Human Resources		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
BUS-HRS-0-SGB HRMP	Regular	Level 5		8

Specific Outcomes:

SPECIFIC OUTCOME 1

Navigate to the relevant transactions.

SPECIFIC OUTCOME 2

Populate the relevant transaction fields with meaningful data and execute the required operations.

SPECIFIC OUTCOME 3

Document the sequence of transactions to be executed within a business process.

SPECIFIC OUTCOME 4

Document and explain the impact of completing a transaction on subsequent steps in the business.

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UNIT STANDARD: 3

Apply and explain the generic business process and value chain model

SAQA US ID	UNIT STANDARD TITLE			
115395	Apply and explain the generic business process and value chain model			

SGB NAME		ABET BAND	PROVIDER NAME	
SGB Human Resource Management and Practices		Undefined		

FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Human Resources	

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-HRS-0-SGB HRMP	Regular	Level 5	12

Specific Outcomes:

SPECIFIC OUTCOME 1

Explain the underlying principles and theory that underpin a functional area.

SPECIFIC OUTCOME 2

Explain the best-practice business process associated with an ERP functional area.

SPECIFIC OUTCOME 3

Compare the client's business processes with best-practice business processes.

SPECIFIC OUTCOME 4

Draw a basic business process flow.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 4

Apply the basic principles of issue management

SAQA US ID	UNIT STANDARD TITLE			
115401	Apply the basic principles of issue management			

SGB NAME		ABET BAND	PROVIDER NAME	
SGB Human Resource Management and Practices		Undefined		

FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Human Resources	

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-HRS-0-SGB HRMP	Regular	Level 5	8

Specific Outcomes:

SPECIFIC OUTCOME 1

Assist in the identification of project related issues, following the appropriate process.

SPECIFIC OUTCOME 2

Assist in the resolution of the identified project issue.

SPECIFIC OUTCOME 3

Assist to provide constant feedback on the status of the issue resolution.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 5

Apply the principles of change management in the workplace

SAQA US ID	UNIT STANDARD TITLE		
115407	Apply the principles of change management in the workplace		

SGB NAME		ABET BAND	PROVIDER NAME
SGB Human Resource Management and Practices		Undefined	

FIELD DESCRIPTION	SUBFIELD DESCRIPTION
Business, Commerce and Management Studies	Human Resources

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-HRS-0-SGB HRMP	Regular	Level 5	10

Specific Outcomes:

SPECIFIC OUTCOME 1

Explain why change management is an important process for organisations to achieve trading results.

SPECIFIC OUTCOME 2

Identify examples of planned change and reactive change in an organisation.

SPECIFIC OUTCOME 3

Describe a model for effective change management and its management.

SPECIFIC OUTCOME 4

Identify reasons for resistance to change and indicate ways to overcome them.

SPECIFIC OUTCOME 5

Identify the risks inherent in any change management programme and indicate ways to manage them.

SPECIFIC OUTCOME 6

Identify and apply the competencies of an effective change agent.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 6

Apply the process of lead generation

SAQA US ID	UNIT STANDARD TITLE			
115399	Apply the process of lead generation			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Human Resource Management and Practices		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Business, Commerce and Management Studies		Human Resources		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
BUS-HRS-0-SGB HRMP	Regular	Level 5		5

Specific Outcomes:

SPECIFIC OUTCOME   1

Identify the types of project/client issues that can be converted into potential sales leads.

SPECIFIC OUTCOME   2

Understand the correct procedures for feeding back potential sales leads to the consulting firm.

SPECIFIC OUTCOME   3

Confirm potential leads.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:　　　　7

Assist in researching the problem and the solution within a consulting context

SAQA US ID	UNIT STANDARD TITLE			
115402	Assist in researching the problem and the solution within a consulting context			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Human Resource Management and Practices		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Business, Commerce and Management Studies		Human Resources		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
BUS-HRS-0-SGB HRMP	Regular	Level 5		6

Specific Outcomes:

SPECIFIC OUTCOME 1

Obtain a clear, accurate understanding of the problems affecting a client's business.

SPECIFIC OUTCOME 2

Assess the symptoms of the problems identified.

SPECIFIC OUTCOME 3

Identify the core source of the problem(s).

SPECIFIC OUTCOME 4

Identify all possible ways of eliminating the problem.

SPECIFIC OUTCOME 5

Apply a suitable consulting model to the task of selecting the appropriate solution.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 8

Assist in the configuration of an ERP module

SAQA US ID	UNIT STANDARD TITLE			
115411	Assist in the configuration of an ERP module			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Human Resource Management and Practices		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Business, Commerce and Management Studies		Human Resources		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
BUS-HRS-0-SGB HRMP	Regular	Level 5		12

Specific Outcomes:

SPECIFIC OUTCOME 1

Demonstrate an understanding of the fundamental techniques of configuring an ERP module.

SPECIFIC OUTCOME 2

Assist in configuring an ERP module according to the identified business requirements.

SPECIFIC OUTCOME 3

Demonstrate an awareness of the integration points between the relevant ERP modules.

SPECIFIC OUTCOME 4

Carry out procedures to test and verify the accuracy of the module configuration.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 9

Demonstrate and apply a basic knowledge of ERP solutions and modules

SAQA US ID	UNIT STANDARD TITLE			
115400	Demonstrate and apply a basic knowledge of ERP solutions and modules			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Human Resource Management and Practices		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Business, Commerce and Management Studies		Human Resources		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
BUS-HRS-0-SGB HRMP	Regular	Level 5		10

Specific Outcomes:

SPECIFIC OUTCOME 1

Demonstrate a basic knowledge of the different modules that make up an ERP system.

SPECIFIC OUTCOME 2

Navigate seamlessly within an ERP system.

SPECIFIC OUTCOME 3

Provide an explanation of the system architecture that supports an ERP system.

SPECIFIC OUTCOME 4

Explain the benefits of implementing a real-time ERP system.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 10

Develop a consulting service ethic

SAQA US ID	UNIT STANDARD TITLE			
115394	Develop a consulting service ethic			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Human Resource Management and Practices		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Business, Commerce and Management Studies		Human Resources		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
BUS-HRS-0-SGB HRMP	Regular	Level 5		5

Specific Outcomes:

SPECIFIC OUTCOME 1

Develop a service ethic for a consulting organisation.

SPECIFIC OUTCOME 2

Determine how the client sees the organisation and the relevant issues.

SPECIFIC OUTCOME 3

Determine recommendations that would add value to the client's organisation.

SPECIFIC OUTCOME 4

Determine the affective dimensions of any change project.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 11

Know the client within a consulting contract

SAQA US ID	UNIT STANDARD TITLE				
115403	Know the client within a consulting contract				
SGB NAME			**ABET BAND**	**PROVIDER NAME**	
SGB Human Resource Management and Practices			Undefined		
FIELD DESCRIPTION			**SUBFIELD DESCRIPTION**		
Business, Commerce and Management Studies			Human Resources		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**		**NQF LEVEL**		**CREDITS**
BUS-HRS-0-SGB HRMP	Regular		Level 5		6

Specific Outcomes:

SPECIFIC OUTCOME 1

Obtain an accurate picture of the client and his/her organisation.

SPECIFIC OUTCOME 2

Assess the personal and professional motivations of clients and customers.

SPECIFIC OUTCOME 3

Assist the client to engage in clear and directed thinking with regard to problem diagnosis.

SPECIFIC OUTCOME 4

Establish a long-term relationship of trust and collaboration between consultant and client.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 12

Observe and record the findings of a business requirements gathering session

SAQA US ID	UNIT STANDARD TITLE			
115398	Observe and record the findings of a business requirements gathering session			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Human Resource Management and Practices		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Business, Commerce and Management Studies		Human Resources		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
BUS-HRS-0-SGB HRMP	Regular	Level 5		8

Specific Outcomes:

SPECIFIC OUTCOME 1

Understand and participate in the process of defining and documenting the project scope.

SPECIFIC OUTCOME 2

Understand and participate in the process of determining client business requirements.

SPECIFIC OUTCOME 3

Assist in documenting the findings of the business requirements gathering sessions.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 13

Populate documentation templates

SAQA US ID	UNIT STANDARD TITLE				
115412	Populate documentation templates				
SGB NAME		ABET BAND	PROVIDER NAME		
SGB Human Resource Management and Practices		Undefined			
FIELD DESCRIPTION		SUBFIELD DESCRIPTION			
Business, Commerce and Management Studies		Human Resources			
UNIT STANDARD CODE	UNIT STANDARD TYPE		NQF LEVEL		CREDITS
BUS-HRS-0-SGB HRMP	Regular		Level 5		8

Specific Outcomes:

SPECIFIC OUTCOME 1

Understand the purpose and content of the different documentation templates.

SPECIFIC OUTCOME 2

Identify the appropriate sources of information for the completion of the templates.

SPECIFIC OUTCOME 3

Produce a project document by completing the relevant template.

SPECIFIC OUTCOME 4

Follow the correct document review process to ensure document quality.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 14

Provide administrative support within a consulting context

SAQA US ID	*UNIT STANDARD TITLE*			
115406	Provide administrative support within a consulting context			
SGB NAME		*ABET BAND*	*PROVIDER NAME*	
SGB Human Resource Management and Practices		Undefined		
FIELD DESCRIPTION		*SUBFIELD DESCRIPTION*		
Business, Commerce and Management Studies		Human Resources		
UNIT STANDARD CODE	*UNIT STANDARD TYPE*	*NQF LEVEL*		*CREDITS*
BUS-HRS-0-SGB HRMP	Regular	Level 5		5

Specific Outcomes:

SPECIFIC OUTCOME 1

Address administrative issues to foster ongoing improvement in service delivery.

SPECIFIC OUTCOME 2

Perform administrative support functions to promote the image of the consulting firm.

SPECIFIC OUTCOME 3

Contribute to the formulation of administrative policies, norms and procedures.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 15

Support post-contract service and client follow-up

SAQA US ID	UNIT STANDARD TITLE			
115396	Support post-contract service and client follow-up			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Human Resource Management and Practices		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Business, Commerce and Management Studies		Human Resources		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
BUS-HRS-0-SGB HRMP	Regular	Level 5		8

Specific Outcomes:

SPECIFIC OUTCOME 1

Help the senior consultants determine the effectiveness of the implemented solution.

SPECIFIC OUTCOME 2

Collect and record data on the client's after-sales requirements.

SPECIFIC OUTCOME 3

Assist in developing an optimising model for the change project.

SPECIFIC OUTCOME 4

Assist the senior consultants in maintaining the changes.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 16

Understand and apply the concept of the consulting service as a product

SAQA US ID	UNIT STANDARD TITLE			
115397	Understand and apply the concept of the consulting service as a product			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Human Resource Management and Practices		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Business, Commerce and Management Studies		Human Resources		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
BUS-HRS-0-SGB HRMP	Regular	Level 5		5

Specific Outcomes:

SPECIFIC OUTCOME 1

Explain how a consulting firm generates revenue through the sale of consulting hours.

SPECIFIC OUTCOME 2

Explain the difference between billable and non-billable hours and how they are accounted for.

SPECIFIC OUTCOME 3

Understand the relation between the consultant's skills levels and the billable rates.

SPECIFIC OUTCOME 4

Invoice a client based on completed timesheets.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

17

Understand the business of consulting

SAQA US ID	UNIT STANDARD TITLE			
115404	Understand the business of consulting			

SGB NAME		ABET BAND	PROVIDER NAME	
SGB Human Resource Management and Practices		Undefined		

FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Business, Commerce and Management Studies		Human Resources		

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-HRS-0-SGB HRMP	Regular	Level 5	8

Specific Outcomes:

SPECIFIC OUTCOME 1

Define the concept "consulting" and the roles of the consultant.

SPECIFIC OUTCOME 2

Explain the scope of the consulting industry.

SPECIFIC OUTCOME 3

Identify key qualities of an effective consultant.

SPECIFIC OUTCOME 4

Apply basic business management principles to the setting up of a consulting practice.

No. 678   **4 June 2004**

Established in terms of Act 58 of 1995

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Financial Services

Registered by NSB 03, Business, Commerce and Management Studies, publishes the following qualification and unit standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the qualification and unit standards. The qualification and unit standards can be accessed via the SAQA web-site at www.saqa.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, Hatfield Forum West, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the unit standards should reach SAQA at the address *below and no later than 5 July 2004.* All correspondence should be marked **Standards Setting – SGB for Financial Services** and addressed to

> The Director: Standards Setting and Development
> SAQA
> *Attention: Mr. D Mphuthing*
> Postnet Suite 248
> Private Bag X06
> Waterkloof
> 0145
> or faxed to 012 – 431-5144
> e-mail: dmphuthing@saqa.co.za

JOE SAMUELS
DIRECTOR: STANDARDS SETTING AND DEVELOPMENT

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:

National Certificate: Financial Services

SAQA QUAL ID	QUALIFICATION TITLE		
48783	National Certificate: Financial Services		
SGB NAME	SGB Financial Services		
ABET BAND		**PROVIDER NAME**	
Undefined			
QUALIFICATION CODE	**QUAL TYPE**		**SUBFIELD**
BUS-2-National Certificate	National Certificate		Finance, Economics and Accounting
MINIMUM CREDITS	**NQF LEVEL**		**QUALIFICATION CLASS**
120	Level 2		Regular-Unit Stds Based
SAQA DECISION NUMBER	**REGISTRATION START DATE**		**REGISTRATION END DATE**

PURPOSE OF THE QUALIFICATION

The purpose of the Qualification is to build the knowledge and skills required by entry-level employees in the industry and learners in learnerships as part of the implementation of the Financial Services Charter. It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently as workers in the South African financial services community and to respond to the challenges specific to the financial services environment and the changing world of work in the industry. It will be useful for:

> Entry level administrators
> Sales and service entry level administrators.
> Intermediaries: Category A
> Clerks
> Learners in call centres, who give information but not advice.
> Learners in learnerships, particularly 18.2 category learners (unemployed learners)
> Administration assistants
> Learners in elementary positions in the financial services industry.

The Qualification provides a balanced learning experience that allows flexible access to further education, lifelong learning and to productive employment in the financial services sector or other industries.

Rationale for the qualification:

The National Certificate in Insurance Administration: Level 2, NLRD no: 14657, was registered in 2001 to meet the needs of multiple work roles, organisational requirements and the changing technological nature of the insurance industry. It provides entry-level access and serves as a bridging Qualification for entrants into the insurance industry.

The financial services environment has changed substantially since 2001. The introduction of The Financial Advisory and Intermediary Services Act , Act 37 of 2002 (FAIS) and the Finance Intelligence Centre Act, Act 38 of 2001 (FICA) has raised awareness about issues of compliance. In addition, The Fit and Proper registration requirements of the Financial Services Board (FSB) require intermediaries to hold certain educational Qualifications. The industry has determined that the Qualification for Category A intermediaries who market assistance policies should be at NQF
Level 2. The industry therefore requested that The National Certificate in Insurance Administration: Level 2 be expanded to make it relevant for intermediaries in Category A. As intermediaries in this category are not necessarily employed in insurance organisations it was agreed that a Qualification entitled The National

Certificate in Financial Services: Level 2 would be more appropriate and could be used across the Financial Services Sector.

The National Certificate in Financial Services: Level 2 therefore replaces the National Certificate in Insurance Administration: Level 2 when it reaches the end of its registration period.

The Financial Charter was adopted in 2003. As part of the Charter, the Financial Services Industry undertook to offer a number of learnerships in Financial Services to unemployed youth. The number of employees in the sector continues to shrink and it is unlikely that the industry will be able to offer employment to the number of people it is required to train in learnerships. In consultations with the Department of Labour it was agreed that the industry should offer learnerships towards a financial services Qualification and provide the opportunity for unskilled and unemployed youth to acquire skills and work experience. It was agreed that the required Qualification should include life skills and entrepreneurship so that the learners are able to seek employment in another sector or start their own businesses. This will help to address the skills shortage in the country and provide opportunities for people who, at present, do not have marketable skills and experience. The proposed National Certificate in Financial Services: Level 2 will enable the industry to fulfill its learnership obligations and a number of Unit Standards that focus on life skills have been included to ensure that the Qualification is fit for purpose.

The National Certificate in Financial Services: Level 2 allows the individual to work towards a nationally recognised Qualification. It is flexible enough to be offered in formal education and as occupational-directed workplace based training for learners already employed in the financial services industry and for learners in learnership programmes. It aims to develop informed and multi-skilled workers who are employable in the financial services and other industries. Skills, knowledge, values and attitudes reflected in the Qualification are building blocks that are developed further at NQF level 3 and 4 in other registered industry Qualifications. The intention is:
> To provide a general introduction to the Financial Services industry and a means for entry level employees in the industry to move up the value chain.
> To provide a Qualification that meets the requirements of the Financial Services Board for registration in Category A.
> To form the basis for learnerships in the financial services sector particularly in response to the undertakings in the Financial Services Charter.

Qualifying learners should be knowledgeable about and competent in:

> The structure of the financial services industry in general and a specific sub-sector in particular, the nature of the financial services market, the policies and procedures of a specific organisation and the potential impact of current events on the sector.
> The implications and consequences of non-compliance with FAIS, FICA and other relevant legislation.
> Behaviour and ethics in a work environment.
> Applying processes and procedures in the financial services industry including planning and coordinating own outputs.
> Understanding the effect of HIV/AIDS on the immune system and the financial services sector.
> The basics of customer service and administration in a financial services environment.
> Working as a member of a team.
> Managing aspects of personal finances.

RECOGNIZE PREVIOUS LEARNING?

N

LEARNING ASSUMED TO BE IN PLACE

It is assumed that learners are competent in Communication and Mathematical Literacy at NQF Level 1.

Recognition of prior learning

> The National Certificate in Financial Services: Level 2 allows open access. Provision has been made for prior learning to be recognised if a learner is able to demonstrate competence in the knowledge, skills, values and attitudes implicit in this Qualification. Application for Recognition of Prior Learning (RPL) should be made to a relevant accredited ETQA.
> Credit towards a Unit Standards is subject to quality assurance by a relevant accredited ETQA and is conducted by a workplace assessor.

> This Qualification can be obtained in part or in whole through Recognition of Prior Learning
> RPL will be done using a range of assessment tools and techniques that have been jointly decided upon by the learner and the assessor.
> The same principles that apply to assessment of the Qualification and its associated Unit Standards apply to RPL

QUALIFICATION RULES

The Certificate is made up of a planned combination of learning outcomes that have a defined purpose and will provide qualifying learners with applied competence and a basis for further training. It is a building block for The National Certificate in Financial Services Level 3.

The Qualification is made up of Unit Standards that are classified as Fundamental, Core and Elective. A minimum of 120 credits is required to complete the Qualification.

Motivation for the number of credits assigned to the Fundamental, Core and Elective Components

Fundamental Component

There are twenty credits allocated to Communication and 16 credits to Mathematical Literacy at the level of the Qualification, in compliance with SAQA requirements. For the purpose of this Qualification 11 credits are also required for Financial Literacy at level 2. Although this is not a SAQA requirement, the industry believes that if learners are to function in a field that manages people's money, they should be able to manage their own money. At this level decisions are based on management of own finances including responsibility for dependents.

This means that Unit Standards to the value of 47 credits have been included in the Fundamental component. They will add value to learners both socially and economically in terms of
> Their ability to manage their own finances.
> Their ability to operate as literate and numerate workers in a global economy.
> An awareness of the need to avoid the debt spiral that undermines the economy of South Africa.

All the Mathematical Literacy, Communication and Financial Literacy Unit Standards at Level 2 designated as Fundamental are compulsory.

Core Component

Sixty two credits have been allocated to Unit Standards designated as Core for the purpose of this Qualification. The Unit Standards classified as Core provide the basic knowledge and skills that all workers need to know about the Financial Services industry. They provide an opportunity for learners to achieve knowledge and skills relating to ethics, customer service and professional behaviour in a business environment. They provide an opportunity to develop knowledge of the industry through research and the application of study skills and ensure that the Qualification has a strong Financial Services focus.

HIV/AIDS is a National concern and many Life Policies require mandatory HIV testing. The Life Offices Association (LOA) has a protocol dealing with issues around HIV/AIDS and intermediaries in Category A are required to provide information on HIV/AIDS, mandatory test procedures and pre and post test counseling. A Unit Standard on HIV/AIDS and the effect of the pandemic on the individual and the industry has therefore been included in this Qualification.

A Unit Standard on health and safety in an office workplace has been included in the Qualification to comply with the training requirements for employees prescribed by the Occupational Health and Safety Act (OHSA). The Unit Standard on FAIS focuses on inadvertently giving financial advice and the Unit Standard on money laundering highlights the responsibility of all individuals under the Financial Intelligence Centre Act (FICA). FAIS and FICA have major implications for financial services organisations and all learners in the industry should be aware of the consequences of non-compliance.

As the National Certificate in Financial Services: Level 2 is envisaged as the entry Qualification to the industry, life skills that act as an induction into the world of work have been included in the Core Component.

Elective Component

Learners are required to select Electives that add up to at least eleven credits. The Electives have been grouped under the headings:
> Computer literacy
> Administration and call centres.
> Financial Services related personal development
> Giving financial information and Intermediaries: Category A.
> Life skills
> Additional Financial Literacy at Level 3

Unit Standards may be selected from the allocated list of Electives. The grouping of the Electives does not imply that learners should select Electives from only one specific category. Electives selected may relate directly to the learner's work role in an organisation or as life skills to enhance employability.

> There are seven computer literacy Unit Standards that may be included as Electives in this Qualification. Most learners in the industry are required to have basic computer skills and computer literacy is a marketable skill in seeking employment outside of the financial services sector.

> Unit Standards in Financial Literacy at level 3 may also be included as Electives in this Qualification. Knowledge of own finances is essential and learners who do not proceed to the National Certificate in Financial Services: Level 3 would benefit from the additional financial literacy standards.

> Unit Standards at Level 1 for Members of Retirement Funds and Members of Medical Schemes as well as Unit Standards at Level 3 for Trustees of Retirement Funds and Medical Schemes have been included as learners may be involved in electing trustees or could be elected to such positions and need to know what these positions entail. Member and Trustee training has been identified as a necessity by the Department of Finance and the Financial Services Board.

> Unit Standards from life skills that serve as a means of personal empowerment for learners in a democratic South Africa have also been included as Electives. These are intended particularly for learners in learnerships who may not find permanent employment within the financial services industry.

> This Qualification makes provision for Communication in a South African language, other than the language of business, or the language in which the learning is provided as Elective learning at level 1 or above. It is assumed that the language of business is probably English. The other official languages are Sepedi (North Sotho), Sesotho, Setswana, siSwati, Tshivenda, Xitsonga, Afrikaans, isiNdebele, isiXhosa, IsiZulu and sign language. The selection of an additional official language should be based on the language(s) of the people who are the target market of the industry in a selected area, provided that the language has not been offered under fundamental.

This reflects the multi-lingual nature of South African society. Ability to communicate in more than one South African language is an advantage in many roles within the sector. The inclusion of an additional official South African language in insurance Qualifications will lead to better customer service in a growing market sector.

The Elective Unit Standards for a second South African language have not been listed in the Qualification. However learners may choose any of the registered Communication Unit Standards from levels 1 to 4 that suit their needs.

EXIT LEVEL OUTCOMES

The National Certificate in Financial Services: Level 2 is intended for personnel already employed in the industry and other learners who intend to follow a career in the financial services sector or a business environment. The focus is on basic operational knowledge, an understanding of the financial services environment and an ability to follow clearly defined industry processes and procedures. Learners are required to apply literacy and numeracy skills to a range of different but familiar financial services contexts and to use their knowledge to select and apply known solutions to well-defined routine problems. They are expected to have a basic ability to collect, organise and report information clearly and accurately and to express an opinion on given information clearly in spoken and written form.

Learners should have the capacity to work and learn in a disciplined manner in a well-structured and supervised environment. They should be able to manage their time effectively and have the ability to

develop sound working relationships and to work effectively as part of a group

The Exit Level Outcomes and their Associated Assessment Criteria are the following, which means that the learner will be capable of:

1. Carrying out simple research tasks and applying literacy and numeracy skills within the structure of a financial services organisation and the context of the financial services sector.
2. Managing personal finances.
3. Performing administrative functions and providing customer service by selecting and applying known solutions to well-defined routine problems within own level of authority as a member of a business unit.
4. Explaining the implications and consequences of non-compliance with FAIS and FICA legislation.
5. Explaining compulsory, statutory insurance and the role of the individual in contributing to the health and safety of a financial services workplace.
6. Applying basic business ethics in a work environment.
7. Applying knowledge of self to inform personal goals.

Exit Level Outcomes for the Critical Cross-Field Outcomes

The learner can demonstrate ability to:

> Identify and solve problems related to his/her own life situation in which responses show that responsible decisions using critical and creative thinking have been made.

> Work effectively with others as a member of a team, group or organisation within a financial services environment.

> Organise and manage oneself and one's activities responsibly and effectively in that it is expected that the learner will be responsible for his/her own learning and for organising his/her own work and allocated tasks in a financial services environment. The learner is required to complete research assignments and work related tasks on time and within the timeframes of a business unit's services agreements and/or legislated timeframes.

> Collect, organise and critically evaluate information. These competencies are built into the assessment criteria in many of the Unit Standards and the learner is required to do research projects and compare information from the main section of a daily or weekly newspaper.

> Communicate effectively using visual, mathematics and language skills in the modes of oral and/or written presentations. These competencies are an integral part of all the Unit Standards and are built into the assessment criteria.

> Use science and technology effectively and critically showing responsibility towards the environment and the health of others in cases where computer literacy Unit Standards are included as Electives. The financial services industry is highly computerised and it can be assumed that most learners in the industry will be required to use technology as part of their work processes.

> Demonstrate an understanding of the world as a set of related systems by recognising that problem-solving contexts do not exist in isolation in that references are made wherever applicable to the learner's part in the big picture and how his/her actions have implications up and down the line in an organisation and the implications and consequences of non-compliance in the highly regulated financial services environment. The learner is required to identify current events that could impact on the financial services industry.

In addition this Qualification contributes to the full personal development of each learner and the social and economic development of society at large, by making it the underlying intention of any programme of learning to make the individual aware of the importance of:

> Reflecting on and exploring a variety of strategies to learn more effectively in order to become an informed worker in the financial services industry.

> Participating as a responsible citizen in the life of local, national and global communities by accepting own responsibility for creating a caring environment for other workers with HIV/AIDS and identifying own role in

contributing to the health and safety of a workplace.

> Being culturally and aesthetically sensitive across a range of social contexts in dealing with diverse people in the workplace including internal and external customers and people who are surveyed or interviewed. The inclusion of an additional official South African language further supports this outcome.

> Exploring education and career opportunities in investigating the structure of a financial services organisation and the different work roles in a business unit.

ASSOCIATED ASSESSMENT CRITERIA

1.
> Current events and developments in the financial services industry are discussed with reference to the potential impact on the financial services sector.
> The financial services industry is explained with reference to its clients, market and services and its role in wealth creation and wealth management.
> The core business and support functions are identified in a selected financial services organisation and an indication is given of the contribution of a selected business unit to the effectiveness of the organisation and the affect of FAIS on the specific business unit.
> Information is gathered, analysed and presented according to the requirements of a specific work role.

2.
> The basic financial elements of an employment contract are explained with reference to standard deductions and the reciprocal relationship between employer and employee.
> Knowledge of the cost of credit is applied to make a personal financial decision.
> A budget for an individual is compiled that illustrates sound management of personal finances and provision for unexpected occurrences.
> A decision is made and substantiated for own banking.

3.
> Work output is in line with an agreed mandate, relevant service agreements and an organisation's customer service standards applicable to a clearly defined work role within a financial services environment.
> Methods, procedures and techniques of a clearly defined work role are applied consistently in terms of specific company policy, legislative requirements and standard industry practices.
> Information is gathered, analysed and recorded according to the requirements of a specific work role and with due regard for compliance.
> Own professional behaviour is assessed against an organisation's code of conduct and own performance agreement.
> Reasons for keeping records in a financial services environment are explained and information is stored and retrieved in line with a business unit's service agreements and with due regard for security and confidentiality.
> Tasks are scheduled and prioritised to meet deadlines using appropriate management tools.

4.
> Legislation that impacts on a team or business unit is explained for a specific business unit in a financial services environment.
> The consequences of non-compliance are clearly indicated for practices required in a specific work role in a financial services environment.

5.
> The consequences of non-compliance are clearly indicated for practices required in a specific work role in a financial services environment.
> The Unemployment Insurance Fund, Road Accident Fund and Workers' Compensation are explained with reference to cover and the process to be followed in claiming benefits from each of the funds.
> Ways in which the individual can contribute to the creation of a safe and caring work environment are identified for a specific organisation.

6.
> Knowledge of basic business ethics is applied to deal with authentic situations in a business unit.
> Customer needs are dealt with professionally and ethically and in accordance with service level agreements.

7.
> Knowledge of self is applied to establish key performance areas and key performance indicators and to determine personal training needs.

Integrated assessment

Assessment practices must be fair, transparent, valid and reliable and should ensure that no learner is disadvantaged. Learners who wish to be assessed against the competencies in the Qualification and/or associated Unit Standards should direct enquiries to the relevant ETQA.

The focus of assessment must be on the assessment of the learning outcomes rather than learning outputs. The Specific Outcomes guide the learning and training process towards the outcomes on a continuous basis. The purpose is to determine whether the outcomes have been attained. Situations should present a wide range of options. Applications should require significant choices from a wide range of procedures and in a number of contexts.

Learning, teaching and assessment are inextricably linked. Where appropriate, assessment of knowledge, skills, attitudes and values indicated in the various Unit Standards should be integrated. Assessment in communication, mathematical literacy and financial literacy should use authentic workplace contexts wherever practical.

Assessment has a formative monitoring function. Formative assessment should be used to assess gaps in the learners' skill and knowledge and to indicate where there is a need for expanded opportunities. The goal is to promote learning and to assess the efficacy of the teaching and learning process. Feedback from assessment informs teaching and learning and allows for the critique of outcomes, methodology and materials. Formative assessment is diagnostic and as such it should guide the learner and the trainer. It is continuous and is used to plan appropriate learning experiences to meet the learner's needs. It provides information about problems experienced at different stages in the learning process. As it is criterion referenced, if the learner has met the assessment criteria, he/she has achieved the outcomes.

Assessment should also have a summative component. Summative assessment may be used on completion of a Unit Standard, but should not be the only form of assessment.

A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working. Assessment should take place in an authentic context as far as is possible. Where it is not possible to assess competence in the workplace, simulations, case studies and other similar techniques should be used to provide a context appropriate to the assessment.

Integration implies that theoretical and practical components should, where possible, be assessed together. Integrative techniques should be used to assess applied competence. Learners should be required to demonstrate that they can perform the outcomes with understanding and insight.

Assessment should ensure that all Specific Outcomes, embedded knowledge and Critical Cross-Field Outcomes are evaluated. Assessment of the Critical Cross-Field Outcomes should be integrated with the assessment of the Specific Outcomes. The Critical Cross-Field Outcomes are implicit in some Unit Standards and programmes should be designed to extend and further reflect the integration.

Before The National Certificate in Financial Services: Level 2 is awarded, learners are required to demonstrate competence in the required Unit Standards and complete a summative assessment based on the exit outcomes of the Qualification.

INTERNATIONAL COMPARABILITY

International comparability:

South Africa has a world class and highly sophisticated financial services sector. Issues of development, access and sustainability are challenges for the sector that are not as evident in developed economies. In selecting countries for international comparison it is important to consider countries where the economic context in which the Qualification is to be used is similar to the South African context. Ideally, South African

financial services Qualifications should be compared to Qualifications from a country with a developed economy and a second developing country with an emerging economy in order to include contexts that have similarities to the South African situation. The UK and Malaysia would have been appropriate choices. There are strong links between South African financial services institutions and the UK and in many cases the only Qualifications available to the financial services sector in the past were informed by or recognised by institutions in the UK. Malaysia has a strong financial services sector and would be useful as a comparison of an emerging player in the world economic environment.

In an attempt to do a comparison with a country with an emerging economy, the following international accrediting bodies were investigated using the internet:
> Malaysian Accrediting Body: Lenbaga Akreditasi Negara: http://www:/lan.gov.my/english/index2eng.htm (English version)
> Mexican Accrediting Body: COPAES: http://www.copaes.org.mx
> National Assessment and Accreditation Council (India): http://www.naac-india.com/

Regrettably, the South African Qualification could not be compared to a Qualification in a country with an emerging economy because the web sites of the countries considered are either not presented in English or their accreditation systems are based on internal quality management systems and audits and not on alignment with national standards:

> The bodies providing accreditation of universities and higher education courses in Malaysia (Lenbaga Akreditasi Negara) and India (The National Assessment and Accreditation Council) do not appear to use Unit Standards for accreditation. They have internal moderating systems to ensure quality. Both Lenbaga Akreditasi Negara (Malaysia) and The National Assessment and Accreditation Council (India) were contacted via the web site contact sites to ask for co-operation in comparing standards, but neither has responded to the request.
> COPAES is the only body validated by the Mexican Department of Education to award official accreditation in Mexico and recognise organisations offering academic education at higher education level. The site is written in Spanish/Mexican and no Unit Standards were found for comparison.

Study teams for Inseta visited the UK, Ireland and Australia in 2002 and 2003. People from the insurance and investment industry who they met in all three countries were most impressed by the work done by SAQA and the Unit Standards and Qualifications developed for the insurance and investment sector. In all three countries, people consulted indicated that they had nothing to compare with the South African Qualifications and that they would like to benchmark their Qualifications against the South African Qualifications in about three year's time.

The National Certificate in Financial Services: Level 2 was compared to two international Qualifications in order to identify whether they achieve the same outcomes. The Qualifications are registered on
> United Kingdom's National Vocational Qualifications (NVQ)
> The Australian Qualification Framework (AQF).

The following Internet sites were consulted
> Qualification and Curriculum Authority (UK) http://www.qca.org.uk
> Financial Services Skills Council (UK): http://www.fsnto.org.uk
> Qualifications Awarding Body (UK) http://www.edexcel.org.uk
> Australian Qualifications Authority: http://www.aqf.edu.au
> National Training Information Service (Australia) http://www.ntis.gov.au

United Kingdom

The Qualification and Curriculum Authority (QCA) in the United Kingdom is responsible for standards in education and training. Their site covers the schools curriculum, accreditation and monitoring of Qualifications in schools, colleges and work, plus research and statistics. It provides a list of Qualifications and the awarding bodies but unlike the SAQA site does not provide access to the full Unit Standards. The FS NTO appears to be the UK equivalent of South Africa's Insurance Sector Training and Education Authority. While the standards are not posted on their site, they have published an apprenticeship (learnership) framework, which details the learning pathways of the Qualifications and National Occupational Standard titles for the apprenticeship. The elements (specific outcomes) and Performance (assessment) criteria of these standards were sourced by cross referencing the National Occupational Standards against one of the UK's leading accredited provider's, EDEXEL's Qualifications.

The National Certificate in Financial Services: Level 2 was compared against the NVQ apprenticeship at level 2 because it has similar level descriptors. Competence at level 2 (UK) involves the:

Application of knowledge in a significant range of varied work activities, performed in a variety of contexts. Some of these activities are complex or non-routine and there is some individual responsibility or autonomy. Collaboration with others, perhaps through membership of a work group or team, may often be a requirement.

The Qualification and Curriculum Authority (QCA) and the FS NTO were contacted electronically in an attempt to source the full version of the UK Unit Standards. Neither organisation has responded to the request and the SGB has therefore compared the title, element (specific outcomes) and in some cases the performance criteria (assessment criteria) which were sourced form the web sites of the various accredited bodies.

Australia

The Australian Government's National Training Information Service website provides information on the Qualifications, Qualification Structures and the Unit Standards used. The National Certificate in Financial Services: Level 2 was compared to:
> AQF Certificate 2 in Financial Services and
> AQF Certificate 3 in Financial Services.

The Australian level descriptors are very similar to the South African descriptors. The two Qualifications provide bridging opportunities for entrants to Financial Services and are similar to the SA National Certificate in Financial Services: Level 2. A comparison of the exit outcomes of the South African and Australian Qualifications indicates that Certificate 2 on the AQF has similar outcomes to NQF level 2 in that competencies at Certificate 2 level enable competent learners to:
> Demonstrate basic operational knowledge in a moderate range of areas.
> Apply a defined range of skills.
> Apply known solutions to a limited range of predictable problems.
> Perform a range of tasks where choice between a limited range of options is required.
> Assess and record information from varied sources
> Take limited responsibility for own outputs in work and learning
> Enable an individual to demonstrate basic operational knowledge in a moderate range of areas
> Apply a defined range of skills
> Apply known solutions to a limited range of predictable problems
> Perform a range of tasks where choice between a limited range of options is required
> Assess and record information from varied sources
> Take limited responsibility for own outputs in work and learning

The Australian level 3 Certificate has also been included in the comparison because:
> The Australian level 2 certificate is embedded in the level 3 certificate
> The Australian level 2 certificate focuses predominantly on banking (retail financial services) as electives and is less appropriate for South African learners who give financial advice or who operate in an insurance environment.

Learners acquiring the level 3 certificate are able to:
> Demonstrate some relevant theoretical knowledge.
> Apply a range of well-developed skills.
> Apply known solutions to a variety of predictable problems.
> Perform processes that require a range of well developed skills where.
> Some discretion and judgement is required.
> Interpret available information, using discretion and judgement.
> Take responsibility for own outputs in work and learning.
> Take limited responsibility for the output of others.

The role of fundamental learning in the UK and Australian Qualification structures.

Fundamentals are referred to as Key Skill Units on the NVQ. There is no evidence of a fundamental component in the design of the Australian certificate.

1) Mathematical Literacy

On the NVQ there is an equivalent to the SA mathematical literacy standards called "Application of Number Level 2". The performance criteria call for work-based evidence, but the outcomes are not contextualised for the insurance environment.

Unit Standards in the Australian certificate (both core and electives) have mathematical literacy as embedded knowledge in some of the standards, e.g. Balance cash holdings and Process claims payments.

2) Communication

The key skill unit under the UK framework Communication Level 2 aligns with the outcomes of the South African standards. It is not as contextualised to business, in general and insurance in particular. The set of South African communications Unit Standards for level 2 has an option that allows for contextualisation in a business or workplace environment.

As indicated, the Australian framework does not have a fundamental component but some of their core and elective standards have communication outcomes that correspond to the SA communications Unit Standards in the Financial Services Qualification. These include but are not limited to listening, questioning, reading and writing skills.

3) Financial Literacy

There is no evidence of standards with similar outcomes being included on the NVQ or AQF, although financial literacy concepts are implicit in the underpinning knowledge skills of various Unit Standards.

Core learning

In the UK there are three streams of learning at level 2:

> Customer Services
> Insurance (Life Offices)
> Insurance General and Intermediaries.

The core units for these learning pathways are described as mandatory units, and cross reference to the National Certificate in Financial Services: Level 2 in that they:
> Cover similar outcomes but are sometimes classified differently, for example the SA Qualification classifies some of the communication outcomes as fundamental standards.
> Cover knowledge of legislation relevant to financial services industry.

On the AQF there are 5 standards that are core to certificates 2 and 3 and an additional sixth Unit Standard that is core in certificate 3.

> The Australian Unit Standards can be compared to the proposed SA Qualification, although they are categorised differently. As with the NVQ standards there are underpinning competency outcomes relating to legislation and understanding of the insurance environment.

While all the UK and Australian standards can be mapped to a South African equivalent, there are no equivalents for the following SA standards:
> Keep informed about current affairs related to the financial services industry.
> Apply basic business ethics in a work environment.
> Explain HIV/AIDS and the effects on the insurance industry and workplace, and indicate own role in creating a caring work environment.
> Apply knowledge of self in order to make a life decision.

Comparison of Electives in the three Qualifications

Computer Literacy
The NVQ requires that key skills, including information technology be included in the NVQ's. In addition there is a compulsory core IT unit that all learners must do to obtain the level 2 Qualification. There are

further optional units (depending on the learning pathway) that test competence of various computer knowledge and skills. There are equivalent NVQ standards for all the South African Standards in the National Certificate in Financial Services: Level 2.

On the AQF there is one Unit Standard in the core for use of technology which is very broad, and covers a range of the SA outcomes. These include, but are not limited to, selecting appropriate technology, ability to operate various software packages, legislation around information and confidentiality and care of equipment.

A learner who meets the outcomes of the South African standards will have the same competencies as learners achieving competence on either the UK or Australian standards.

Administration and Call Centres

On the NVQ apprenticeship there is a pathway in customer service with a number of units relating to competencies for dealing with customer service aspects in the financial services environment. For all the South African standards there is an equivalent NVQ standard. However there are various customer service outcomes that are not implicitly addressed in the SA Qualification.

The SA Unit Standards can be correlated with those on the AQF with the exception of Receive, distribute and dispatch mail in a financial services environment for which there is no Australian equivalent. As in the UK the Australians have a number of customer services related standards that cover interpersonal and communication skills, covered by the South African Unit Standards.

The combined outcomes of the UK and Australian customer services standards (which appear to be imported from another standard setting body) that are comparable to the South African Unit Standards are:
> Identifying customer service problems
> Selecting the best solution to the resolve the customer service problems
> Assisting with the solution to customer service problems
> Implementing corrective action policy regarding customer complaints

The following Outcomes are not evident in the Level 2 South African Unit Standards. This is because the National Certificate in Financial Services: Level 2 does not have a strong customer services focus as this is addressed in the Level 3 Qualification:

> Building customer confidence
> Developing the relationship between the customer and the organisation
> Contribute to the implementation of changes in customer service
> Assist with the evaluation of changes in customer services.

Financial Services Related Personal Development

There is no evidence of correlating standards on the NVQ or AQF meeting the same outcomes as those in standards grouped as financial services related personal development in the National Certificate in Financial Services: Level 2.

Giving financial information and intermediaries (Category A Registration)

The UK and Australia have licensing requirements of their own for intermediaries. The UK licensing requirements are not clear. In Australia they refer to ASIC compliance. The following SA Unit Standards can be mapped to the AQF ASIC compliance standards:
> Communicate verbally with clients in a financial services environment.
> Access information to respond to client enquiries in a financial services environment.

In terms of transferring credits and Qualifications to the UK and Australia, there may be further licensing requirements for certification.

The SA Unit Standard titles also focus on the competencies involved around the servicing, administration and distribution of the products marketed by insurance and investment companies. The NVQ and AQF have corresponding Unit Standards with titles that are written as tasks or activities in an insurance or investment environment. There are synergies in outcomes in terms of product understanding, legislation,

and marketing of the products. The International standards additionally refer to the processing of the product, although South Africans view this as an organisational function which is included in the Level 3 Qualification.

The NVQ and AQF do not refer to funeral and health care or medical aid benefits in their Qualification. There are no separate Qualifications covering these areas and it could be that the South African classification of assistance policies (funeral and medical schemes) under long term insurance is unusual. Intermediaries who market assistance policies require registration in Category A with the Financial Services Board. The AQF's Qualification includes learning pathways for learners in the banking sub-sectors.

Life Skills

Of the fifteen life skills Unit Standards in the National Certificate in Financial Services: Level 2, only two correlate with on standards on the NVQ. These are:
> Investigate work opportunities in order to make a personal career/employment decision
> Apply problem-solving techniques to make a decision or solve a problem in a real life context.

There are no life skills standards on the AQF level 2 or level 3 Qualifications that can be used for comparison.

Conclusion

The proposed National Certificate in Financial Services: Level 2 can be confidently compared to the UK's Level 2 professional Qualification for modern apprenticeship in national traineeship and the Australian Certificates 2 and 3 in Financial Services.

There are two Unit Standards on customer service skills in the South African Qualification, but in general, customer service receives less attention in the South African Qualification when compared to both international standards (i.e. specific customer service related standards and not generic interpersonal and communication skills).

The AQF Qualification also includes a number of competencies for individuals in the banking sectors. Both the NVQ and AQF standards focus on steps in the processes in an insurance environment such as Pay a claim, and Process a new business proposal. The competency-based nature of the SA Unit Standards makes them more sustainable, as processes can become outdated.

The South African Qualification has more combinations and pathways for learners to select from in terms of:
> The scope and fields of the insurance and investment sub-sectors including funeral and health care
> The inclusion of financial literacy, life skills and personal development standards.

On the whole, the learners exiting any of the three Qualifications compared will have similar competencies at similar levels to the learner exiting with this South African Qualification.

ARTICULATION OPTIONS

This Qualification articulates vertically with:

> The National Certificate in Insurance: Level 3
> The National Certificate in Business Administration Services: Level 3
> The National Certificate in Management: Level 3.

The Fundamental Competencies gained in Communication and Mathematical Literacy in this Qualification will enable the learner to access any Qualification at NQF Level 3 in which he/she shows an interest.

MODERATION OPTIONS

This Qualification will be internally assessed and externally moderated by a moderator registered by a relevant accredited ETQA or an ETQA that has a Memorandum of Understanding with the relevant accredited ETQA.

> Moderators, competent at the level of the Qualification, are registered by a relevant accredited ETQA to ensure that the standard across assessors is consistent.
> Moderators must be registered as assessors with the relevant ETQA.
> Moderators are required to report to a relevant accredited ETQA.
> A relevant accredited ETQA will monitor and quality assure moderation and assessment according to guidelines in the Qualification.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

This Qualification will be internally assessed by the provider and moderated by a moderator registered by a relevant accredited ETQA or an ETQA that has a Memorandum of Understanding with the relevant accredited ETQA.

> Assessors must be registered as assessors with a relevant accredited ETQA.
> Moderators, competent at the level of the Qualification are registered by a relevant accredited ETQA to ensure that the standard across assessors is consistent.
> Achievement of the National Certificate in Financial Services: Level 2 must be accredited as providers with a relevant accredited ETQA.
> Assessors should be in possession of an insurance qualification at NQF level 3 or higher.

NOTES

N/A

UNIT STANDARDS
(Note: A blank space after this line means that the qualification is not based on Unit Standards.)

	UNIT STANDARD ID AND TITLE	LEVEL	CREDITS	STATUS
Core	11813 Apply knowledge of self in order to make a life decision	Level 2	3	Registered
Core	14342 Manage time and work processes within a business environment	Level 2	4	Registered
Core	113904 Explain how money laundering legislation impacts on monetary transactions in South Africa	Level 2	2	Registered
Core	113918 Explain the implications of the Financial Advisors and Intermediaries Services' Act, (FAIS) for employees in financial services organisations	Level 2	2	Registered
Core	113924 Apply basic business ethics in a work environment	Level 2	2	Registered
Core	114936 Participate effectively in a team or group	Level 2	2	Recommended
Core	114953 Investigate the nature of the financial services market in South Africa	Level 2	5	Draft - Prep for P Comment
Core	114954 Explain the structure of the insurance and investment sub-sector in South Africa	Level 2	5	Draft - Prep for P Comment
Core	114955 Indicate the sub-sectors of the Financial Services industry and the role of insurance and investment in the industry	Level 2	5	Draft - Prep for P Comment
Core	114957 Contribute to the health, safety and security of a financial services workplace	Level 2	2	Draft - Prep for P Comment
Core	114959 Behave in a professional manner in a business environment	Level 2	4	Draft - Prep for P Comment
Core	114961 Explain HIV/AIDS and the effects on the insurance industry and workplace, and indicate own role in creating a caring work environment	Level 2	5	Draft - Prep for P Comment
Core	114962 Investigate the structure of a financial services workplace	Level 2	3	Draft - Prep for P Comment
Core	114966 Explain the types of compulsory statutory insurance in South Africa	Level 2	2	Draft - Prep for P Comment
Core	114969 Keep informed about current affairs related to a business sector or industry	Level 2	10	Draft - Prep for P Comment
Core	114971 Maintain an existing information system in a financial services environment	Level 2	2	Draft - Prep for P Comment
Core	114973 Identify the types of records required in the financial services industry and indicate why it is necessary to create evidence	Level 2	2	Draft - Prep for P Comment
Core	114974 Apply the basic skills of customer service	Level 2	2	Draft - Prep for P Comment
Elective	12546 Demonstrate knowledge and understanding of the individual's basic rights and responsibilities under a group retirement fund	Level 1	1	Registered

Elective	12549 Demonstrate knowledge and understanding of the individual's basic rights and responsibilities under a medical scheme	Level 1	1	Registered
Elective	11816 Demonstrate knowledge and understanding of the rights and responsibilities of the individual under the South African Constitution	Level 2	2	Registered
Elective	11817 Demonstrate knowledge and understanding of the structures that reinforce and support human rights in South Africa	Level 2	3	Registered
Elective	11818 Investigate work opportunities in order to make a personal career/employment decision	Level 2	2	Registered
Elective	113929 Render basic first aid in an office workplace	Level 2	4	Registered
Elective	114933 Identify the risks associated with disability in own life	Level 2	2	Recommended
Elective	114939 Identify causes of stress in own life and indicate techniques to manage it	Level 2	2	Recommended
Elective	114940 Identify risks associated with substance abuse and dependency in own life	Level 2	2	Recommended
Elective	114944 Identify ways to manage anxiety and depression in own life situation	Level 2	2	Recommended
Elective	114945 Identify ways of managing relationships in own life	Level 2	2	Recommended
Elective	114949 Identify oneself in a situation of abuse and develop coping mechanisms	Level 2	2	Recommended
Elective	114950 Apply ways of leading in different situations	Level 2	3	Recommended
Elective	114958 Market an assistance policy	Level 2	3	Draft - Prep for P Comment
Elective	114976 Operate and take care of equipment in an office environment	Level 2	2	Draft - Prep for P Comment
Elective	114981 Capture numerical and text information on an electronic database	Level 2	2	Draft - Prep for P Comment
Elective	114982 Receive, distribute and dispatch mail	Level 2	2	Draft - Prep for P Comment
Elective	8990 Describe collective investment schemes	Level 3	2	Registered
Elective	9302 Access information in order to respond to client enquiries in a financial services environment	Level 3	2'	Registered
Elective	9303 Communicate verbally with clients in a financial environment	Level 3	3	Registered
Elective	10712 Manage personal expenditure	Level 3	3	Registered
Elective	10713 Identify possible ways of improving employment prospects	Level 3	3	Registered
Elective	10714 Research costs associated with marriage, birth, divorce and death in own circumstances	Level 3	4	Registered
Elective	12547 Demonstrate knowledge and understanding of the role, functions and duties of trustees of retirement funds	Level 3	4	Registered
Elective	12548 Demonstrate ability to use and interpret texts that apply to the role and responsibilities of trustees of retirement funds	Level 3	4	Registered
Elective	12550 Demonstrate knowledge and understanding of the role and responsibilities of Trustees of Medical Schemes	Level 3	4	Registered
Elective	113907 Explain the impact of personal wellness on work performance	Level 3	2	Registered
Elective	114932 Explain how to manage diversity in the workplace	Level 3	2	Recommended
Elective	114935 Describe how to manage risks and reactions associated with abuse in the workplace	Level 3	3	Recommended
Elective	114937 Explain and apply ways of contributing towards community development	Level 3	5	Recommended
Elective	114947 Design ways in which individuals in a community can contribute towards creating a caring environment for people who are vulnerable	Level 3	3	Recommended
Elective	114952 Apply problem-solving techniques to make a decision or solve a problem in a real life context	Level 3	2	Recommended
Elective	114956 Describe funeral insurance	Level 3	2	Draft - Prep for P Comment
Elective	114960 Investigate the need to provide financially for own retirement	Level 3	3	Draft - Prep for P Comment
Elective	114964 Describe short term insurance	Level 3	3	Draft - Prep for P Comment
Elective	114970 Manage risk in own life	Level 3	3	Draft - Prep for P Comment
Elective	114972 Explain healthcare benefits administration in South Africa	Level 3	2	Draft - Prep for P Comment
Elective	114975 Use a web browser in a business environment	Level 3	3	Draft - Prep for P Comment

Elective	114977 Use a spreadsheet package to produce and manage business documents	Level 3	3	Draft - Prep for P Comment
Elective	114978 Use a word processing package to produce business documents	Level 3	3	Draft - Prep for P Comment
Elective	114979 Operate a computer workstation in a business environment	Level 3	2	Draft - Prep for P Comment
Elective	114980 Use a presentation package to produce business documents	Level 3	3	Draft - Prep for P Comment
Elective	114983 Describe life insurance	Level 3	3	Draft - Prep for P Comment
Elective	114984 Manage electronic mail in a business environment	Level 3	2	Draft - Prep for P Comment
Elective	114985 Indicate how different needs lead to the development of different Financial Service products	Level 3	4	Draft - Prep for P Comment
Fundamental	7469 Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2	Registered
Fundamental	8962 Maintain and adapt oral communication	Level 2	5	Registered
Fundamental	8963 Access and use information from texts	Level 2	5	Registered
Fundamental	8964 Write for a defined context	Level 2	5	Registered
Fundamental	8967 Use language and communication in occupational learning programmes	Level 2	5	Registered
Fundamental	8982 Demonstrate understanding of rational and irrational numbers and number systems within the context of relevant calculations	Level 2	3	Registered
Fundamental	9007 Work with a range of patterns and functions and solve problems	Level 2	5	Registered
Fundamental	9008 Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	Level 2	3	Registered
Fundamental	9009 Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	Level 2	3	Registered
Fundamental	10715 Investigate credit in own circumstances	Level 2	3	Registered
Fundamental	10716 Examine the costs and benefits of using banking institutions for the managing of personal finances	Level 2	3	Registered
Fundamental	10717 Examine the applications of the Basic Conditions of Employment Act and its effect on earnings in own contract	Level 2	2	Registered
Fundamental	10718 Use a personal budget to manage own money	Level 2	3	Registered

SOUTH
AFRICAN
QUALIFICATIONS
AUTHORITY

Established in terms of Act 58 of 1995

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

1

Apply the basic skills of customer service

SAQA US ID	UNIT STANDARD TITLE			
114974	Apply the basic skills of customer service			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Financial Services		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Business, Commerce and Management Studies		Finance, Economics and Accounting		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
BUS-FEA-0-SGB FinS	Regular	Level 2		2

Specific Outcomes:

SPECIFIC OUTCOME 1

Explain customer service in a financial services environment.

SPECIFIC OUTCOME 2

Engage in an interaction with a customer.

SPECIFIC OUTCOME 3

Demonstrate communication skills in order to respond to a customer need.

SPECIFIC OUTCOME 4

Process a query in order to respond to a customer need.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 2

Behave in a professional manner in a business environment

SAQA US ID	UNIT STANDARD TITLE			
114959	Behave in a professional manner in a business environment			

SGB NAME		ABET BAND	PROVIDER NAME	
SGB Financial Services		Undefined		

FIELD DESCRIPTION	SUBFIELD DESCRIPTION
Business, Commerce and Management Studies	Finance, Economics and Accounting

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-FEA-0-SGB FinS	Regular	Level 2	4

Specific Outcomes:

SPECIFIC OUTCOME 1

Know how to behave in a business environment.

SPECIFIC OUTCOME 2

Interpret body language in a business context.

SPECIFIC OUTCOME 3

Interact with people in a business setting.

SPECIFIC OUTCOME 4

Assess own professional behaviour in a business setting.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 3

Capture numerical and text information on an electronic database

SAQA US ID	UNIT STANDARD TITLE			
114981	Capture numerical and text information on an electronic database			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Financial Services		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Business, Commerce and Management Studies		Finance, Economics and Accounting		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
BUS-FEA-0-SGB FinS	Regular	Level 2		2

Specific Outcomes:

SPECIFIC OUTCOME 1

Identify and access the correct database.

SPECIFIC OUTCOME 2

Process and check numerical data on a database.

SPECIFIC OUTCOME 3

Process and check text on a database.

SPECIFIC OUTCOME 4

Save information and maintain a database.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:　　　　4

Contribute to the health, safety and security of a financial services workplace

SAQA US ID	UNIT STANDARD TITLE			
114957	Contribute to the health, safety and security of a financial services workplace			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Financial Services		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Business, Commerce and Management Studies		Finance, Economics and Accounting		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
BUS-FEA-0-SGB FinS	Regular	Level 2		2

Specific Outcomes:

SPECIFIC OUTCOME 1

Identify potential hazards in the financial services workplace.

SPECIFIC OUTCOME 2

Indicate how to limit damage to persons or property in the event of an accident or emergency.

SPECIFIC OUTCOME 3

Indicate how to contribute to the maintenance of security in the workplace.

SPECIFIC OUTCOME 4

Explain emergency procedures in a financial services workplace.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 5

Explain HIV/AIDS and the effects on the insurance industry and workplace, and indicate own role in creating a caring work environment

SAQA US ID	UNIT STANDARD TITLE			
114961	Explain HIV/AIDS and the effects on the insurance industry and workplace, and indicate own role in creating a caring work environment			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Financial Services		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Business, Commerce and Management Studies		Finance, Economics and Accounting		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
BUS-FEA-0-SGB FinS	Regular	Level 2		5

Specific Outcomes:

SPECIFIC OUTCOME 1

Explain the effects of HIV/AIDS on the human immune system.

SPECIFIC OUTCOME 2

Explain how HIV is transmitted.

SPECIFIC OUTCOME 3

Discuss what behaviour is safe and what behaviour carries the risk of HIV transmission.

SPECIFIC OUTCOME 4

Identify the guidelines and assistance that are available to support workers with HIV/AIDS.

SPECIFIC OUTCOME 5

Explain the implications of the HIV/AIDS pandemic for society, the economy.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:　　　　　　　　　　　　　　　　6

Explain the structure of the insurance and investment sub-sector in South Africa

SAQA US ID	UNIT STANDARD TITLE			
114954	Explain the structure of the insurance and investment sub-sector in South Africa			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Financial Services		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Business, Commerce and Management Studies		Finance, Economics and Accounting		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
BUS-FEA-0-SGB FinS	Regular	Level 2		5

Specific Outcomes:

SPECIFIC OUTCOME　1

Describe the structure of the insurance and investment sub-sector in South Africa.

SPECIFIC OUTCOME　2

Identify the role played by Lloyd's of London and its place in the South African Insurance market.

SPECIFIC OUTCOME　3

Identify some of the professional associations that exist in the insurance and investment industry.

SPECIFIC OUTCOME　4

Explain reinsurance.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 7

Identify the types of records required in the financial services industry and indicate why it is necessary to create evidence

SAQA US ID	UNIT STANDARD TITLE			
114973	Identify the types of records required in the financial services industry and indicate why it is necessary to create evidence			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Financial Services		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Business, Commerce and Management Studies		Finance, Economics and Accounting		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
BUS-FEA-0-SGB FinS	Regular	Level 2		2

Specific Outcomes:

SPECIFIC OUTCOME 1

Explain why financial services organisations record and keep information.

SPECIFIC OUTCOME 2

Name and describe type of records that are specific to an insurance or financial planning contract.

SPECIFIC OUTCOME 3

Indicate the type of records that are kept in respect of an incident or claim.

SPECIFIC OUTCOME 4

Locate and provide records to users on request.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:　　　　8

Indicate the sub-sectors of the Financial Services industry and the role of insurance and investment in the industry

SAQA US ID	UNIT STANDARD TITLE			
114955	Indicate the sub-sectors of the Financial Services industry and the role of insurance and investment in the industry			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Financial Services		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Business, Commerce and Management Studies		Finance, Economics and Accounting		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
BUS-FEA-0-SGB FinS	Regular	Level 2		5

Specific Outcomes:

SPECIFIC OUTCOME 1

Name the different services that are classified as financial.

SPECIFIC OUTCOME 2

Explain the concept of insurance and the role of insurance in holistic financial planning.

SPECIFIC OUTCOME 3

Explain a contract of insurance.

SPECIFIC OUTCOME 4

Explain the concept of investment and the role of investment in holistic financial planning.

SPECIFIC OUTCOME 5

Apply knowledge of insurance to select an insurance product to meet personal needs.

SPECIFIC OUTCOME 6

Apply knowledge of investment to select an investment product to meet personal needs.

SOUTH
AFRICAN
QUALIFICATIONS
AUTHORITY

Established in terms of Act 58 of 1995

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 9

Investigate the nature of the financial services market in South Africa

SAQA US ID	UNIT STANDARD TITLE		
114953	Investigate the nature of the financial services market in South Africa		
SGB NAME		**ABET BAND**	**PROVIDER NAME**
SGB Financial Services		Undefined	
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**	
Business, Commerce and Management Studies		Finance, Economics and Accounting	

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-FEA-0-SGB FinS	Regular	Level 2	5

Specific Outcomes:

SPECIFIC OUTCOME 1

Explain the concept of a market as applied to financial services.

SPECIFIC OUTCOME 2

Identify potential clients in the insurance or investment market.

SPECIFIC OUTCOME 3

Survey opinions on the need for financial services in own community.

SPECIFIC OUTCOME 4

Use statistical information to determine the type of financial service most valued.

SPECIFIC OUTCOME 5

Outline the products and benefits of the various products.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 10

Investigate the structure of a financial services workplace

SAQA US ID	UNIT STANDARD TITLE		
114962	Investigate the structure of a financial services workplace		
SGB NAME		**ABET BAND**	**PROVIDER NAME**
SGB Financial Services		Undefined	
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**	
Business, Commerce and Management Studies		Finance, Economics and Accounting	
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**	**CREDITS**
BUS-FEA-0-SGB FinS	Regular	Level 2	3

Specific Outcomes:

SPECIFIC OUTCOME 1

Identify the core business activities of a selected Financial Services organisation.

SPECIFIC OUTCOME 2

Identify support functions within a selected Financial Services organisation.

SPECIFIC OUTCOME 3

Explain the role of a selected business unit in a Financial Services organisation.

SPECIFIC OUTCOME 4

Investigate the different types of work done in a business unit.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 11

Keep informed about current affairs related to a business sector or industry

SAQA US ID	UNIT STANDARD TITLE		
114969	Keep informed about current affairs related to a business sector or industry		
SGB NAME		**ABET BAND**	**PROVIDER NAME**
SGB Financial Services		Undefined	
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**	
Business, Commerce and Management Studies		Finance, Economics and Accounting	
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**	**CREDITS**
BUS-FEA-0-SGB FinS	Regular	Level 2	10

Specific Outcomes:

SPECIFIC OUTCOME 1

Identify events in physical environment that could potentially impact on a business sector/industry.

SPECIFIC OUTCOME 2

Identify events in social environment that could potentially impact on a business sector/industry.

SPECIFIC OUTCOME 3

Identify events in economic environment that could potentially impact on a business sector/industry.

SPECIFIC OUTCOME 4

Identify people and organisations currently in the news.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 12

Market an assistance policy

SAQA US ID	UNIT STANDARD TITLE			
114958	Market an assistance policy			

SGB NAME		ABET BAND	PROVIDER NAME	
SGB Financial Services		Undefined		

FIELD DESCRIPTION	SUBFIELD DESCRIPTION
Business, Commerce and Management Studies	Finance, Economics and Accounting

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-FEA-0-SGB FinS	Regular	Level 2	3

Specific Outcomes:

SPECIFIC OUTCOME 1

Indicate how to plan a sales schedule.

SPECIFIC OUTCOME 2

Explain an assistance policy.

SPECIFIC OUTCOME 3

Demonstrate the sales process for an assistance policy.

SPECIFIC OUTCOME 4

Provide after sales service.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 13

Operate and take care of equipment in an office environment

SAQA US ID	UNIT STANDARD TITLE			
114976	Operate and take care of equipment in an office environment			
SGB NAME		**ABET BAND**	**PROVIDER NAME**	
SGB Financial Services		Undefined		
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**		
Business, Commerce and Management Studies		Finance, Economics and Accounting		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**		**CREDITS**
BUS-FEA-0-SGB FinS	Regular	Level 2		2

Specific Outcomes:

SPECIFIC OUTCOME 1

Follow instructions to operate office equipment.

SPECIFIC OUTCOME 2

Maintain equipment in a clean and working condition.

SPECIFIC OUTCOME 3

Monitor and request equipment consumables.

SPECIFIC OUTCOME 4

Recognise and take steps to minimise risks to safety when operating equipment.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:
14

Receive, distribute and dispatch mail

SAQA US ID	UNIT STANDARD TITLE		
114982	Receive, distribute and dispatch mail		
SGB NAME		**ABET BAND**	**PROVIDER NAME**
SGB Financial Services		Undefined	
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**	
Business, Commerce and Management Studies		Finance, Economics and Accounting	
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**	**CREDITS**
BUS-FEA-0-SGB FinS	Regular	Level 2	2

Specific Outcomes:

SPECIFIC OUTCOME 1

Receive and sort mail.

SPECIFIC OUTCOME 2

Distribute and dispatch mail.

SPECIFIC OUTCOME 3

Explain the importance of the mailroom process.

SPECIFIC OUTCOME 4

Maintain confidentiality of information in the mail system.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 15

Describe funeral insurance

SAQA US ID	UNIT STANDARD TITLE			
114956	Describe funeral insurance			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Financial Services		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Business, Commerce and Management Studies		Finance, Economics and Accounting		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
BUS-FEA-0-SGB FinS	Regular	Level 3		2

Specific Outcomes:

SPECIFIC OUTCOME   1

Explain the concept of funeral insurance.

SPECIFIC OUTCOME   2

Identify different funeral benefits related to funeral insurance and burial societies.

SPECIFIC OUTCOME   3

Recognise funeral insurance as part of financial planning.

SPECIFIC OUTCOME   4

Apply knowledge of customer profiles and risk to funeral insurance.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 16

Describe life insurance

SAQA US ID	UNIT STANDARD TITLE			
114983	Describe life insurance			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Financial Services		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Business, Commerce and Management Studies		Finance, Economics and Accounting		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
BUS-FEA-0-SGB FinS	Regular	Level 3		3

Specific Outcomes:

SPECIFIC OUTCOME   1

Explain long term insurance.

SPECIFIC OUTCOME   2

Identify the different products that a life insurer markets.

SPECIFIC OUTCOME   3

Describe ancillary benefits.

SPECIFIC OUTCOME   4

Describe the role of intermediaries in marketing life insurance.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 17

Describe short term insurance

SAQA US ID	UNIT STANDARD TITLE		
114964	Describe short term insurance		
SGB NAME		**ABET BAND**	**PROVIDER NAME**
SGB Financial Services		Undefined	
FIELD DESCRIPTION		**SUBFIELD DESCRIPTION**	
Business, Commerce and Management Studies		Finance, Economics and Accounting	
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**	**CREDITS**
BUS-FEA-0-SGB FinS	Regular	Level 3	3

Specific Outcomes:

SPECIFIC OUTCOME   1

Explain the concept of short term insurance.

SPECIFIC OUTCOME   2

Identify the different products that a short-term insurer markets.

SPECIFIC OUTCOME   3

Classify the different types of short term insurance.

SPECIFIC OUTCOME   4

Identify events that impact on short term insurance.

SPECIFIC OUTCOME   5

Apply knowledge of customer profiles and risk to short term insurance.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 18

Explain healthcare benefits administration in South Africa

SAQA US ID	UNIT STANDARD TITLE		
114972	Explain healthcare benefits administration in South Africa		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Financial Services		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Finance, Economics and Accounting	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-FEA-0-SGB FinS	Regular	Level 3	2

Specific Outcomes:

SPECIFIC OUTCOME 1

Explain healthcare benefits administration.

SPECIFIC OUTCOME 2

Compare medical insurance and medical scheme cover.

SPECIFIC OUTCOME 3

Explain what healthcare benefit administrators do with policyholders' money.

SPECIFIC OUTCOME 4

Explain the ways in which healthcare benefits administrators are regulated.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 19

Indicate how different needs lead to the development of different Financial Service products

SAQA US ID	UNIT STANDARD TITLE		
114985	Indicate how different needs lead to the development of different Financial Service products		

SGB NAME		ABET BAND	PROVIDER NAME
SGB Financial Services		Undefined	

FIELD DESCRIPTION	SUBFIELD DESCRIPTION
Business, Commerce and Management Studies	Finance, Economics and Accounting

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-FEA-0-SGB FinS	Regular	Level 3	4

Specific Outcomes:

SPECIFIC OUTCOME 1

Survey opinions on the need for financial services in two different communities.

SPECIFIC OUTCOME 2

Compare the different markets in South Africa for financial services.

SPECIFIC OUTCOME 3

Match the needs of potential customers with available products.

SPECIFIC OUTCOME 4

Interpret statistical information to determine the type of financial service.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

20

Investigate the need to provide financially for own retirement

SAQA US ID	UNIT STANDARD TITLE		
114960	Investigate the need to provide financially for own retirement		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Financial Services		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Finance, Economics and Accounting	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-FEA-0-SGB FinS	Regular	Level 3	3

Specific Outcomes:

SPECIFIC OUTCOME 1

Identify the role players in own pension provisioning.

SPECIFIC OUTCOME 2

Investigate the needs of a pensioner in relation to lifestyle.

SPECIFIC OUTCOME 3

Identify the different avenues that exist for retirement funding.

SPECIFIC OUTCOME 4

Assess the adequacy of retirement provision.

SPECIFIC OUTCOME 5

Identify the legal environment and avenues for assistance.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 21

Manage electronic mail in a business environment

SAQA US ID	UNIT STANDARD TITLE			
114984	Manage electronic mail in a business environment			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Financial Services		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Business, Commerce and Management Studies		Finance, Economics and Accounting		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
BUS-FEA-0-SGB FinS	Regular	Level 3		2

Specific Outcomes:

SPECIFIC OUTCOME 1

Explain etiquette, conventions and compliance issues relating to electronic communications.

SPECIFIC OUTCOME 2

Organise and set parameters for a mailbox.

SPECIFIC OUTCOME 3

Use an electronic communication system to send and receive electronic mail.

SPECIFIC OUTCOME 4

Manage the messages in an electronic mail facility on a workstation.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 22

Manage risk in own life

SAQA US ID	UNIT STANDARD TITLE			
114970	Manage risk in own life			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Financial Services		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Business, Commerce and Management Studies		Finance, Economics and Accounting		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
BUS-FEA-0-SGB FinS	Regular	Level 3		3

Specific Outcomes:

SPECIFIC OUTCOME 1

Explore the concept of risk in own situation.

SPECIFIC OUTCOME 2

Identify risk in own situation.

SPECIFIC OUTCOME 3

Evaluate risk in own situation.

SPECIFIC OUTCOME 4

Control risk in own situation.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 23

Operate a computer workstation in a business environment

SAQA US ID	UNIT STANDARD TITLE				
114979	Operate a computer workstation in a business environment				
SGB NAME			**ABET BAND**	**PROVIDER NAME**	
SGB Financial Services			Undefined		
FIELD DESCRIPTION			**SUBFIELD DESCRIPTION**		
Business, Commerce and Management Studies			Finance, Economics and Accounting		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**		**NQF LEVEL**		**CREDITS**
BUS-FEA-0-SGB FinS	Regular		Level 3		2

Specific Outcomes:

SPECIFIC OUTCOME 1

Explain basic IT concepts.

SPECIFIC OUTCOME 2

Identify and operate the hardware in a specific workstation.

SPECIFIC OUTCOME 3

Use a computer operating system.

SPECIFIC OUTCOME 4

Demonstrate basic maintenance procedures.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 24

Use a presentation package to produce business documents

SAQA US ID	UNIT STANDARD TITLE			
114980	Use a presentation package to produce business documents			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Financial Services		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Business, Commerce and Management Studies		Finance, Economics and Accounting		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
BUS-FEA-0-SGB FinS	Regular	Level 3		3

Specific Outcomes:

SPECIFIC OUTCOME 1

Demonstrate the basic functions of a presentation package.

SPECIFIC OUTCOME 2

Create a presentation for a specific purpose.

SPECIFIC OUTCOME 3

Manage files in a presentation package.

SPECIFIC OUTCOME 4

Prepare the presentation environment.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 25

Use a spreadsheet package to produce and manage business documents

SAQA US ID	UNIT STANDARD TITLE			
114977	Use a spreadsheet package to produce and manage business documents			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Financial Services		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Business, Commerce and Management Studies		Finance, Economics and Accounting		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
BUS-FEA-0-SGB FinS	Regular	Level 3		3

Specific Outcomes:

SPECIFIC OUTCOME   1

Demonstrate the basic functions of a spreadsheet package.

SPECIFIC OUTCOME   2

Manage files in a spreadsheet package.

SPECIFIC OUTCOME   3

Format and edit data in an existing spreadsheet.

SPECIFIC OUTCOME   4

Construct formulae and manipulate data.

SPECIFIC OUTCOME   5

Present data in different formats.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 26

Use a web browser in a business environment

SAQA US ID	UNIT STANDARD TITLE		
114975	Use a web browser in a business environment		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Financial Services		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Finance, Economics and Accounting	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-FEA-0-SGB FinS	Regular	Level 3	3

Specific Outcomes:

SPECIFIC OUTCOME 1

Explain etiquette, conventions and compliance issues relating to the use of a web browser.

SPECIFIC OUTCOME 2

Explain the use and functions of a web browser.

SPECIFIC OUTCOME 3

Access and set up a web browser for a specific purpose.

SPECIFIC OUTCOME 4

Use a web browser for a specific business purpose.

SPECIFIC OUTCOME 5

Explore technologies that can be integrated into the World Wide Web.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 27

Use a word processing package to produce business documents

SAQA US ID	UNIT STANDARD TITLE			
114978	Use a word processing package to produce business documents			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Financial Services		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Business, Commerce and Management Studies		Finance, Economics and Accounting		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
BUS-FEA-0-SGB FinS	Regular	Level 3		3

Specific Outcomes:

SPECIFIC OUTCOME   1

Demonstrate the basic functions of a word processing package.

SPECIFIC OUTCOME   2

Manage files in a word processing package.

SPECIFIC OUTCOME   3

Create a document using a word processing package.

SPECIFIC OUTCOME   4

Edit and present a document.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:　　　　　28

Maintain an existing information system in a financial services environment

SAQA US ID	UNIT STANDARD TITLE			
114971	Maintain an existing information system in a financial services environment			

SGB NAME		ABET BAND	PROVIDER NAME	
SGB Financial Services		Undefined		

FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Finance, Economics and Accounting	

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-PRC-0-SGB FS	Regular	Level 2	2

Specific Outcomes:

SPECIFIC OUTCOME　1

Store information using an existing storage system.

SPECIFIC OUTCOME　2

Retrieve information from an existing storage system.

SPECIFIC OUTCOME　3.

Store valuable documentation and reference materials securely.

SPECIFIC OUTCOME　4

Maintain confidentiality of customer and organisation information.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 29

Explain the types of compulsory statutory insurance in South Africa

SAQA US ID	UNIT STANDARD TITLE			
114966	Explain the types of compulsory statutory insurance in South Africa			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Financial Services		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Business, Commerce and Management Studies		Finance, Economics and Accounting		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL		CREDITS
SRV-PRC-0-SGB FS	Regular	Level 2		2

Specific Outcomes:

SPECIFIC OUTCOME 1

Identify the types of insurance required by law in South Africa.

SPECIFIC OUTCOME 2

Explain Workers' Compensation.

SPECIFIC OUTCOME 3

Explain Unemployment Insurance Fund (UIF).
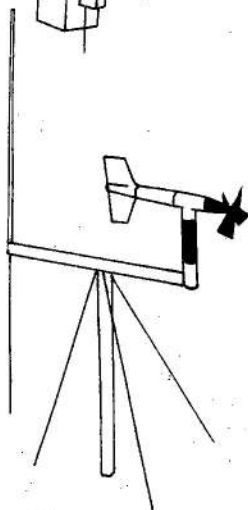
SPECIFIC OUTCOME 4

Explain the Road Accident Fund (RAF).

Wetlands are wonderlands!
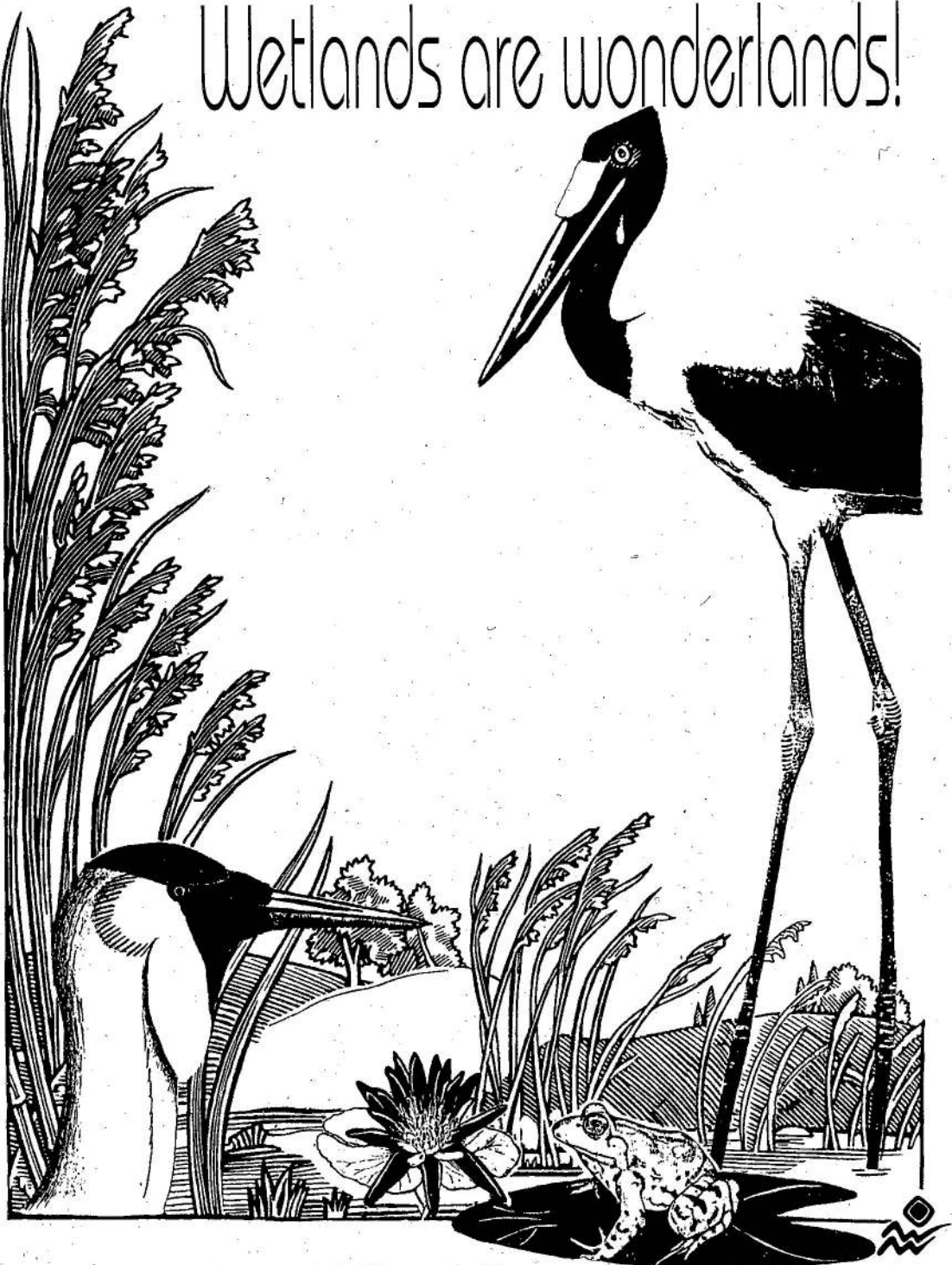
Department of Environmental Affairs and Tourism

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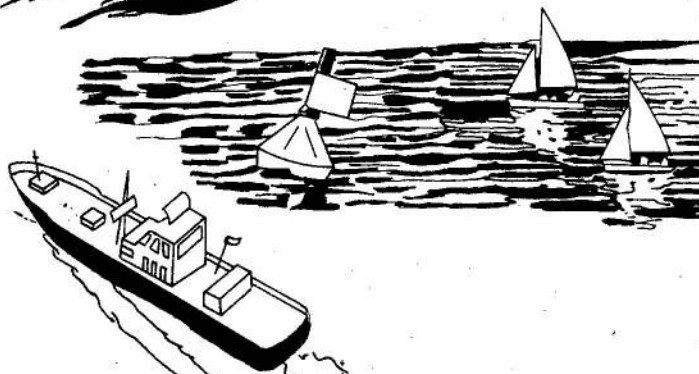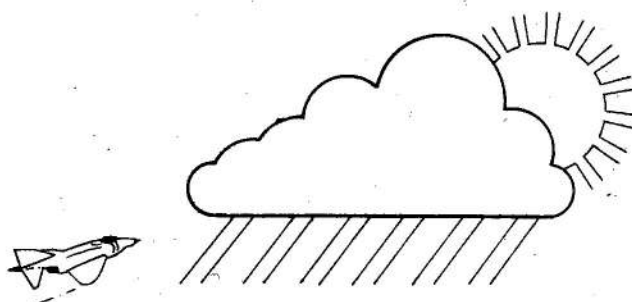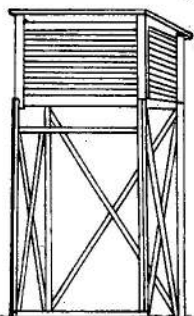
THE WEATHER BUREAU HELPS FARMERS TO PLAN THEIR CROP