

Occupational Curriculum Document				
Curriculum Code	Qualification Title		NQF Level	
441601-001-00-00	Higher Occupational Certificate: Human Resource Management Administrator		5	
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<b>AQP Representative Signature</b>	<b>Date</b>

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# 1 SECTION 1: CURRICULUM SUMMARY

## 1.1 Occupational Information

### 1.1.1 Associated Occupation:

441601-001-00-Human Resource Management (HRM) Administrator

### 1.1.2 Occupation or Specialisation Addressed by this Curriculum.

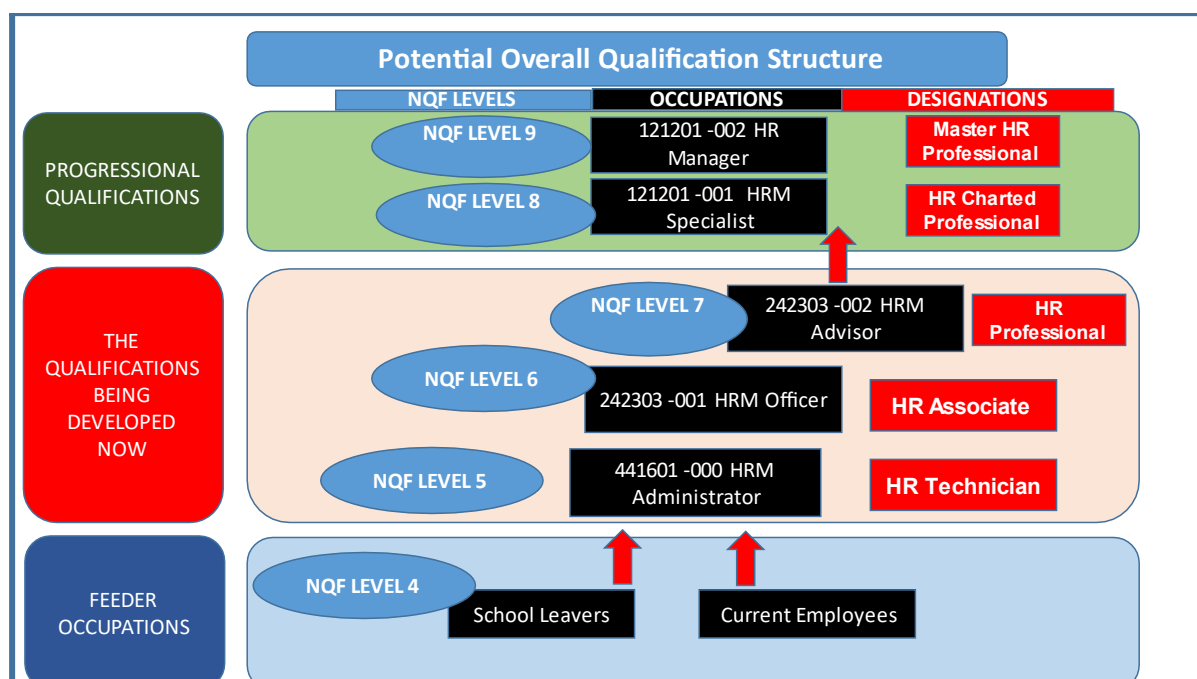
None

### 1.1.3 Part Qualification Addressed by this Curriculum.

- None.

## 1.2 Curriculum Information

The following is an overview of the suite of qualifications where this specific curriculum fits into:



### 1.2.1 Curriculum Structure

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

#### Knowledge Modules:

- 441601-001-00 KM01, Introduction to Organisations and Human Resource Management, NQF Level 5, Credits 4.
- 441601-001-00 KM02, Data management and interpretation, NQF Level 5, Credits 12.
- 441601-001-00- KM03, Administration of Staff Procurement, NQF Level 5, Credits 16.
- 441601-001-00- KM04, Professional Administration for HRM Service Delivery, NQF Level 5, Credits 6.

- 441601-001-00- KM05, HRM Record Keeping, NQF Level 5, Credits 4.

**Total number of credits for Knowledge Modules: 42.**

**Practical Skills Modules:**

- 441601-001-00- PM01, Collect and Process HRM data. NQF Level 5, Credits 12.
- 441601-001-00- PM02, Coordinate and Provide administrative services for a full range of HRM processes. NQF Level 5, Credits 12.
- 441601-001-00- PM03, Coordinate HRM communication to enhance Employment Relations. NQF Level 5, Credits 8.
- 441601-001-00- PM04, Compile, maintain and ensure the safeguarding of all HRM records. NQF Level 5, Credits 10.

**Total number of credits for Practical Skill Modules: 42.**

**Work Experience Modules:**

- 441601-001-00- WM01: HRM Data Collection and data management processes, NQF Level 5, Credits 8.
- 441601-001-00- WM02: Administrative processes for a full range of HRM services and processes, NQF Level 5, Credits 12.
- 441601-001-00- WM03: Organisational Communication Processes, NQF Level 5, Credits 8.
- 441601-001-00- WM04: Processes for compiling, maintaining, and securing HRM records, NQF Level 5, Credits 8.

**Total number of credits for Work Experience Modules: 36.**

**Total number of credits for the qualification: 120.**

**Summary and Distribution of Credits**

<b>Knowledge Modules</b>	<b>42</b>
<b>Practical Skills</b>	<b>42</b>
<b>Work Experience</b>	<b>36</b>
<b>TOTAL</b>	<b>120</b>
<b>Knowledge Modules</b>	<b>38%</b>
<b>Practical Skills</b>	<b>35%</b>
<b>Work Experience</b>	<b>27%</b>
	<b>100%</b>
<b>Soft Skills credits</b>	<b>14</b>
<b>Soft Skills %</b>	<b>12%</b>

### **1.2.2 Entry Requirements**

- NQF Level 4 with English Communication.

### **1.2.3 Assessment Quality Partner Information**

- ORGANISATION: Services Sector Education and Training Authority. (Services SETA)
- PHYSICAL ADDRESS: Head Office: 15 Sherborne Road, Parktown, Johannesburg
- LANDLINE: 011 276 9600
- CONTACT PERSON: Moronga Phocaea – 087 283 2652  
[MorongwaP@serviceseta.org.za](mailto:MorongwaP@serviceseta.org.za)
- WEBSITE: <https://www.servicesseta.org.za>

*(The AQP will work in collaboration with the relevant professional bodies and recognised Community of Expert Practice)*

## **2 SECTION 2: OCCUPATIONAL PROFILE**

### **2.1 Occupational Profile**

**Title: HRM Administrator**

#### **2.1.1 Occupational Purpose**

To actively support the effective and efficient operation of the Human Resource Function within an organisation through the provisioning of ethical and professional HRM administrative services. This includes processing data for Workforce Planning, Staff Attraction and Procurement, Employee Maintenance and Development and Employment Relations Management. The HRM administrator also coordinates and provides dedicated reliable information and coordination services.

#### **Occupational Tasks:**

- **TASK 01:** Collect Human Resources data and process the data into appropriate information that is available for decision-making.
- **TASK 02:** Provide administrative services for the full HRM services.
- **TASK 03:** Monitor, support and maintain the various communication and administrative processes with relevant stakeholders to optimise the employment relations in the organisation.
- **TASK 04:** Compile, maintain and safeguard all HRM records.

#### **2.1.2 Task Details**

**TASK 01: Collect Human Resources data and process the data into appropriate information that is available for decision-making.**

#### **Unique Product or Service (Unique outcome of the task):**

- Availability of reliable and accurate HRM information based on professional and ethical data collection and processing.

#### **Occupational Responsibilities:**

- Use appropriate information technology to collect required HRM data.
- Process data and produce accurate reports (Regular reports and in response to ad hoc requests).
- Prepare and present reports at meetings and to stakeholders when required.
- Maintain appropriate information databases and extract reports responding to specifically authorised requests.

**Occupational Context:**

- Organisational HRM data collection and processing.

**TASK 02: Provide administrative services for the full range of HRM services.****Unique Product or Service (Unique outcome of the task):**

- Availability of reliable records and compliance with the policies, procedures, and legally stipulated reporting requirements for each HRM process.

**Occupational Responsibilities:**

- Provide administrative services for Workforce Planning.
- Provide administrative services for Staff Recruitment, Selection and Placement.
- Provide administrative services for Performance Management.
- Provide administrative services for employee Learning and Development.
- Provide administrative services for Grievance and Discipline Handling.
- Provide administrative services for Career Management.
- Provide administrative services for all Staff Separations.

**Occupational Context:**

- Organisational HRM Processes

**TASK 03: Monitor, support and maintain the various communication and administrative processes with relevant stakeholders to optimise the employment relations in the organisation.****Unique Product or Service (Unique outcome of the task):**

- Effective, timely and accurate dissemination of approved HRM information to all relevant stakeholders.

**Occupational Responsibilities:**

- Maintain updated information systems on all HRM policies, procedures, and legislative requirements.
- Collate approved guideline documents for implementing and managing HRM policies and procedures.
- Coordinate and maintain regular and ad hoc employee meetings and forums records.
- Maintain a calendar of HRM activities and coordinate the scheduling of meetings and events.
- Receive and respond to employee queries relating to policies and procedures.
- Receive and direct/escalate employee queries regarding contractual and conditions of employment issues.

- Produce and maintain official HRM newsletters and social media communication platforms (Such as Web Pages, Facebook Pages, and Whatsapp groups)

**Occupational Context:**

- Organisational HRM communication processes.

**TASK 04: Compile, maintain and ensure the safeguarding of all HRM records.**

**Unique Product or Service (Unique outcome of the task):**

- Controlled availability and security of updated HRM records for current staff and accurate archived records of staff that have left the organisation.

**Occupational Responsibilities:**

- Compile and maintain personal employee records.
- Control access to information in employee records.
- Control and maintain an employee record archive.
- Receive, respond to, and escalate requests for information from personal employee records.

**Occupational Context:**

- Organisational employee record-keeping processes.

### **3 SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS**

#### **3.1 Curriculum Information**

In this section, the overall structure of the “Planned Curriculum” will be laid out.

##### **3.1.1 Introduction**

The information in this section describes the so-called “Planned Curriculum”. In other words, it indicates what learners must master in the three curriculum components. (Knowledge, Practical Skills, and Work Experience). The Planned Curriculum does not mean a sequent learning methodology; it stat; the minimum knowledge, skills, and work experience requirements that a learner must achieve to be eligible to apply for the final integrated external assessment. (EISA)

The qualification is awarded when the learner successfully completes the EISA.

## **4 SECTION 4: MODULE SPECIFICATIONS**

### **4.1 SECTION 4A: KNOWLEDGE MODULE SPECIFICATIONS**

#### **List of Knowledge Modules for which Specifications are included.**

- 441601-001-00- KM01, Introduction to Organisations and Human Resource Management., NQF Level 5, Credits 4.
- 441601-001-00- KM02, Data management and interpretation, NQF Level 5, Credits 12.
- 441601-001-00- KM03, Administration of Staff Procurement, NQF Level 5, Credits 16.
- 441601-001-00- KM04, Professional Administration for HRM Service Delivery, NQF Level 5, Credits 6.
- 441601-001-00- KM05, HRM Record Keeping, NQF Level 5, Credits 4.

**Total number of credits for Knowledge Modules: 42.**

#### **4.1.1 KNOWLEDGE MODULE DETAILS**

##### **441601-001-00- KM01, Introduction to Organisations and Human Resource Management., NQF Level 5, Credits 12.**

#### **Purpose of the Knowledge Module**

The aim of this module is to build an **informed base** of knowledge and understanding of the theories, concepts and principles that underpin the basic operations of organisations with specific reference to the HRM function.

The focus of the learning is to ensure that learners can demonstrate the impact and dynamics of the various concepts and that they are able to apply the knowledge in an informed manner with specific reference to the administrative requirements associated with the different HRM processes inherent in the HRM value chain.

Learners must be challenged to demonstrate their ability to select and apply standard methods, procedures, or techniques within the HRM administration field and to plan and manage implementation processes within a well-defined, familiar, and supported environment. Learners must use their informed level of knowledge to identify, evaluate and solve defined, routine, and new problems and to apply solutions based on relevant evidence and procedures within the HRM Administration field. Learners must demonstrate an informed understanding of the consequences of the problems and the solutions.

#### **Knowledge Topics**

**The learning in this module will enable learners to demonstrate an understanding of:**

KM0101 Introduction to Organisational Management. (25%)

KM0102 Introduction to HRM. (25%)

KM0103 The use of information in organisations. (25%)

KM0104 Administration and the administrative role in HRM. (25%)

## **GUIDELINES FOR TOPICS**

### ***KM0101 Introduction to Organisational Management. (25%)***

#### **Topic Elements**

KT0101 Definition of an organisation and the generic organisational value chain.

KT0102 Different types of organisations and their purpose.

KT0103 The concept of staff, line, and professional work in organisations.

KT0104 Definition of management and the functions and activities of management.

KT0105 Introduction to the different levels of management in organisations (Strategic, Functional, Tactical and Operational).

KT0106 Introduction to an ecosystemic approach to organisational sustainability.

#### **Internal Assessment Criteria**

IAC0101 Define an organisation and explain the generic organisational value chain.

IAC0102 Identify different types of organisations and explain their purpose.

IAC0103 Define management and discuss the functions and activities of management.

IAC0104 Differentiate the different levels of management in organisations (Strategic, Functional, Tactical and Operational).

IAC0105 Explain the ecosystemic approach to organisational sustainability.

### ***KM0102 Introduction to HRM. (25%)***

#### **Topic Elements**

KT0201 Brief overview of the origin, history, and evolution of HRM.

KT0202 The typical employment life cycle and the associated HRM value chain.

KT0203 Introduction to the legislative framework that governs and guides the work in HRM.

KT0204 The importance of data and data management within the HRM function.

#### **Internal Assessment Criteria**

IAC0201 Summarise the origin, history, and evolution of HRM.

IAC0202 Explain the typical employment life cycle and the associated HRM value chain.

IAC0203 Discuss the legislative framework that governs and guides the work in HRM.

IAC0204 Define data and explain data management within the HRM function.

### ***KM0103 The use of information in organisations (25%)***

#### **Topic Elements**

KT0301 Definitions and terms associated with data, data collection and data processing.

KT0302 Importance of data and data collection within organisations.

KT0303 The evolving concept of the information economy and how it impacts data management.

KT0304 Legislative and ethical issues relating to data management.

### **Internal Assessment Criteria**

IAC0301 Define terms associated with data, data collection and data processing.

IAC0302 Discuss the importance of data and data collection within organisations.

IAC0303 Explain the evolving concept of the information economy and how it impacts data management.

IAC0304 List legislative and indicate ethical issues relating to data management.

## ***KM0104 Administration and the administrative role in HRM (25%)***

### **Topic Elements**

KT0401 Definitions, terms and concepts associated with administration.

KT0402 The difference between clerical and administrative work.

KT0403 The functions and activities of an office administrator.

KT0404 The role and importance of good administration within the HRM function.

KT0405 Key abilities, attributes and professional standards that underpin the work of a HRM administrator.

### **Internal Assessment Criteria**

IAC0401 Define terms and concepts associated with administration.

IAC0402 Differentiate between clerical and administrative work.

IAC0403 List the functions and activities of an office administrator.

IAC0404 Discuss the role and importance of good administration within the HRM function.

IAC0405 Discuss the essential abilities, attributes and professional standards that underpin the work of a HRM administrator.

### **Provider Accreditation Requirements**

#### **Human Resource Requirements**

- Facilitators of learning must have a qualification recognised by the industry as appropriate for working in or supervising the applicable occupation at one NQF Level above that of the level of the Occupational Qualification Such as: Advanced Occupational Certificate: HRM Officer NQF Level 6.
- Facilitators of learning must have a proven track record of at least three years of practical experience within the HRM industry.

- Facilitators must be registered with the appropriate HRM (SAQA-recognised) professional body. - South African Board of People Practice (SABPP)

### **Physical Requirements**

- The Training facilities must meet all legal requirements and have appropriate training aids to deliver the learning as stated in the curriculum and the stated provider strategy regarding the training methodologies that will be applied. Such as:
  - Training manuals covering all aspects of the knowledge and practical skills as set out in the curriculum.
  - Projectors and screens: These can be useful for presenting training materials such as PowerPoint slides, videos, and other multimedia resources.
  - Whiteboards and flip charts: These can be used for brainstorming and group activities, as well as for visual aids during presentations.
  - Audio-visual equipment: Recording and playback equipment can capture and review training sessions, allowing for more effective feedback and evaluation.
  - Simulation software: Simulated HRM scenarios can be created using specialised software, allowing HRM advisors to practice dealing with real-world HRM situations in a controlled environment.
  - Online training platforms: Online training platforms can provide access to virtual training resources, including webinars, video tutorials, and interactive training modules.
  - Reference materials: Reference materials such as books, journals, and industry publications can be useful for HRM advisors to stay updated with best practices and industry trends.
- Training facilities must meet the generally accepted professional standards appropriate for the training set out in the curriculum.

### **Legal Requirements**

- Accreditation: Training centres must be accredited by the appropriate government regulatory bodies such as the Department of Higher Education and Training or the Quality Council for Trades and Occupations (QCTO).
- Compliance with the National Qualifications Framework (NQF): Training centres must comply with the NQF, which sets standards for education and training in South Africa.
- Health and Safety: Training centres must ensure their facilities and equipment are safe and comply with relevant health and safety regulations.
- Employment Law: Training centres must comply with South African labour laws, including employment contracts, minimum wage requirements, and working hours.

- Protection of Personal Information (POPI) Act: Training centres must comply with the POPI Act, which regulates how personal information is collected, used, and stored.
- Tax Requirements: Training centres must register with the South African Revenue Service (SARS) and comply with tax requirements, including the submission of tax returns and the payment of taxes.
- Copyright Law: Training centres must comply with South African copyright laws, which regulate the use of copyrighted materials in training and educational materials.

### **Human Resource Requirements**

- Facilitators of learning must have a qualification recognised by the industry as appropriate for working in or supervising the applicable occupation at one NQF Level above that of the level of the Occupational Qualification.
- Facilitators of learning must have a proven track record of at least three years of practical experience within the HRM industry.
- Facilitators must be registered with the appropriate HRM (SAQA-recognised) professional body.

### **Physical Requirements**

- The training facilities must meet all legal requirements. They must have appropriate training aids to deliver the learning as stated in the curriculum and indicate in the provider strategy regarding the training methodologies that will be applied.
- Training facilities must meet the generally accepted professional standards appropriate for the training set out in the curriculum.

### **Legal Requirements**

- None

## **441601-001-00- KM02, Data Management and Interpretation, NQF Level 5, Credits 12.**

### **Purpose of the Knowledge Module**

The aim of this module is to build an understanding of knowledge and understanding of the theories, concepts and principles that underpin data collection, interpretation, and management.

Learners must demonstrate an informed understanding of the concepts, principles, and methodologies for accessing, processing, and managing information. Learners must be able to demonstrate the ability to gather information from a range of sources, including oral, written, or symbolic texts, select information appropriate to the task, and apply basic processes of analysis, synthesis, and evaluation of that information.

Ultimately learners must contextualise these concepts and processes within the role and functions of an HRM Administrator in an organisation.

## **Knowledge Topics**

**The learning in this module will enable learners to demonstrate an understanding of:**

- KM0201 Definition of data and data management. (15%)
- KM0202 Sources and collection processes for HR data. (15%)
- KM0203 Basic analysis and interpretation of data. (15%)
- KM0204 HR information systems. (15%)
- KM0205 HR metrics utilisation. (15%)
- KM0206 Ethical Information Management. (15%)
- KM0207 Communication and presentation of information. (10%)

## **GUIDELINES FOR TOPICS**

### ***KM0201 Definition of data and data management (15%)***

#### **Topic Elements**

Suggestions

- KT0101: Definitions of terms and concepts associated with data and data management.
- KT0102: The data management process
- KT0103: General data management governance

#### **Internal Assessment Criteria**

- IAC0101: Define terms and concepts associated with data and data management.
- IAC0102: Explain the data management process.
- IAC0103: Discuss the general data management governance.

### ***KM0202 Sources and collection processes for HR data (15%)***

#### **Topic Elements**

- KT0201 Sources of data collection for HR processes
- KT0202 Principles of HR data collection (Validity)
- KT0203 Collecting HRM data utilising a variety of methods.
- KT0204 Storing and managing the collected data:

#### **Internal Assessment Criteria**

- IAC0101: Identify sources of data collection for HR processes.
- IAC0102: Discuss principles of HR data collection (Validity)
- IAC0103: Explain various methods of collecting HRM data.

IAC0104: Discuss the storing and managing of collected data.

### ***KM0203 Basic analysis and Interpretation of data (15%)***

#### **Topic Elements**

KT0301: Prepare collected data for analysis.

KT0302: Analyse the data using various methods (table, graph, basic stats etc.)

KT0303: Interpret the data draw conclusions, and make recommendations.

KT0304: Present the data (visual presentations and written reports)

#### **Internal Assessment Criteria**

IAC0301: Explain data preparation.

IAC0302: Explain data analysis methods and techniques (table, graph, basic stats etc.)

IAC0303: Discuss how data conclusions and interpretations are drawn and recommendations are made.

IAC0304: Discuss the forms of final data presentation (visual presentations and written reports)

### ***KM0204 HR information systems. (15%)***

#### **Topic Elements**

KT0401 Definition of an information system.

KT0402 Types of HR information systems

KT0403 Introduction to the operating principles of HR information systems

KT0404 How HR information systems are used in organisations.

KT0405 Impact and utilisation of HR information systems on stakeholders

#### **Internal Assessment Criteria**

IAC0401 Define an information system.

IAC0402 Identify the types of HR information systems.

IAC0403 Discuss the operating principles of HR information systems.

IAC0404 Explain how HR information systems are used in organisations.

IAC0405 Discuss the impact and utilisation of HR information systems on stakeholders.

### ***KM0205 HR metrics utilisation. (15%)***

#### **Topic Elements**

KT0501 Introduction to HR metrics.

KT0502 Introduction to people analytics

KT0503 The use of the HR information systems to collect, store, retrieve and analyse HR data.

KT0504 Introduction to HR metrics within organisations (Planning, review and decision making).

KT0505 Introduction to the Integration of business metrics and HR metrics in Organisations.

### **Internal Assessment Criteria**

IAC0501 Explain the term HR metrics.

IAC0502 Define the term people analytics.

IAC0503 Explain the use of the HR information systems to collect, store, retrieve and analyse HR data.

IAC0504 Explain the use of HR metrics within organisations (Planning, review and decision making).

IAC0505 Discuss the Integration of business metrics and HR metrics in organisations.

### ***KM0206 Ethical Information Management. (15%)***

#### **Topic Elements**

KT0601 Definition of ethics and the importance of ethical conduct.

KT0602 Legislative Framework, regulations, and Codes of Conduct in the Workplace regarding information management.

KT0603 Elements of ethical information management.

### **Internal Assessment Criteria**

IAC0601 Define ethics and explain the importance of ethical conduct.

IAC0602 List and explain the legislative framework, regulations, and Codes of conduct in the workplace regarding information management.

IAC0603 Discuss the elements of ethical information management.

### ***KM0207 Communication and presentation of information. (10%)***

#### **Topic Elements**

KT0701 Introduction to business communication.

KT0702 Types of business communication.

KT0703 Effective report writing.

KT0704 Communicating and presenting HR information (Verbal and written)

### **Internal Assessment Criteria**

IAC0701 Define terms and concepts related to business communication.

IAC0702 Explain and discuss the types of business communication.

IAC0703 Discuss the principles of effective report writing.

IAC0704 Discuss the principles of communicating and presenting HR information (Verbal and written)

## **Provider Accreditation Requirements**

### **Human Resource Requirements**

- Facilitators of learning must be in possession of a qualification that is recognised by the industry as appropriate for working in or supervising the applicable occupation at one NQF Level above that of the level of the Occupational Qualification Such as: Advanced Occupational Certificate: HRM Officer NQF Level 6.
- Facilitators of learning must have a proven track record of at least three years of experience within the HRM industry.
- Facilitators must be registered with the appropriate HRM (SAQA recognised) professional body. - South African Board of People Practice (SABPP)

### **Physical Requirements**

- The Training facilities must meet all legal requirements and have appropriate training aids to deliver the learning as stated in the curriculum and the stated provider strategy regarding the training methodologies that will be applied. Such as:
  - Training manuals covering all aspects of the knowledge and practical skills as set out in the curriculum.
  - Projectors and screens: These can be useful for presenting training materials such as PowerPoint slides, videos, and other multimedia resources.
  - Whiteboards and flip charts: These can be used for brainstorming and group activities, as well as for visual aids during presentations.
  - Audio-visual equipment: Recording and playback equipment can capture and review training sessions, allowing for more effective feedback and evaluation.
  - Simulation software: Simulated HRM scenarios can be created using specialised software, allowing HRM advisors to practice dealing with real-world HRM situations in a controlled environment.
  - Online training platforms: Online training platforms can provide access to virtual training resources, including webinars, video tutorials, and interactive training modules.
  - Reference materials: Reference materials such as books, journals, and industry publications can be useful for HRM advisors to stay updated with best practices and industry trends.

- Training facilities must meet the generally accepted professional standards appropriate for the training set out in the curriculum.

### **Legal Requirements**

- Accreditation: Training centres must be accredited by the appropriate government regulatory bodies such as the Department of Higher Education and Training or the Quality Council for Trades and Occupations (QCTO).
- Compliance with the National Qualifications Framework (NQF): Training centres must comply with the NQF, which sets standards for education and training in South Africa.
- Health and Safety: Training centres must ensure their facilities and equipment are safe and comply with relevant health and safety regulations.
- Employment Law: Training centres must comply with South African labour laws, including employment contracts, minimum wage requirements, and working hours.
- Protection of Personal Information (POPI) Act: Training centres must comply with the POPI Act, which regulates how personal information is collected, used, and stored.
- Tax Requirements: Training centres must register with the South African Revenue Service (SARS) and comply with tax requirements, including the submission of tax returns and the payment of taxes.
- Copyright Law: Training centres must comply with South African copyright laws, which regulate the use of copyrighted materials in training and educational materials.

### **441601-001-00- KM03, Administration of Staff Procurement, NQF Level 5, Credits 16.**

#### **Purpose of the Knowledge Module**

The aim of this module is to build an informed base of knowledge and understanding of the theories, concepts and principles that underpin the administration associated with staff procurement. This includes Recruitment, Selection, Placement, Contracting, Onboarding, and Induction.

Learners will be required to demonstrate an informed understanding of the HRM procurement processes' concepts, principles, and methodologies and contextualise the critical fundament of good administration related to these areas.

Learners must have an informed understanding of the requirements and consequences of ethics and professional practice and demonstrate the ability to take account of and act by prescribed organisational and professional ethical codes of conduct, values, and practices and to seek guidance on ethical and professional issues where necessary.

Learners must be able to gather information from various sources, including oral, written, or symbolic texts, select information appropriate to the task, and apply basic processes of analysis, synthesis, and evaluation of information.

Learners must contextualise these concepts and processes within the role and functions of an HRM Administrator in an organisation.

## **Knowledge Topics**

**The learning in this module will enable learners to demonstrate an understanding of:**

KM0301 The Recruitment process. (20%)

KM0302 The Selection Process. (20%)

KM0303 The Placement Process. (20%)

KM0304 The contracting Process. (20%)

KM0305 The onboarding and induction process. (20%)

## **GUIDELINES FOR TOPICS**

### ***KM0301 The Recruitment process. (20%)***

#### **Topic Elements**

KT0101 Different recruitment platforms and the evolution of the recruitment of staff.

KT0102 Diversity and inclusion issues relating to recruitment.

KT0103 The importance of feedback and how it impacts the client experience.

KT0104 Legislative requirements are applicable to recruitment.

KT0105 The administrative requirements for the recruitment process.

#### **Internal Assessment Criteria**

IAC0101 Differentiate between different recruitment platforms and discuss the evolution of staff recruitment.

IAC0102 Discuss the diversity and inclusion issues relating to recruitment.

IAC0103 Explain the importance of feedback and how it impacts the client experience.

IAC0104 Identify and explain legislative requirements applicable to recruitment.

IAC0105 Explain the administrative requirements for the recruitment process.

### ***KM0302 The Selection Process. (20%)***

#### **Topic Elements**

KT0201 Different selection methods and the evolution of the selection of staff.

KT0202 Diversity and inclusion issues relating to staff selection.

KT0203 The importance of feedback and how it impacts the client experience.

KT0204 Legislative requirements are applicable to staff selection.

KT0205 The administrative requirements for the staff selection process.

### **Internal Assessment Criteria**

IAC0201 Differentiate between selection methods and discuss the evolution of staff selection.

IAC0202 Discuss diversity and inclusion issues relating to staff selection.

IAC0203 Explain the importance of feedback and how it impacts the client experience.

IAC0204 Identify and explain legislative requirements applicable to staff selection.

IAC0205 Explain the administrative requirements for the staff selection process.

### ***KM0303 The Placement Process. (20%)***

#### **Topic Elements**

KT0301 Different staff placement methods and the evolution of the placement of staff.

KT0302 Diversity and inclusion issues relating to staff placement.

KT0303 The importance of feedback and how it impacts the client experience.

KT0304 Legislative requirements are applicable to staff placement.

KT0305 The administrative requirements for the staff placement process.

### **Internal Assessment Criteria**

IAC0301 Discuss different staff placement methods and explain the evolution of staff placement.

IAC0302 Discuss diversity and inclusion issues relating to staff placement.

IAC0303 Explain the importance of feedback and how it impacts the client experience.

IAC0304 Identify and explain legislative requirements applicable to staff placement.

IAC0305 Explain the administrative requirements for the staff placement process.

### ***KM0304 The contracting Process. (20%)***

#### **Topic Elements**

KT0401 Different staff contracting methods and the evolution of the contracting of staff.

KT0402 Diversity and inclusion issues relating to staff contracting.

KT0403 The importance of feedback and how it impacts the client experience.

KT0404 Legislative requirements are applicable to staff contracting.

KT0405 The administrative requirements for the staff contracting process.

### **Internal Assessment Criteria**

IAC0401 Discuss staff contracting methods and explain the evolution of staff contracting.

IAC0402 Discuss diversity and inclusion issues relating to staff contracting.

IAC0403 Explain the importance of feedback and how it impacts the client experience.

IAC0404 Identify and explain legislative requirements applicable to staff contracting.

IAC0405 Explain the administrative requirements for the staff contracting process.

### ***KM0305 The onboarding and induction process. (20%)***

#### **Topic Elements**

KT0501 Different staff onboarding and induction methods and the evolution of induction and onboarding.

KT0502 Diversity and inclusion issues relating to staff onboarding and induction.

KT0503 The importance of feedback and how it impacts the client experience.

KT0504 Legislative requirements are applicable to staff onboarding and induction.

KT0505 The administrative requirements for the staff onboarding and induction processes.

#### **Internal Assessment Criteria**

IAC0501 Discuss different staff onboarding and induction methods and explain the evolution of induction and onboarding.

IAC0502 Discuss diversity and inclusion issues relating to staff onboarding and induction.

IAC0503 Explain the importance of feedback and how it impacts the client experience.

IAC0504 Identify and explain legislative requirements applicable to staff onboarding and induction.

IAC0505 Explain the administrative requirements for the staff onboarding and induction processes.

#### **Provider Accreditation Requirements**

##### **Human Resource Requirements**

- Facilitators of learning must be in possession of a qualification that is recognised by the industry as appropriate for working in or supervising the applicable occupation at one NQF Level above that of the level of the Occupational Qualification Such as: Advanced Occupational Certificate: HRM Officer NQF Level 6.
- Facilitators of learning must have a proven track record of at least three years of practical experience within the HRM industry.
- Facilitators must be registered with the appropriate HRM (SAQA recognised) professional body. - South African Board of People Practice (SABPP)

##### **Physical Requirements**

- The Training facilities must meet all legal requirements and have appropriate training aids to deliver the learning as stated in the curriculum and the stated provider strategy regarding the training methodologies that will be applied. Such as:
  - Training manuals covering all aspects of the knowledge and practical skills as set out in the curriculum.
  - Projectors and screens: These can be useful for presenting training materials such as PowerPoint slides, videos, and other multimedia resources.
  - Whiteboards and flip charts: These can be used for brainstorming and group activities, as well as for visual aids during presentations.
  - Audio-visual equipment: Recording and playback equipment can capture and review training sessions, allowing for more effective feedback and evaluation.
  - Simulation software: Simulated HRM scenarios can be created using specialised software, allowing HRM advisors to practice dealing with real-world HRM situations in a controlled environment.
  - Online training platforms: Online training platforms can provide access to virtual training resources, including webinars, video tutorials, and interactive training modules.
  - Reference materials: Reference materials such as books, journals, and industry publications can be useful for HRM advisors to stay updated with best practices and industry trends.
- Training facilities must meet the generally accepted professional standards appropriate for the training set out in the curriculum.

### **Legal Requirements**

- Accreditation: Training centres must be accredited by the appropriate government regulatory bodies such as the Department of Higher Education and Training or the Quality Council for Trades and Occupations (QCTO).
- Compliance with the National Qualifications Framework (NQF): Training centres must comply with the NQF, which sets standards for education and training in South Africa.
- Health and Safety: Training centres must ensure their facilities and equipment are safe and comply with relevant health and safety regulations.
- Employment Law: Training centres must comply with South African labour laws, including employment contracts, minimum wage requirements, and working hours.
- Protection of Personal Information (POPI) Act: Training centres must comply with the POPI Act, which regulates how personal information is collected, used, and stored.

- Tax Requirements: Training centres must register with the South African Revenue Service (SARS) and comply with tax requirements, including the submission of tax returns and the payment of taxes.
- Copyright Law: Training centres must comply with South African copyright laws, which regulate the use of copyrighted materials in training and educational materials.

## **441601-001-00- KM04, Professional Administration for HRM Service Delivery, NQF Level 5, Credits 6.**

### **Purpose of the Knowledge Module**

The aim of this module is to build an **informed base** of knowledge and understanding of the theories, concepts and principles that underpin the professional administration of all the HRM services processes. This includes Workforce Planning, Performance Management, Learning and Development, Grievance and Disciplinary Handling, Career Management, Wellness Management, and all aspects relating to Staff Separations.

Learners will be required to demonstrate an informed understanding of the concepts, principles, and methodologies of the stated HRM processes and then contextualise the fundamental principles of good administration in each area.

Learners must have an informed understanding of the requirements and consequences of ethics and professional practice and demonstrate the ability to take account of and act according to prescribed organisational and professional ethical codes of conduct, values, and rules and seek guidance on ethical and professional issues where necessary.

Learners must be able to gather information from various sources, including oral, written, or symbolic texts, select information appropriate to the task, and apply basic processes of analysis, synthesis, and evaluation of information.

Ultimately learners must contextualise these concepts and processes within the role and functions of an HRM Administrator in an organisation.

### **Knowledge Topics**

**The learning in this module will enable learners to demonstrate an understanding of:**

KM0401 Administrative services for Workforce Planning. (12%)

KM0402 Administrative services for Performance Management. (12%)

KM0403 Administrative services for employee Learning and Development. (12%)

KM0404 Administrative services for Grievance and Discipline Handling. (12%)

KM0405 Administrative services for Career Management. (12%)

KM0406 Administrative services for individual and organisational wellness processes. (12%)

KM0407 Administrative services for all Staff Separations. (12%)

KM0408 Administrative services for workplace injuries and incapacity. (16%)

## **GUIDELINES FOR TOPICS**

### ***KT0401 Administrative services for Workforce Planning. (12%)***

#### **Topic Elements**

KT0101 Definition of Workforce Planning and description of how it is used in organisations.

KT0102 The HRM function's role in meeting workforce planning objectives.

KT0103 Data required to support the effective execution of workforce planning.

KT0104 Sources of workforce planning data.

KT0105 The use of HRM information systems to collect and analyse data for workforce planning.

KT0106 The administrative requirements for effective workforce planning.

#### **Internal Assessment Criteria**

IAC0101 Explain and give examples to illustrate the definition of Workforce Planning and how it is used in organisations.

IAC0102 Explain the HRM function's role in meeting workforce planning objectives.

IAC0103 Describe the data required to support the effective execution of workforce planning.

IAC0104 Discuss the sources of workforce planning data and discuss possible barriers in accessing these sources. Suggest ways of overcoming the barriers.

IAC0105 Discuss the use of HRM information systems to collect and analyse data for workforce planning.

IAC0106 Explain and contextualise the administrative requirements for effective workforce planning.

### ***KT0402 Administrative services for Performance Management. (12%)***

#### **Topic Elements**

KT0201 Definition of Performance Management and description of how it is used in organisations.

KT0202 The HRM function's role in meeting Performance Management's objectives.

KT0203 Data required to support the effective execution of Performance Management.

KT0204 Sources of Performance Management data.

KT0205 The use of HRM information systems to collect and analyse data for Performance Management.

KT0206 The administrative requirements for effective Performance Management.

### **Internal Assessment Criteria**

IAC0201 Explain and give examples to illustrate the definition of Performance Management and how it is used in organisations.

IAC0202 Explain the HRM function's role in meeting Performance Management's objectives.

IAC0203 Describe the data required to support the effective execution of Performance Management.

IAC0204 Discuss the sources of Performance Management data and discuss possible barriers in accessing these sources. Suggest ways of overcoming the barriers.

IAC0205 Discuss using HRM information systems to collect and analyse data for Performance Management.

IAC0206 Explain and contextualise the administrative requirements for effective Performance Management.

### ***KT0403 Administrative services for employee Learning and Development. (12%)***

#### **Topic Elements**

KT0301 Definition of Learning and Development and description of how it is used in organisations.

KT0302 The HRM function's role in meeting the Learning and Development objectives.

KT0303 Data required to support the effective execution of Learning and Development.

KT0304 Sources of Learning and Development data.

KT0305 The use of HRM information systems to collect and analyse data for Learning and Development.

KT0306 The administrative requirements for effective Learning and Development.

### **Internal Assessment Criteria**

IAC0301 Explain and give examples to illustrate the definition of Learning and Development and how it is used in organisations.

IAC0302 Explain the HRM function's role in meeting the Learning and Development objectives.

IAC0303 Describe the data required to support the effective execution of Learning and Development.

IAC0304 Discuss the sources of Learning and Development data and discuss possible barriers in accessing these sources. Suggest ways of overcoming the barriers.

IAC0305 Discuss the use of HRM information systems to collect and analyse data for Learning and Development.

IAC0306 Explain and contextualise the administrative requirements for effective Learning and Development.

***KT0404 Administrative services for Grievance and Discipline Handling. (12%)***

**Topic Elements**

KT0401 Definition of Grievance and Discipline handling and how it is used in organisations.

KT0402 The role of the HRM function in meeting the objectives of Grievance and Discipline handling.

KT0403 Data required to support the effective execution of Grievance and Discipline handling.

KT0404 Sources of Grievance and Discipline handling data.

KT0405 The use of HRM information systems to collect and analyse data for Grievance and Discipline handling.

KT0406 The administrative requirements for effective Grievance and Discipline handling.

**Internal Assessment Criteria**

IAC0401 Explain and give examples to illustrate the definition of Grievance and Discipline handling and how it is used in organisations.

IAC0402 Explain the role of the HRM function in meeting the objectives of Grievance and Discipline handling.

IAC0403 Describe the data required to support the effective execution of Grievance and Discipline handling.

IAC0404 Discuss the sources of Grievance and Discipline handling data and possible barriers to accessing these sources. Suggest ways of overcoming the barriers.

IAC0405 Discuss the use of HRM information systems to collect and analyse data for Grievance and Discipline handling.

IAC0406 Explain and contextualise the administrative requirements for effective Grievance and Discipline handling.

***KT0405 Administrative services for Career Management. (12%)***

**Topic Elements**

KT0501 Definition of Career Management and description of how it is used in organisations.

KT0502 The HRM function's role in meeting Career Management's objectives.

KT0503 Data required to support the effective execution of Career Management.

KT0504 Sources of Career Management data.

KT0505 The use of HRM information systems to collect and analyse data for Career Management.

KT0506 The administrative requirements for effective Career Management.

### **Internal Assessment Criteria**

IAC0501 Explain and give examples to illustrate the definition of Career Management and how it is used in organisations.

IAC0502 Explain the HRM function's role in meeting Career Management's objectives.

IAC0503 Describe the data required to support the effective execution of Career Management.

IAC0504 Discuss Career Management data sources and possible barriers in accessing these sources. Suggest ways of overcoming the barriers.

IAC0505 Discuss the use of HRM information systems to collect and analyse data for Career Management.

IAC0506 Explain and contextualise the administrative requirements for effective Career Management.

### ***KT0406 Administrative services for individual and organisational wellness processes. (12%)***

#### **Topic Elements**

KT0601 Definition of Individual and organisational wellness and description of how it is applied in organisations.

KT0602 The HRM function's role in meeting Individual and organisational wellness objectives.

KT0603 Data required to support the effective execution of Individual and organisational wellness.

KT0604 Sources of Individual and organisational wellness data.

KT0605 The use of HRM information systems to collect and analyse Individual and organisational wellness data.

KT0606 The administrative requirements for effective Individual and organisational wellness.

### **Internal Assessment Criteria**

IAC0601 Explain and give examples to illustrate the definition of Individual and organisational wellness and how it is applied in organisations.

IAC0602 Explain the HRM function's role in meeting Individual and organisational wellness objectives.

IAC0603 Describe the data required to support the effective execution of Individual and organisational wellness.

IAC0604 Discuss the sources of Individual and organisational wellness data and discuss possible barriers in accessing these sources. Suggest ways of overcoming the barriers.

IAC0605 Discuss the use of HRM information systems to collect and analyse data for Individual and organisational wellness.

IAC0606 Explain and contextualise the administrative requirements for effective Individual and organisational wellness.

### ***KT0407 Administrative services for all Staff Separations. (12%)***

#### **Topic Elements**

KT0701 Definition of Staff Separations and description of how it is applied in organisations.

KT0702 The role of the HRM function in meeting the objectives of Staff Separations.

KT0703 Data required to support the effective execution of Staff Separations.

KT0704 Sources of Staff Separations data.

KT0705 The use of HRM information systems to collect and analyse data for Staff Separations.

KT0706 The administrative requirements for effective Staff Separations.

#### **Internal Assessment Criteria**

IAC0701 Explain and give examples to illustrate the definition of Staff Separations and how it is applied in organisations.

IAC0702 Explain the role of the HRM function in meeting the objectives of Staff Separations.

IAC0703 Describe the data required to support the effective execution of Staff Separations.

IAC0704 Discuss the sources of Staff Separations data and discuss possible barriers in accessing these sources. Suggest ways of overcoming the barriers.

IAC0705 Discuss the use of HRM information systems to collect and analyse data for Staff Separations.

IAC0706 Explain and contextualise the administrative requirements for effective Staff Separations.

### ***KT0408 Administrative services for workplace injuries and incapacity (16%)***

#### **Topic Elements**

KT0801 Definition of Workplace injuries and incapacity.

KT0802 The role of the HRM function in documenting Workplace injuries and incapacity.

KT0803 Data required to support Workplace injuries and incapacity.

KT0804 Sources of Workplace injuries and incapacity data.

KT0805 The use of HRM information systems to collect and analyse data for Workplace injuries and incapacity.

KT0806 The administrative requirements for effective Workplace injuries and incapacity.

### **Internal Assessment Criteria**

IAC0801 Explain and give examples to illustrate the definition of Workplace injuries and incapacity.

IAC0802 Discuss the role of the HRM function when documenting Workplace injuries and incapacity.

IAC0803 Explain the data required to administer Workplace injuries and incapacity effectively.

IAC0804 Discuss the sources of Workplace injuries and incapacity data and possible barriers to accessing these sources. Suggest ways of overcoming the barriers.

IAC0805 Discuss the use of HRM information systems to collect and analyse data for Workplace injuries and incapacity.

IAC0806 Explain and contextualise the administrative requirements for effective Workplace injuries and incapacity.

### **Provider Accreditation Requirements**

#### **Human Resource Requirements**

- Facilitators of learning must be in possession of a qualification that is recognised by industry as appropriate for working in or supervising the applicable occupation at one NQF Level above that of the level of the Occupational Qualification Such as: Advanced Occupational Certificate: HRM Officer NQF Level 6.
- Facilitators of learning must have a proven track record of at least three years practical experience within the HRM industry.
- Facilitators must be registered with the appropriate HRM (SAQA recognised) professional body. - South African Board of People Practice (SABPP)

#### **Physical Requirements**

- The Training facilities must meet all legal requirements and have appropriate training aids to deliver the learning as stated in the curriculum and the stated provider strategy regarding the training methodologies that will be applied. Such as:
  - Training manuals covering all aspects of the knowledge and practical skills as set out in the curriculum.
  - Projectors and screens: These can be useful for presenting training materials such as PowerPoint slides, videos, and other multimedia resources.
  - Whiteboards and flip charts: These can be used for brainstorming and group activities, as well as for visual aids during presentations.

- Audio-visual equipment: Recording and playback equipment can capture and review training sessions, allowing for more effective feedback and evaluation.
- Simulation software: Simulated HRM scenarios can be created using specialized software, allowing HRM advisors to practice dealing with real-world HRM situations in a controlled environment.
- Online training platforms: Online training platforms can provide access to virtual training resources, including webinars, video tutorials, and interactive training modules.
- Reference materials: Reference materials such as books, journals, and industry publications can be useful for HRM advisors to stay updated with best practices and industry trends.
- Training facilities must meet the generally accepted professional standards appropriate for the training set out in the curriculum.

### **Legal Requirements**

- Accreditation: Training centers must be accredited by the appropriate government regulatory bodies such as the Department of Higher Education and Training or the Quality Council for Trades and Occupations (QCTO).
- Compliance with the National Qualifications Framework (NQF): Training centers must comply with the NQF, which sets standards for education and training in South Africa.
- Health and Safety: Training centers must ensure their facilities and equipment are safe and comply with relevant health and safety regulations.
- Employment Law: Training centers must comply with South African labour laws, including employment contracts, minimum wage requirements, and working hours.
- Protection of Personal Information (POPI) Act: Training centers must comply with the POPI Act, which regulates how personal information is collected, used, and stored.
- Tax Requirements: Training centers must register with the South African Revenue Service (SARS) and comply with tax requirements, including the submission of tax returns and the payment of taxes.
- Copyright Law: Training centers must comply with South African copyright laws, which regulate the use of copyrighted materials in training and educational materials.

### **Human Resource Requirements**

- Facilitators of learning must be in possession of a qualification that is recognised by industry as appropriate for working in or supervising the applicable occupation at one NQF Level above that of the level of the Occupational Qualification.
- Facilitators of learning must have a proven track record of at least three years practical experience within the HRM industry.

- Facilitators must be registered with the appropriate HRM (SAQA recognized) professional body

### **Physical Requirements**

- The training facilities must meet all legal requirements. They must have appropriate training aids to deliver the learning as stated in the curriculum and provider strategy regarding the training methodologies that will be applied.
- Training facilities must meet the generally accepted professional standards appropriate for the training set out in the curriculum.

### **Legal Requirements**

- None

## **441601-001-00- KM05, HRM Record Keeping, NQF Level 5, Credits 4.**

### **Purpose of the Knowledge Module**

The aim of this module is to build an informed base of knowledge and understanding of the theories, concepts and principles that underpin the professional and secure record keeping within the HRM discipline.

Learners will be required to demonstrate an informed understanding of the concepts, principles, and methodologies of record keeping.

Learners must have an informed understanding of the requirements and consequences of ethics and professional practice and demonstrate the ability to take account of, and act in accordance with, prescribed organisational and professional ethical codes of conduct, values, and practices and to seek guidance on ethical and professional issues where necessary.

Learners must be able to gather information from various sources, including oral, written, or symbolic texts, select information appropriate to the task, and apply basic processes of analysis, synthesis, and evaluation on that information.

Ultimately learners must contextualise these concepts and processes within the role and functions of an HRM Administrator in an organisation.

### **Knowledge Topics**

**The learning in this module will enable learners to demonstrate an understanding of:**

KT0501 Importance of record keeping within the HRM function. (50%)

KT0502 Principles of Professional record keeping practices. (50%)

### **GUIDELINES FOR TOPICS**

#### **KT0501 Importance of record keeping within the HRM function. (50%)**

##### **Topic Elements**

KT0101 Definition and types of HRM records.

KT0102 Importance of the availability, integrity, and security of HRM records.

KT0103 Principles for effective digital records

KT0104 Principles for effective manual/paper-based records.

### **Internal Assessment Criteria**

IAC0101 Define HRM records and explain their types.

IAC0102 Discuss the importance of the availability, integrity, and security of HRM records.

IAC0103 List and explain the principles for effective digital records.

IAC0104 List and explain the principles for effective manual/paper-based records.

## **KT0502 Principles of Professional record keeping practices. (50%)**

### **Topic Elements**

KT0201 Professional recordkeeping standards.

KT0202 Professional standards for HRM record security.

KT0203 Professional standard for maintaining digital records.

KT0204 Issues relating to cloud-based records.

KT0205 Security measures for backup and recovery of HRM records. (Paper based and digital).

KT0206 Legislative requirements related to HRM record keeping.

### **Internal Assessment Criteria**

IAC0201 Discuss professional recordkeeping standards.

IAC0202 Discuss professional standards for HRM record security .and clarify misconceptions regarding access to HRM records.

IAC0203 Explain the professional standard for maintaining digital records.

IAC0204 Discuss issues relating to cloud-based records.

IAC0205 Describe the processes for implementing Security measures for backup and recovery of HRM records. (Paper based and digital).

IAC0206 Discuss the legislative requirements related to HRM record keeping.

## **Provider Accreditation Requirements**

### **Human Resource Requirements**

- Facilitators of learning must be in possession of a qualification that is recognised by industry as appropriate for working in or supervising the applicable occupation at one NQF Level above that of the level of the Occupational Qualification Such as: Advanced Occupational Certificate: HRM Officer NQF Level 6.

- Facilitators of learning must have a proven track record of at least three years practical experience within the HRM industry.
- Facilitators must be registered with the appropriate HRM (SAQA recognised) professional body. - South African Board of People Practice (SABPP)

### **Physical Requirements**

- The Training facilities must meet all legal requirements and it must have appropriate training aids to deliver the learning as stated in the curriculum and in the stated provider strategy regarding the training methodologies that will be applied. Such as:
  - Training manuals covering all aspects of the knowledge and practical skills as set out in the curriculum.
  - Projectors and screens: These can be useful for presenting training materials such as PowerPoint slides, videos, and other multimedia resources.
  - Whiteboards and flip charts: These can be used for brainstorming and group activities, as well as for visual aids during presentations.
  - Audio-visual equipment: Recording and playback equipment can be used to capture and review training sessions, allowing for more effective feedback and evaluation.
  - Simulation software: Simulated HRM scenarios can be created using specialized software, allowing HRM advisors to practice dealing with real-world HRM situations in a controlled environment.
  - Online training platforms: Online training platforms can provide access to virtual training resources, including webinars, video tutorials, and interactive training modules.
  - Reference materials: Reference materials such as books, journals, and industry publications can be useful for HRM advisors to stay up to date with best practices and industry trends.
- Training facilities must meet the generally accepted professional standards appropriate for the training as set out in the curriculum.

### **Legal Requirements**

- Accreditation: Training centers must be accredited by the appropriate government regulatory bodies such as the Department of Higher Education and Training or the Quality Council for Trades and Occupations (QCTO).
- Compliance with the National Qualifications Framework (NQF): Training centers must comply with the NQF, which sets standards for education and training in South Africa.
- Health and Safety: Training centers must ensure that their facilities and equipment are safe and comply with relevant health and safety regulations.

- Employment Law: Training centers must comply with South African labour laws, including employment contracts, minimum wage requirements, and working hours.
- Protection of Personal Information (POPI) Act: Training centers must comply with the POPI Act, which regulates how personal information is collected, used, and stored.
- Tax Requirements: Training centers must register with the South African Revenue Service (SARS) and comply with tax requirements, including the submission of tax returns and the payment of taxes.
- Copyright Law: Training centers must comply with South African copyright laws, which regulate the use of copyrighted materials in training and educational materials.

### **Human Resource Requirements**

- Facilitators of learning must be in possession of a qualification that is recognised by industry as appropriate for working in or supervising the applicable occupation at one NQF Level above that of the level of the Occupational Qualification.
- Facilitators of learning must have a proven track record of a minimum of three years practical experience within the HRM industry.
- Facilitators must be registered with the appropriate HRM (SAQA recognized) professional body

### **Physical Requirements**

- The training facilities must meet all legal requirements and must have appropriate training aids to deliver the learning as stated in the curriculum and in the stated provider strategy regarding the training methodologies that will be applied.
- Training facilities must meet the generally accepted professional standards appropriate for the training as set out in the curriculum.

### **Legal Requirements**

- None

## **4.2 SECTION 4B: PRACTICAL SKILLS MODULE SPECIFICATIONS**

### **4.2.1 List of Practical Skills Modules for Which Specifications are Included:**

#### **Practical Skills Modules:**

- 441601-001-00- PM01, Collect and Process HRM data. NQF Level 5, Credits 12.
- 441601-001-00- PM02, Coordinate and Provide administrative services for a full range of HRM. NQF Level 5, Credits 12.
- 441601-001-00- PM03, Coordinate HRM communication to enhance Employment Relations. NQF Level 5, Credits 8.
- 441601-001-00- PM04, Compile, maintain and ensure safeguarding of all HRM records. NQF Level 5, Credits 10.

**Total number of credits for Practical Skill Modules: 42.**

### **4.2.2 DETAILS OF PRACTICAL SKILLS MODULES**

#### **441601-001-00- PM01, Collect and Process HRM data. NQF Level 5, Credits 12.**

##### **Purpose of the Module**

The focus of the learning in this module is to provide learners the opportunity to practice the skills required to execute the specific occupational task of **collecting and processing HRM data**.

Learners must be schooled in specific methods and procedures and must be able to demonstrate the ability to select and apply standard practices, policies, or techniques within the discipline and to plan and manage an appropriate implementation process.

Learners must be guided to identify, evaluate, and solve defined, routine, and new problems within the specific context, and to apply solutions based on relevant evidence and procedures.

In this module learners will be required to access, process, and manage information, in respect of which a learner is able to demonstrate the ability to gather information from a range of sources, Learners must clearly demonstrate their ability to apply the essential techniques and to contextualise the processes and procedures within a real-world environment.

##### **Skills included in the Module:**

PS0101 Use appropriate information technology to collect required HRM data.

PS0102 Process data and produce accurate reports (Regular reports and in response to ad hoc requests).

PS0103 Prepare and present reports at meetings and to stakeholders when required.

PS0104 Maintain appropriate databases of information and extract reports in response to specific authorised requests.

## **GUIDELINES FOR PRACTICAL SKILLS**

***PS0101 Use appropriate information technology to collect required HRM data.***

### **SCOPE TO BE COVERED FOR MASTERING THE PRACTICAL SKILL:**

#### **Condition for Performance:**

Given a simulated or real-world situation with details and facts regarding the internal and external environment of an organisation as well as the organisations vision, mission and strategic objectives and some data relating to current performance and HRM dynamics.

Learners must:

#### **Required Performance (Practical Activities)**

PA0101 Prepare to execute the skill.

PA0102 Check and verify all information.

PA0103 Execute the skill following specific processes.

PA0104 Validate the results.

PA0105 Report the results.

PA0106 Modify and improve where possible.

### **Applied knowledge/techniques that must be mastered and applied when executing the skill.**

AK0101 Technical Techniques:

- Familiarity with data collection tools and techniques.
- Knowledge of databases and data storage systems.
- Ability to work with different software applications.
- Understanding of data cleaning and pre-processing techniques to handle missing, duplicated, and irrelevant data.

AK0102 Analytical Techniques:

- Knowledge of basic statistics and statistical analysis.
- Ability to perform exploratory data analysis (EDA) to identify patterns and relationships in the data.

- Knowledge of machine learning and data mining techniques, including supervised and unsupervised learning algorithms.
- Understanding of data visualization techniques and tools to effectively communicate insights.

AK0103 Domain knowledge:

- Understanding of the problem you are trying to solve and the data that is relevant to that problem.
- Familiarity with the data sources and the quality of the data they provide.
- Awareness of ethical and privacy considerations when collecting and processing data.

### **Internal Assessment Criteria for the Practical Skill:**

IAC0101 Observe and evaluate the extent to which learners comply with the processes and steps required to apply the skill.

IAC0102 Evaluate the extent to which learners execute the tasks within the required time limits.

IAC0103 Evaluate the level of competence in the application of the prescribed techniques.

IAC0104 Observe and evaluate the ability to demonstrate the key attributes as set out in the applied knowledge section.

### ***PS0102 Process data and produce accurate reports (Regular reports and in response to ad hoc requests).***

#### **Condition for Performance:**

Given a simulated or real-world situation with details and facts regarding the internal and external environment of an organisation as well as the organisations vision, mission and strategic objectives and some data relating to current performance and HRM dynamics.

Learners must:

#### **Required Performance (Practical Activities)**

PA0201 Prepare to execute the skill.

PA0202 Check and verify all information.

PA0203 Execute the skill following specific processes.

PA0204 Validate the results.

PA0205 Report the results.

PA0206 Modify and improve where possible.

**Applied knowledge/techniques that must be mastered and applied when executing the skill.**

AK0201 Technical skills:

- Familiarity with data processing and analysis tools.
- Knowledge of databases and data storage systems.
- Ability to clean, pre-process, and manipulate large datasets to extract meaningful insights.
- Knowledge of statistics and statistical analysis, including hypothesis testing, regression analysis, and descriptive statistics.

AK0202 Communication skills:

- Ability to communicate complex data and insights in a clear, concise, and accessible manner.
- Knowledge of data visualization techniques and tools to effectively communicate insights, such as bar charts, line charts, scatter plots, and heatmaps.
- Understanding of how to effectively present and communicate data-driven insights and recommendations to a variety of audiences, including technical and nontechnical stakeholders.

AK0203 Domain knowledge:

- Understanding of the problem you are trying to solve and the data that is relevant to that problem.
- Familiarity with the data sources and the quality of the data they provide.
- Awareness of ethical and privacy considerations when processing and reporting on data.

**Internal Assessment Criteria for the Practical Skill:**

IAC0201 Observe and evaluate the extent to which learners comply with the processes and steps required to apply the skill.

IAC0202 Evaluate the extent to which learners execute the tasks within the required time limits.

IAC0203 Evaluate the level of competence in the application of the prescribed techniques.

IAC0204 Observe and evaluate the ability to demonstrate the key attributes as set out in the applied knowledge section.

***PS0103 Prepare and present reports at meetings and to stakeholders when required.***

**Condition for Performance:**

Given a simulated or real-world situation with details and facts regarding the internal and external environment of an organisation as well as the organisations vision, mission and

strategic objectives and some data relating to current performance and HRM dynamics.

Learners must:

### **Required Performance (Practical Activities)**

PA0301 Prepare to execute the skill.

PA0302 Check and verify all information.

PA0303 Execute the skill following specific processes.

PA0304 Validate the results.

PA0305 Report the results.

PA0306 Modify and improve where possible.

### **Applied knowledge/techniques that must be mastered and applied when executing the skill.**

AK0301 Planning: Identify the purpose and audience of the report, determine the scope, and focus of the report, and gather all relevant information and data.

AK0302 Data Collection: Collect and analyse data using appropriate tools and techniques, such as surveys, experiments, or observational studies.

AK0303 Data Analysis: Clean and pre-process the data, perform exploratory data analysis (EDA) to identify patterns and relationships in the data, and apply statistical analysis techniques to extract meaningful insights.

AK0304 Writing the Report: Write an introduction that provides background information and sets the context for the report, write a methodology section that describes how the data was collected and processed, write a results section that presents the findings and insights generated from the data, and write a conclusion that summarizes the essential findings and makes recommendations based on the data.

AK0305 Visualization: Use appropriate data visualization techniques, such as bar charts, line charts, scatter plots, and heatmaps, to effectively communicate insights and findings.

AK0306 Editing and Proofreading: Review the report for clarity, accuracy, and completeness, and make any necessary revisions and edits.

AK0307 Finalizing the Report: Ensure that the report meets all technical and format requirements, such as using proper citation styles and including an executive summary, table of contents, and appendix.

### **Internal Assessment Criteria for the Practical Skill:**

IAC0301 Observe and evaluate the extent to which learners comply with the processes and steps required to apply the skill.

IAC0302 Evaluate the extent to which learners execute the tasks within the required time limits.

IAC0303 Evaluate the level of competence in the application of the prescribed techniques.

IAC0304 Observe and evaluate the ability to demonstrate the key attributes as set out in the applied knowledge section.

***PS0104 Maintain appropriate databases of information and extract reports in response to specific authorised requests.***

**Condition for Performance:**

Given a simulated or real-world situation with details and facts regarding the internal and external environment of an organisation as well as the organisations vision, mission and strategic objectives and some data relating to current performance and HRM dynamics.

Learners must:

**Required Performance (Practical Activities)**

PA0401 Prepare to execute the skill.

PA0402 Check and verify all information.

PA0403 Execute the skill following specific processes.

PA0404 Validate the results.

PA0405 Report the results.

PA0406 Modify and improve where possible.

**Internal Assessment Criteria for the Practical Skill:**

IAC0401 Observe and evaluate the extent to which learners comply with the processes and steps required to apply the skill.

IAC0402 Evaluate the extent to which learners execute the tasks within the required time limits.

IAC0403 Evaluate the level of competence in the application of the prescribed techniques.

IAC0404 Observe and evaluate the ability to demonstrate the key attributes as set out in the applied knowledge section.

**Provider Accreditation Requirements**

**Human Resource Requirements**

- Facilitators of learning must be in possession of a qualification that is recognised by industry as appropriate for working in or supervising the applicable occupation at one NQF Level above that of the level of the Occupational Qualification Such as: Advanced Occupational Certificate: HRM Officer NQF Level 6.

- Facilitators of learning must have a proven track record of a minimum of three years practical experience within the HRM industry.
- Facilitators must be registered with the appropriate HRM (SAQA recognised) professional body. - South African Board of People Practice (SABPP)

### **Physical Requirements**

- The Training facilities must meet all legal requirements and it must have appropriate training aids to deliver the learning as stated in the curriculum and in the stated provider strategy regarding the training methodologies that will be applied. Such as:
  - Training manuals covering all aspects of the knowledge and practical skills as set out in the curriculum.
  - Projectors and screens: These can be useful for presenting training materials such as PowerPoint slides, videos, and other multimedia resources.
  - Whiteboards and flip charts: These can be used for brainstorming and group activities, as well as for visual aids during presentations.
  - Audio-visual equipment: Recording and playback equipment can be used to capture and review training sessions, allowing for more effective feedback and evaluation.
  - Simulation software: Simulated HRM scenarios can be created using specialized software, allowing HRM advisors to practice dealing with real-world HRM situations in a controlled environment.
  - Online training platforms: Online training platforms can provide access to virtual training resources, including webinars, video tutorials, and interactive training modules.
  - Reference materials: Reference materials such as books, journals, and industry publications can be useful for HRM advisors to stay up to date with best practices and industry trends.
- Training facilities must meet the generally accepted professional standards appropriate for the training as set out in the curriculum.

### **Legal Requirements**

- Accreditation: Training centers must be accredited by the appropriate government regulatory bodies such as the Department of Higher Education and Training or the Quality Council for Trades and Occupations (QCTO).
- Compliance with the National Qualifications Framework (NQF): Training centers must comply with the NQF, which sets standards for education and training in South Africa.
- Health and Safety: Training centers must ensure that their facilities and equipment are safe and comply with relevant health and safety regulations.

- Employment Law: Training centers must comply with South African labour laws, including employment contracts, minimum wage requirements, and working hours.
- Protection of Personal Information (POPI) Act: Training centers must comply with the POPI Act, which regulates how personal information is collected, used, and stored.
- Tax Requirements: Training centers must register with the South African Revenue Service (SARS) and comply with tax requirements, including the submission of tax returns and the payment of taxes.
- Copyright Law: Training centers must comply with South African copyright laws, which regulate the use of copyrighted materials in training and educational materials.

### **Human Resource Requirements**

- Facilitators of learning must be in possession of a qualification that is recognised by industry as appropriate for working in or supervising the applicable occupation at one NQF Level above that of the level of the Occupational Qualification.
- Facilitators of learning must have a proven track record of a minimum of three years practical experience within the HRM industry.
- Facilitators must be registered with the appropriate HRM (SAQA recognized) professional body

### **Physical Requirements**

- The training facilities must meet all legal requirements and must have appropriate training aids to deliver the learning as stated in the curriculum and in the stated provider strategy regarding the training methodologies that will be applied.
- Training facilities must meet the generally accepted professional standards appropriate for the training as set out in the curriculum.

### **Legal Requirements**

- None

**441601-001-00- PM02, Coordinate and Provide administrative services for a full range of HRM. NQF Level 5, Credits 12.**

### **Purpose of the Module**

The focus of the learning in this module is to provide learners the opportunity to practice the skills required to execute the specific occupational task of providing administrative services for a full range of HRM services and processes.

Learners must be schooled in specific methods and procedures and must be able to demonstrate the ability to select and apply standard practices, policies, or techniques within the discipline and to plan and manage an appropriate implementation process.

Learners must be guided to identify, evaluate, and solve defined, routine, and new problems within the specific context, and to apply solutions based on relevant evidence and procedures. In this module learners will be required to access, process, and manage information, in respect of which a learner is able to demonstrate the ability to gather information from a range of sources, learners must clearly demonstrate their ability to apply the essential techniques and to contextualise the processes and procedures within a real-world environment.

### **Skills included in the Module:**

PS0201 Provide administrative services for Workforce Planning.

PS0202 Provide administrative services for Staff Recruitment, Selection and Placement.

PS0203 Provide administrative services for Performance Management.

PS0204 Provide administrative services for employee Learning and Development.

PS0205 Provide administrative services for Grievance and Discipline Handling.

PS0206 Provide administrative services for Career Management.

PS0207 Provide administrative services for all Staff Separations.

### **GUIDELINES FOR PRACTICAL SKILLS**

***PS0201 Provide administrative services for Workforce Planning.***

#### **SCOPE TO BE COVERED FOR MASTERING THE PRACTICAL SKILL:**

##### **Condition for Performance:**

Given a simulated or real-world situation with details and facts regarding the internal and external environment of an organisation as well as the organisations vision, mission and strategic objectives and some data relating to current performance and HRM dynamics.

Learners must:

##### **Required Performance (Practical Activities)**

PA0101 Prepare analyse and present data.

PA0102 Prepare reports.

PA0103 Maintain records.

PA0104 Coordinate events.

PA0105 Take minutes.

PA0106 Complete regulatory reports

PA0107 Update employee records.

PA0108 Schedule events

PA0109 Provide stakeholder feedback.

**Applied knowledge/techniques that must be mastered and applied when executing the skill.**

AK0101 Foundational data analysis techniques

AK0102 Minute taking techniques.

AK0103 Reporting techniques.

AK0104 Scheduling techniques.

AK0105 Organising techniques.

**Internal Assessment Criteria for the Practical Skill:**

IAC0101 Observe and evaluate the extent to which learners comply with the processes and steps required to apply the skill.

IAC0102 Evaluate the extent to which learners execute the tasks within the required time limits.

IAC0103 Evaluate the level of competence in the application of the prescribed techniques.

IAC0104 Observe and evaluate the ability to demonstrate the key attributes as set out in the applied knowledge section.

***PS0202 Provide administrative services for Staff Recruitment, Selection and Placement.***

**SCOPE TO BE COVERED FOR MASTERING THE PRACTICAL SKILL:**

**Condition for Performance:**

Given a simulated or real-world situation with details and facts regarding the internal and external environment of an organisation as well as the organisations vision, mission and strategic objectives and some data relating to current performance and HRM dynamics.

Learners must:

**Required Performance (Practical Activities)**

PA0201 Prepare and distribute advertisements.

PA0202 Receive and screen applications.

PA0203 Acknowledge receipt of applications.

PA0204 Verify documents.

PA0205 Conduct reference checks.

PA0206 Develop long lists.

PA0207 Arrange logistics for candidate testing and interviews.

PA0208 Record findings of interview panels.

PA0209 Communicate with candidates for required additional information.

PA0210 Develop shortlists.

PA0211 Notify candidates of results of applications.

PA0212 Facilitate contracting.

PA0213 Facilitate onboarding.

PA0214 Facilitate induction.

### **Applied knowledge/techniques that must be mastered and applied when executing the skill.**

AK0201 Technical skills:

- Knowledge of recruitment laws, regulations, and best practices, including equal employment opportunity laws and antidiscrimination laws
- Familiarity with recruitment and selection tools, such as applicant tracking systems (ATS), online job boards, and preemployment assessments.
- Ability to create and manage job postings and advertising campaigns, and to review and assess job applications and resumes.

AK0202 Interpersonal skills:

- Excellent communication and interpersonal skills, including the ability to effectively communicate with candidates, hiring managers, and other stakeholders.
- Ability to build and maintain strong relationships with internal and external partners, including recruitment agencies and professional associations.
- Strong negotiation and conflict resolution skills to handle challenges and issues that may arise during the recruitment process.

AK 0203 Organizational skills:

- Strong project management skills, including the ability to coordinate and prioritize multiple recruitment projects and tasks.
- Ability to analyse and evaluate data, including data related to recruitment metrics, candidate diversity, and the success of recruitment initiatives.
- Excellent time management and attention to detail, with the ability to work independently and meet deadlines in a fast-paced environment,

### **Internal Assessment Criteria for the Practical Skill:**

IAC0201 Observe and evaluate the extent to which learners comply with the processes and steps required to apply the skill.

IAC0202 Evaluate the extent to which learners execute the tasks within the required time limits.

IAC0203 Evaluate the level of competence in the application of the prescribed techniques.

IAC0204 Observe and evaluate the ability to demonstrate the key attributes as set out in the applied knowledge section.

***PS0203 Provide administrative services for Performance Management.***

**SCOPE TO BE COVERED FOR MASTERING THE PRACTICAL SKILL:**

**Condition for Performance:**

Given a simulated or real-world situation with details and facts regarding the internal and external environment of an organisation as well as the organisations vision, mission and strategic objectives and some data relating to current performance and HRM dynamics.

Learners must:

**Required Performance (Practical Activities)**

PA0301 Maintain KPA and KPI records per occupation.

PA0302 Provide assessment templates.

PA0303 Provide HRM KPI data inputs.

PA0304 Schedule and coordinate performance review interviews.

PA0305 Maintain and update employee records.

**Applied knowledge/techniques that must be mastered and applied when executing the skill.**

AK0301 Technical skills:

- Knowledge of performance management theories, models, and best practices, including goal setting, feedback, and performance appraisal
- Familiarity with performance management tools, such as performance appraisal software, 360degree feedback tools, and goal setting software
- Ability to analyse and evaluate performance data, including data related to employee performance, goals, and development plans.

AK0302 Interpersonal skills:

- Excellent communication and interpersonal skills, including the ability to effectively communicate with employees, managers, and other stakeholders.
- Ability to build and maintain strong relationships with employees, providing guidance and support to help them meet their performance goals.

- Strong conflict resolution skills to handle challenges and issues that may arise during the performance management process.

AK0303 Organizational skills:

- Strong project management skills, including the ability to coordinate and prioritize multiple performance management initiatives and tasks.
- Ability to analyse and evaluate data, including data related to performance metrics, employee satisfaction, and the success of performance management initiatives.
- Excellent time management and attention to detail, with the ability to work independently and meet deadlines in a fast-paced environment.

### **Internal Assessment Criteria for the Practical Skill:**

IAC0301 Observe and evaluate the extent to which learners comply with the processes and steps required to apply the skill.

IAC0302 Evaluate the extent to which learners execute the tasks within the required time limits.

IAC0303 Evaluate the level of competence in the application of the prescribed techniques.

IAC0304 Observe and evaluate the ability to demonstrate the key attributes as set out in the applied knowledge section.

### ***PS0204 Provide administrative services for employee Learning and Development.***

#### **SCOPE TO BE COVERED FOR MASTERING THE PRACTICAL SKILL:**

#### **Condition for Performance:**

Given a simulated or real-world situation with details and facts regarding the internal and external environment of an organisation as well as the organisations vision, mission and strategic objectives and some data relating to current performance and HRM dynamics.

Learners must:

#### **Required Performance (Practical Activities)**

PA0402 Prepare reports.

PA0403 Maintain records.

PA0404 Coordinate events.

PA0405 Take minutes.

PA0406 Complete regulatory reports

PA0407 Update employee records.

PA0408 Schedule events

PA0409 Provide stakeholder feedback.

**Applied knowledge/techniques that must be mastered and applied when executing the skill.**

AK0401 Administrative requirements for L&D needs analysis.

AK0402 Administrative requirements for Learning Resource development/procurement.

AK0403 Administrative requirements for L&D intervention delivery.

AK0404 Administrative requirements for L&D assessments.

AK0405 Administrative requirements for Learnership and internship implementation.

AK0406 Administrative requirements for L&D accreditation and accreditation audits.

AK0407 Administrative requirements for L&D evaluation,

AK0408 Administrative requirements for L&D internal and external reporting.

**Internal Assessment Criteria for the Practical Skill:**

IAC0401 Observe and evaluate the extent to which learners comply with the processes and steps required to apply the skill.

IAC0402 Evaluate the extent to which learners execute the tasks within the required time limits.

IAC0403 Evaluate the level of competence in the application of the prescribed techniques.

IAC0404 Observe and evaluate the ability to demonstrate the key attributes as set out in the applied knowledge section.

***PS0205 Provide administrative services for Grievance and Discipline Handling.***

**SCOPE TO BE COVERED FOR MASTERING THE PRACTICAL SKILL:**

**Condition for Performance:**

Given a simulated or real-world situation with details and facts regarding the internal and external environment of an organisation as well as the organisations vision, mission and strategic objectives and some data relating to current performance and HRM dynamics.

Learners must:

**Required Performance (Practical Activities)**

PA0501 Provide administrative support for investigations.

PA0502 Provide administrative support for hearings and consultations.

PA0503 Provide administrative support for providing records.

PA0504 Provide administrative support for recording decisions.

PA0505 Provide administrative support for appeal processes.

PA0506 Provide administrative support for CCMA and labour court cases.

**Applied knowledge/techniques that must be mastered and applied when executing the skill.**

AK0501 Technical skills:

- Knowledge of labour laws, regulations, and best practices, including equal employment opportunity laws and antidiscrimination laws
- Familiarity with the organization's policies and procedures related to discipline and grievance handling, including any relevant collective bargaining agreements.
- Ability to analyse and evaluate data and information related to discipline and grievance issues, including documentation, witness statements, and other relevant evidence.

AK0502 Interpersonal skills:

- Excellent communication and interpersonal skills, including the ability to effectively communicate with employees, managers, and other stakeholders.
- Ability to build and maintain strong relationships with employees, providing guidance and support during the discipline and grievance handling process.
- Strong conflict resolution skills to handle challenges and issues that may arise during the process.
- Ability to remain impartial and neutral during the process, considering the interests of all parties involved.

AK0503 Organizational skills:

- Strong project management skills, including the ability to coordinate and prioritize multiple discipline and grievance handling cases.
- Ability to analyse and evaluate data, including data related to discipline and grievance metrics, employee satisfaction, and the success of discipline and grievance handling initiatives.
- Excellent time management and attention to detail, with the ability to work independently and meet deadlines in a fast-paced environment.

**Internal Assessment Criteria for the Practical Skill:**

IAC0501 Observe and evaluate the extent to which learners comply with the processes and steps required to apply the skill.

IAC0502 Evaluate the extent to which learners execute the tasks within the required time limits.

IAC0503 Evaluate the level of competence in the application of the prescribed techniques.

IAC0504 Observe and evaluate the ability to demonstrate the key attributes as set out in the applied knowledge section.

***PS0206 Provide administrative services for Career Management.***

**SCOPE TO BE COVERED FOR MASTERING THE PRACTICAL SKILL:**

**Condition for Performance:**

Given a simulated or real-world situation with details and facts regarding the internal and external environment of an organisation as well as the organisations vision, mission and strategic objectives and some data relating to current performance and HRM dynamics.

Learners must:

**Required Performance (Practical Activities)**

PA0601 Prepare reports.

PA0602 Maintain records.

PA0603 Coordinate events.

PA0604 Take minutes.

PA0605 Complete regulatory reports

PA0606 Update employee records.

PA0607 Schedule events.

PA0608 Provide stakeholder feedback.

**Internal Assessment Criteria for the Practical Skill:**

IAC0601 Observe and evaluate the extent to which learners comply with the processes and steps required to apply the skill.

IAC0602 Evaluate the extent to which learners execute the tasks within the required time limits.

IAC0603 Evaluate the level of competence in the application of the prescribed techniques.

IAC0604 Observe and evaluate the ability to demonstrate the key attributes as set out in the applied knowledge section.

***PS0207 Provide administrative services for all Staff Separations.***

**SCOPE TO BE COVERED FOR MASTERING THE PRACTICAL SKILL:**

**Condition for Performance:**

Given a simulated or real-world situation with details and facts regarding the internal and external environment of an organisation as well as the organisations vision, mission and strategic objectives and some data relating to current performance and HRM dynamics.

Learners must:

## **Required Performance (Practical Activities)**

PA0701 Provide administrative support in cases of resignation.

PA0702 Provide administrative support in cases of retirement.

PA0703 Provide administrative support in cases of retrenchment.

PA0704 Provide administrative support in cases of transfer.

PA0705 Provide administrative support in cases of redeployment.

PA0706 Provide administrative support in cases of death.

PA0707 Provide administrative support in cases of incapacitation.

PA0708 Provide administrative support in cases of dismissal.

PA0709 Provide administrative support in cases of desertion.

## **Internal Assessment Criteria for the Practical Skill:**

IAC0701 Observe and evaluate the extent to which learners comply with the processes and steps required to apply the skill.

IAC0702 Evaluate the extent to which learners execute the tasks within the required time limits.

IAC0703 Evaluate the level of competence in the application of the prescribed techniques.

IAC0704 Observe and evaluate the ability to demonstrate the key attributes as set out in the applied knowledge section.

## **Provider Accreditation Requirements**

### **Human Resource Requirements**

- Facilitators of learning must be in possession of a qualification that is recognised by industry as appropriate for working in or supervising the applicable occupation at one NQF Level above that of the level of the Occupational Qualification Such as: Advanced Occupational Certificate: HRM Officer NQF Level 6.
- Facilitators of learning must have a proven track record of a minimum of three years practical experience within the HRM industry.
- Facilitators must be registered with the appropriate HRM (SAQA recognised) professional body. - South African Board of People Practice (SABPP)

### **Physical Requirements**

- The Training facilities must meet all legal requirements and it must have appropriate training aids to deliver the learning as stated in the curriculum and in the stated provider strategy regarding the training methodologies that will be applied. Such as:

- Training manuals covering all aspects of the knowledge and practical skills as set out in the curriculum.
  - Projectors and screens: These can be useful for presenting training materials such as PowerPoint slides, videos, and other multimedia resources.
  - Whiteboards and flip charts: These can be used for brainstorming and group activities, as well as for visual aids during presentations.
  - Audio-visual equipment: Recording and playback equipment can be used to capture and review training sessions, allowing for more effective feedback and evaluation.
  - Simulation software: Simulated HRM scenarios can be created using specialized software, allowing HRM advisors to practice dealing with real-world HRM situations in a controlled environment.
  - Online training platforms: Online training platforms can provide access to virtual training resources, including webinars, video tutorials, and interactive training modules.
  - Reference materials: Reference materials such as books, journals, and industry publications can be useful for HRM advisors to stay up to date with best practices and industry trends.
- Training facilities must meet the generally accepted professional standards appropriate for the training as set out in the curriculum.

### **Legal Requirements**

- Accreditation: Training centers must be accredited by the appropriate government regulatory bodies such as the Department of Higher Education and Training or the Quality Council for Trades and Occupations (QCTO).
- Compliance with the National Qualifications Framework (NQF): Training centers must comply with the NQF, which sets standards for education and training in South Africa.
- Health and Safety: Training centers must ensure that their facilities and equipment are safe and comply with relevant health and safety regulations.
- Employment Law: Training centers must comply with South African labour laws, including employment contracts, minimum wage requirements, and working hours.
- Protection of Personal Information (POPI) Act: Training centers must comply with the POPI Act, which regulates how personal information is collected, used, and stored.
- Tax Requirements: Training centers must register with the South African Revenue Service (SARS) and comply with tax requirements, including the submission of tax returns and the payment of taxes.

- Copyright Law: Training centers must comply with South African copyright laws, which regulate the use of copyrighted materials in training and educational materials.

### **Human Resource Requirements**

- Facilitators of learning must be in possession of a qualification that is recognised by industry as appropriate for working in or supervising the applicable occupation at one NQF Level above that of the level of the Occupational Qualification.
- Facilitators of learning must have a proven track record of a minimum of three years practical experience within the HRM industry.
- Facilitators must be registered with the appropriate HRM (SAQA recognized) professional body

### **Physical Requirements**

- The training facilities must meet all legal requirements and must have appropriate training aids to deliver the learning as stated in the curriculum and in the stated provider strategy regarding the training methodologies that will be applied.
- Training facilities must meet the generally accepted professional standards appropriate for the training as set out in the curriculum.

### **Legal Requirements**

- None

## **441601-001-00- PM03, Coordinate HRM communication to enhance Employment Relations. NQF Level 5, Credits 8.**

### **Purpose of the Module.**

The focus of the learning in this module is to provide learners the opportunity to practice the skills required to execute the specific occupational task of coordinating HRM communications to enhance employment relations.

Learners must be schooled in specific methods and procedures and must be able to demonstrate the ability to select and apply standard practices, policies, or techniques within the discipline and to plan and manage an appropriate implementation process.

Learners must be guided to identify, evaluate, and solve defined, routine, and new problems within the specific context, and to apply solutions based on relevant evidence and procedures. In this module learners will be required to access, process, and manage information, in respect of which a learner is able to demonstrate the ability to gather information from a range of sources, Learners must clearly demonstrate their ability to apply the key techniques and to contextualise the processes and procedures within a real-world environment.

**Skills included in the Module:**

PM0101 Administer organisational communications.

**GUIDELINES FOR PRACTICAL SKILLS**

***PM0101: PM0101 Administer organisational communications.***

**SCOPE TO BE COVERED FOR MASTERING THE PRACTICAL SKILL:****Condition for Performance:**

Given a simulated or real-world situation with details and facts regarding the internal and external environment of an organisation as well as the organisations vision, mission and strategic objectives and some data relating to current performance and HRM dynamics.

Learners must:

**Required Performance (Practical Activities)**

PA0101 Maintain updated filing system on all HRM policies, procedures, and legislative requirements.

PA0102 Collate approved guideline documents for the implementation and management of HRM policies and procedures.

PA0103 Coordinate and maintain records of regular and ad hoc employee meetings and forums.

PA0104 Maintain a calendar of HRM activities and coordinate the scheduling of meetings and events.

PA0105 Receive and respond to employee queries and questions relating to policies and procedures.

PA0106 Receive and direct/escalate employee queries and questions regarding contractual and conditions of employment issues.

PA0107 Produce and maintain official HRM newsletters and social media communication platforms (Such as Web Pages, Facebook Page, WhatsApp groups)

PA0108 Evaluate if the messages were heard and correctly understood and report.

**Applied knowledge/techniques that must be mastered and applied when executing the skill.**

AK0101 Communication theories and best practices: A thorough understanding of different communication models, theories, and best practices, and how they apply to different organizational contexts and audiences. This includes knowledge of effective communication strategies, message design, and delivery, as well as other communication channels (e.g., email, intranet, face-to-face communication).

AK0102 Internal and external stakeholders: Knowledge of the organization's internal and external stakeholders, including employees, customers, shareholders, partners, and the media, and an understanding of their needs, expectations, and priorities with respect to communication.

AK0103 Brand management: Knowledge of the organization's brand, including its values, mission, and messaging, and the ability to effectively communicate the brand to internal and external stakeholders.

AK0104 Change management: Knowledge of change management principles and practices, and the ability to effectively communicate change initiatives and programs to employees and other stakeholders.

AK0105 Crisis communication: Knowledge of crisis communication best practices and the ability to effectively manage and communicate through crises, ensuring that accurate and timely information is shared with internal and external stakeholders.

AK0106 Digital communication: Knowledge of digital communication technologies, including social media, websites, and mobile applications, and the ability to effectively use these tools for organizational communication.

AK0107 Data analysis and metrics: Knowledge of data analysis and metrics, and the ability to track and measure the effectiveness of organizational communication initiatives.

Interpersonal and leadership skills: Strong interpersonal and leadership skills, including the ability to build relationships and work effectively with employees, senior leaders, and other stakeholders, and the ability to effectively manage teams and projects.

### **Internal Assessment Criteria for the Practical Skill:**

IAC0101 Observe and evaluate the extent to which learners comply with the processes and steps required to apply the skill.

IAC0102 Evaluate the extent to which learners execute the tasks within the required time limits.

IAC0103 Evaluate the level of competence in the application of the prescribed techniques.

IAC0104 Observe and evaluate the ability to demonstrate the key attributes as set out in the applied knowledge section.

## **Provider Accreditation Requirements**

### **Human Resource Requirements**

- Facilitators of learning must be in possession of a qualification that is recognised by industry as appropriate for working in or supervising the applicable occupation at one NQF

Level above that of the level of the Occupational Qualification Such as: Advanced Occupational Certificate: HRM Officer NQF Level 6.

- Facilitators of learning must have a proven track record of a minimum of three years practical experience within the HRM industry.
- Facilitators must be registered with the appropriate HRM (SAQA recognised) professional body. - South African Board of People Practice (SABPP)

### **Physical Requirements**

- The Training facilities must meet all legal requirements and it must have appropriate training aids to deliver the learning as stated in the curriculum and in the stated provider strategy regarding the training methodologies that will be applied. Such as:
  - Training manuals covering all aspects of the knowledge and practical skills as set out in the curriculum.
  - Projectors and screens: These can be useful for presenting training materials such as PowerPoint slides, videos, and other multimedia resources.
  - Whiteboards and flip charts: These can be used for brainstorming and group activities, as well as for visual aids during presentations.
  - Audio-visual equipment: Recording and playback equipment can be used to capture and review training sessions, allowing for more effective feedback and evaluation.
  - Simulation software: Simulated HRM scenarios can be created using specialized software, allowing HRM advisors to practice dealing with real-world HRM situations in a controlled environment.
  - Online training platforms: Online training platforms can provide access to virtual training resources, including webinars, video tutorials, and interactive training modules.
  - Reference materials: Reference materials such as books, journals, and industry publications can be useful for HRM advisors to stay up to date with best practices and industry trends.
- Training facilities must meet the generally accepted professional standards appropriate for the training as set out in the curriculum.

### **Legal Requirements**

- Accreditation: Training centers must be accredited by the appropriate government regulatory bodies such as the Department of Higher Education and Training or the Quality Council for Trades and Occupations (QCTO).
- Compliance with the National Qualifications Framework (NQF): Training centers must comply with the NQF, which sets standards for education and training in South Africa.

- Health and Safety: Training centers must ensure that their facilities and equipment are safe and comply with relevant health and safety regulations.
- Employment Law: Training centers must comply with South African labour laws, including employment contracts, minimum wage requirements, and working hours.
- Protection of Personal Information (POPI) Act: Training centers must comply with the POPI Act, which regulates how personal information is collected, used, and stored.
- Tax Requirements: Training centers must register with the South African Revenue Service (SARS) and comply with tax requirements, including the submission of tax returns and the payment of taxes.
- Copyright Law: Training centers must comply with South African copyright laws, which regulate the use of copyrighted materials in training and educational materials.

**441601-001-00- PM04, Compile, maintain and ensure safeguarding of all HRM records. NQF Level 5, Credits 10.**

### **Purpose of the Module**

The focus of the learning in this module is to provide learners the opportunity to practice the skills required to execute the specific occupational task of **compiling, maintaining, and securing HRM records**.

Learners must be schooled in specific methods and procedures and must be able to demonstrate the ability to select and apply standard methods, procedures, or techniques within the discipline and to plan and manage an appropriate implementation process.

Learners must be guided to identify, evaluate, and solve defined, routine, and new problems within the specific context, and to apply solutions based on relevant evidence and procedures.

In this module learners will be required to access, process, and manage information, in respect of which a learner is able to demonstrate the ability to gather information from a range of sources, learners must clearly demonstrate their ability to apply the key techniques and to contextualise the processes and procedures within a real-world environment.

### **Skills included in the Module:**

PS0401 Act as custodian of HRM records.

### **GUIDELINES FOR PRACTICAL SKILLS**

***PM0101: PS0401 Act as custodian of HRM records.***

### **SCOPE TO BE COVERED FOR MASTERING THE PRACTICAL SKILL:**

#### **Condition for Performance:**

Given a simulated or real-world situation with details and facts regarding the internal and external environment of an organisation as well as the organisations vision, mission and strategic objectives and some data relating to current performance and HRM dynamics.

Learners must:

### **Required Performance (Practical Activities)**

PA0101 Compile and maintain personal employee records.

PA0102 Control access to information in employee records.

PA0103 Control and maintain an employee record archive.

PA0104 Receive, respond to, and escalate requests for information from personal employee records.

### **Applied knowledge/techniques that must be mastered and applied when executing the skill.**

AK0101 Labour laws and regulations: Knowledge of relevant labour laws and regulations,

AK0102 Human resources information systems (HRIS): Knowledge of HRIS technology, including how to use the system to store and manage employee records, as well as how to extract and analyse data from the system.

AK0103 Data privacy and security: Knowledge of data privacy and security best practices, including how to protect employee personal and sensitive information.

AK0104 Record retention and destruction policies: Knowledge of record retention and destruction policies, including how long to keep different types of employee records, and when and how to destroy or archive records that are no longer needed.

AK0105 Documentation standards: Knowledge of best practices for documenting employee information, including how to standardize and organize employee records, and how to ensure that the information is accurate, complete, and up to date.

AK0106 Data entry and management: Knowledge of how to accurately enter and manage employee information, including personal information, job information, salary information, and performance information, and how to ensure that the information is updated in a timely and accurate manner.

### **Internal Assessment Criteria for the Practical Skill:**

IAC0101 Observe and evaluate the extent to which learners comply with the processes and steps required to apply the skill.

IAC0102 Evaluate the extent to which learners execute the tasks within the required time limits.

IAC0103 Evaluate the level of competence in the application of the prescribed techniques.

IAC0104 Observe and evaluate the ability to demonstrate the key attributes as set out in the applied knowledge section.

## **Provider Accreditation Requirements**

### **Human Resource Requirements**

- Facilitators of learning must be in possession of a qualification that is recognised by industry as appropriate for working in or supervising the applicable occupation at one NQF Level above that of the level of the Occupational Qualification Such as: Advanced Occupational Certificate: HRM Officer NQF Level 6.
- Facilitators of learning must have a proven track record of a minimum of three years practical experience within the HRM industry.
- Facilitators must be registered with the appropriate HRM (SAQA recognised) professional body. - South African Board of People Practice (SABPP)

### **Physical Requirements**

- The Training facilities must meet all legal requirements and it must have appropriate training aids to deliver the learning as stated in the curriculum and in the stated provider strategy regarding the training methodologies that will be applied. Such as:
  - Training manuals covering all aspects of the knowledge and practical skills as set out in the curriculum.
  - Projectors and screens: These can be useful for presenting training materials such as PowerPoint slides, videos, and other multimedia resources.
  - Whiteboards and flip charts: These can be used for brainstorming and group activities, as well as for visual aids during presentations.
  - Audio-visual equipment: Recording and playback equipment can be used to capture and review training sessions, allowing for more effective feedback and evaluation.
  - Simulation software: Simulated HRM scenarios can be created using specialized software, allowing HRM advisors to practice dealing with real-world HRM situations in a controlled environment.
  - Online training platforms: Online training platforms can provide access to virtual training resources, including webinars, video tutorials, and interactive training modules.
  - Reference materials: Reference materials such as books, journals, and industry publications can be useful for HRM advisors to stay up to date with best practices and industry trends.

- Training facilities must meet the generally accepted professional standards appropriate for the training as set out in the curriculum.

### **Legal Requirements**

- Accreditation: Training centers must be accredited by the appropriate government regulatory bodies such as the Department of Higher Education and Training or the Quality Council for Trades and Occupations (QCTO).
- Compliance with the National Qualifications Framework (NQF): Training centers must comply with the NQF, which sets standards for education and training in South Africa.
- Health and Safety: Training centers must ensure that their facilities and equipment are safe and comply with relevant health and safety regulations.
- Employment Law: Training centers must comply with South African labour laws, including employment contracts, minimum wage requirements, and working hours.
- Protection of Personal Information (POPI) Act: Training centers must comply with the POPI Act, which regulates how personal information is collected, used, and stored.
- Tax Requirements: Training centers must register with the South African Revenue Service (SARS) and comply with tax requirements, including the submission of tax returns and the payment of taxes.
- Copyright Law: Training centers must comply with South African copyright laws, which regulate the use of copyrighted materials in training and educational materials.

### **Human Resource Requirements**

- Facilitators of learning must be in possession of a qualification that is recognised by industry as appropriate for working in or supervising the applicable occupation at one NQF Level above that of the level of the Occupational Qualification.
- Facilitators of learning must have a proven track record of a minimum of three years practical experience within the HRM industry.
- Facilitators must be registered with the appropriate HRM (SAQA recognized) professional body

### **Physical Requirements**

- The training facilities must meet all legal requirements and must have appropriate training aids to deliver the learning as stated in the curriculum and in the stated provider strategy regarding the training methodologies that will be applied.
- Training facilities must meet the generally accepted professional standards appropriate for the training as set out in the curriculum.

### **Legal Requirements**

- None

### **4.3 SECTION 4C: WORK EXPERIENCE MODULE SPECIFICATIONS**

The following is a broad description of the work exposure that the learner must have. The work exposure will be guided by including the required work experiences in a logbook. It is essential that a proper mentoring process is designed to ensure that learners time is productively utilised and that the work exposure supports the required-on job learning.

#### **4.3.1 List of Work Experience Module Specifications**

##### **Work Experience Modules:**

- 441601-001-00- WM01: HRM Data Collection and data management processes, NQF Level 5, Credits 4.
- 441601-001-00- WM02: Administrative processes for full range of HRM Services, NQF Level 5, Credits 12.
- 441601-001-00- WM03: Organisational Communication Processes, NQF Level 5, Credits 8.
- 441601-001-00- WM04: Processes for compiling, maintaining, and securing employee records, NQF Level 5, Credits 8.

**Total number of credits for Work Experience Modules: 32.**

#### **4.3.2 WORK EXPERIENCE MODULE DETAILS**

**441601000WM01: 441601-001-00- WM01: HRM Data Collection and data management processes, NQF Level 5, Credits 8.**

##### **Purpose of the Module**

The focus of the learning in this module is on providing learners an opportunity to apply their skills within a real-world environment and to experience the dynamics of a real workplace when working as an HRM Administrator. Learners must be exposed to the typical systems used in the workplace, interact with the real stakeholders and gain understanding of the workplace policies, procedures, and practices. They will be guided by managers within the workplace, and these supervisors/managers must ensure that they gain adequate exposure to workplace realities. The supervisor must provide coaching and must sign the logbook indicating that the learner has gained adequate exposure and demonstrated the ability to apply the specific skills.

##### **List of Experiences included.**

WE0101 Use appropriate information technology to collect required HRM data.

WE0102 Process data and produce accurate reports (Regular reports and in response to ad hoc requests).

WE0103 Prepare and present reports at meetings and to stakeholders when required.

WE0104 Maintain appropriate databases of information and extract reports in response to specific authorised requests.

## **GUIDELINES FOR WORK EXPERIENCE**

### ***WE0101 Use appropriate information technology to collect required HRM data.***

#### **Work activities to gain the experience and exposure.**

WA0101 Receive coaching, training and orientation on the operation and use of organisation specific HRM information systems.

WA0102 Execute a range of organisation specific tasks relating to the collection of HRM data using the databases or hard copy files that is available in the organisation.

WA0103 Access and extract data from external sources where appropriate.

#### **Contextual Workplace Knowledge that must be tested.**

WK01 Site specific Policies.

WK02 Site Specific Procedures and SOP's.

WK03 Regulatory Requirements.

WK04 Professional guidelines.

#### **Supporting Evidence that must be collected.**

SE01 Performance Reports.

SE02 Managers Observation Reports.

SE03 Minutes of Meetings.

SE04 Peer and customer feedback.

SE05 Signed Off Logbook.

### ***WE0102 Process data and produce accurate reports (Regular reports and in response to ad hoc requests).***

#### **Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks to:)*

WA0201 Verify the accuracy and completeness of the data being processed.

WA0201 Enter data into the appropriate HRM systems or databases.

WA0201 Maintain the security and confidentiality of the data being processed.

WA0201 Perform quality control checks to identify and correct errors in the processed data.

WA0201 Generate reports and analyses of the processed data to inform HRM decision-making.

**Contextual Workplace Knowledge that must be tested.**

WK01 Site specific Policies.

WK02 Site Specific Procedures and SOP's.

WK03 Regulatory Requirements.

WK04 Professional guidelines.

**Supporting Evidence that must be collected.**

SE01 Performance Reports.

SE02 Managers Observation Reports.

SE03 Minutes of Meetings.

SE04 Peer and customer feedback.

SE05 Signed Off Logbook.

***WE0103 Prepare and present reports at meetings and to stakeholders when required.***

**Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks)*

WA0301 Identify the target audience and their information needs relating to the specific report.

WA0302 Select the appropriate format, content, and visual aids to effectively communicate the information.

WA0303 Organise the report in a clear, logical, and easy to understand manner.

WA0304 Provide a summary of the main findings and recommendations.

WA0305 Answer any questions or provide further clarification as needed to ensure understanding and actionability of the report.

WA0306 Follow up to check that there was correct understanding of the communication.

**Contextual Workplace Knowledge that must be tested.**

WK01 Site specific Policies.

WK02 Site Specific Procedures and SOP's.

WK03 Regulatory Requirements.

WK04 Professional guidelines.

**Supporting Evidence that must be collected.**

SE01 Performance Reports.

SE02 Managers Observation Reports.

SE03 Minutes of Meetings.

SE04 Peer and customer feedback.

SE05 Signed Off Logbook.

***WE0104 Maintain appropriate databases of information and extract reports in response to specific authorised requests.***

**Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks)*

WA0401 Access the HRM databases according to laid down procedures.

WA0402 Update information of employees.

WA0403 Extract data to meet specific information requests.

**Contextual Workplace Knowledge that must be tested.**

WK01 Site specific Policies.

WK02 Site Specific Procedures and SOP's.

WK03 Regulatory Requirements.

WK04 Professional guidelines.

**Supporting Evidence that must be collected.**

SE01 Performance Reports.

SE02 Managers Observation Reports.

SE03 Minutes of Meetings.

SE04 Peer and customer feedback.

SE05 Signed Off Logbook.

441601-001-00- WM02: Administrative processes for full range of HRM Services, NQF Level 5, Credits 12.

**Purpose of the Module**

The focus of the learning in this module is on providing learners an opportunity to apply their skills within a real-world environment and to experience the dynamics of a real workplace when working as an HRM Administrator. Learners must be exposed to the typical systems used in the workplace, interact with the real stakeholders and gain understanding of the workplace policies, procedures, and practices. They will be guided by managers within the workplace and these supervisors/managers must ensure that they gain adequate exposure to the workplace realities. The supervisor must provide coaching and must sign the logbook indicating that the learner has gained good exposure and demonstrated the ability to apply the specific skills.

**List of Experiences included.**

WE0201 Provide administrative services for Workforce Planning.

WE0202 Provide administrative services for Staff Recruitment, Selection and Placement.

- WE0203 Provide administrative services for Performance Management.
- WE0204 Provide administrative services for employee Learning and Development.
- WE0205 Provide administrative services for Grievance and Discipline Handling.
- WE0206 Provide administrative services for Career Management.
- WE0207 Provide administrative services for Individual and Organisational Wellness initiatives.
- WE0208 Provide administrative services for all Staff Separations.

## **Guidelines for Work Experience**

### ***WE0201 Provide administrative services for Workforce Planning.***

#### **Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks.)*

- WA0101 Extract data relating to current workforce demographics.
- WA0102 Do basic website research relating to industry comparisons of employment demographics.
- WA0103 Respond to requests for HRM management for research and data collection relating to micro and macro environmental issues.
- WA0104 Extract historic employment trends and compare them with other organisation data where possible.

#### **Contextual Workplace Knowledge that must be tested.**

- WK01 Site specific Policies.
- WK02 Site Specific Procedures and SOP's.
- WK03 Regulatory Requirements.
- WK04 Professional guidelines.

#### **Supporting Evidence that must be collected.**

- SE01 Performance Reports.
- SE02 Managers Observation Reports.
- SE03 Minutes of Meetings.
- SE04 Peer and customer feedback.
- SE05 Signed Off Logbook.

### ***WE0202 Provide administrative services for Staff Recruitment, Selection and Placement.***

#### **Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks.)*

- WA0201 Compile internal and external vacancy adverts using approved media.
- WA0202 Receive applications and acknowledge receipt.

WA0203 Compare applications with the job specifications and request omitted information.

WA0204 Prepare a candidate long list and submit for approval.

WA0205 Coordinate and arrange logistics for testing and interviews.

WA0206 Respond to candidate queries.

WA0207 Provide administrative services during the selection process.

WA0208 Draft correspondence to successful and unsuccessful candidates

WA0209 Coordinate onboarding of successful candidates.

WA0210 Coordinate induction of successful candidates.

WA0211 Capture all required employee information on HRM system.

WA0212 Update and maintain paper based and digital employee files.

**Contextual Workplace Knowledge that must be tested.**

WK01 Site specific Policies.

WK02 Site Specific Procedures and SOP's.

WK03 Regulatory Requirements.

WK04 Professional guidelines.

**Supporting Evidence that must be collected.**

SE01 Performance Reports.

SE02 Managers Observation Reports.

SE03 Minutes of Meetings.

SE04 Peer and customer feedback.

SE05 Signed Off Logbook.

***WE0203 Provide administrative services for Performance Management.***

**Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks.)*

WA0301 Coordinate performance review discussions.

WA0302 Maintain KPA and KPI records.

WA0303 Extract data as evidence of achievement or nonachievement of targets.

WA0304 Update employee files relating to the outcomes of performance reviews.

**Contextual Workplace Knowledge that must be tested.**

WK01 Site specific Policies.

WK02 Site Specific Procedures and SOP's.

WK03 Regulatory Requirements.

WK04 Professional guidelines.

**Supporting Evidence that must be collected.**

SE01 Performance Reports.

SE02 Managers Observation Reports.

SE03 Minutes of Meetings.

SE04 Peer and customer feedback.

SE05 Signed Off Logbook.

***WE0204 Provide administrative services for employee Learning and Development.***

**Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks.)*

WA0401 Schedule and coordinate training sessions and workshops.

WA0402 Maintain training records and documenting employee participation and progress.

WA0403 Providing administrative support for learning and development activities, such as tracking budgets and expenditures.

WA0404 Prepare internal and external reports on L&D activities.

WA0405 Assist in compiling the WSP.

WA0406 Assist in the controlling of and maintenance of training venues and resources.

**Contextual Workplace Knowledge that must be tested.**

WK01 Site specific Policies.

WK02 Site Specific Procedures and SOP's.

WK03 Regulatory Requirements.

WK04 Professional guidelines.

**Supporting Evidence that must be collected.**

SE01 Performance Reports.

SE02 Managers Observation Reports.

SE03 Minutes of Meetings.

SE04 Peer and customer feedback.

SE05 Signed Off Logbook.

***WE0205 Provide administrative services for Grievance and Discipline Handling.***

**Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks.)*

WA0501 Maintain disciplinary and grievance records and documenting incidents and outcomes.

WA0502 Schedule and coordinate disciplinary and grievance meetings between employees and supervisors.

WA0503 Provide administrative support for disciplinary and grievance hearings, such as arranging meeting rooms and recording minutes.

WA0504 Generate reports and analyses of disciplinary and grievance data to identify trends and make recommendations for improvement.

**Contextual Workplace Knowledge that must be tested.**

WK01 Site specific Policies.

WK02 Site Specific Procedures and SOP's.

WK03 Regulatory Requirements.

WK04 Professional guidelines.

**Supporting Evidence that must be collected.**

SE01 Performance Reports.

SE02 Managers Observation Reports.

SE03 Minutes of Meetings.

SE04 Peer and customer feedback.

SE05 Signed Off Logbook.

***WE0206 Provide administrative services for Career Management.***

**Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks.)*

WA0601 Maintain employee career records and document career goals and aspirations.

WA0602 Schedule and coordinating career development meetings between employees and supervisors.

WA0603 Provide administrative support for career development activities, such as arranging mentoring and coaching sessions.

WA0604 Evaluate the effectiveness of career development programs and making necessary improvements.

**Contextual Workplace Knowledge that must be tested.**

WK01 Site specific Policies.

WK02 Site Specific Procedures and SOP's.

WK03 Regulatory Requirements.

WK04 Professional guidelines.

**Supporting Evidence that must be collected.**

SE01 Performance Reports.

SE02 Managers Observation Reports.

SE03 Minutes of Meetings.  
SE04 Peer and customer feedback.  
SE05 Signed Off Logbook.

***WE0207 Provide administrative services for Individual and Organisational Wellness initiatives.***

**Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks.)*

WA0701 Coordinate organisational wellness campaigns and events.  
WA0702 Extract and collect data on request to evaluate individual and organisational wellness.  
WA0703 Maintain employee records relating to wellness aspects.

**Contextual Workplace Knowledge that must be tested.**

WK01 Site specific Policies.  
WK02 Site Specific Procedures and SOP's.  
WK03 Regulatory Requirements.  
WK04 Professional guidelines.

**Supporting Evidence that must be collected.**

SE01 Performance Reports.  
SE02 Managers Observation Reports.  
SE03 Minutes of Meetings.  
SE04 Peer and customer feedback.  
SE05 Signed Off Logbook.

***WE0208 Provide administrative services for all Staff Separations.***

**Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks.)*

WA0801 Capture and analyse exit interview information.  
WA0802 Facilitate the release of documents to employees or their mandated representatives.  
WA0803 Provide administrative support for resignations.  
WA0804 Provide administrative support for retirements.  
WA0805 Provide administrative support for incapacitations.  
WA0806 Provide administrative support for transfers.  
WA0807 Provide administrative support for deaths.  
WA0808 Provide administrative support for dismissals.  
WA0809 Provide administrative support for retrenchments.

### **Contextual Workplace Knowledge that must be tested.**

WK01 Site specific Policies.

WK02 Site Specific Procedures and SOP's.

WK03 Regulatory Requirements.

WK04 Professional guidelines.

### **Supporting Evidence that must be collected.**

SE01 Performance Reports.

SE02 Managers Observation Reports.

SE03 Minutes of Meetings.

SE04 Peer and customer feedback.

SE05 Signed Off Logbook.

## **441601-001-00- WM03: Organisational Communication Processes, NQF Level 5, Credits 8.**

### **Purpose of the Module**

The focus of the learning in this module is on providing learners an opportunity to apply their skills within a real-world environment and to experience the dynamics of an actual workplace when working as an HRM Administrator. Learners must be exposed to the typical systems used in the workplace, interact with the real stakeholders and gain understanding of the workplace policies, procedures, and practices. They will be guided by managers within the workplace and these supervisors/managers must ensure that they gain adequate exposure to the workplace realities. The supervisor must provide coaching and must sign the logbook indicating that the learner has gained good exposure and demonstrated the ability to apply the specific skills.

### **List of Experiences included.**

WE0301 Maintain updated filing system on all HRM policies, procedures, and legislative requirements.

WE0302 Collate approved guideline documents for the implementation and management of HRM policies and procedures.

WE0303 Coordinate and maintain records of regular and ad hoc employee meetings and forums.

WE0304 Maintain a calendar of HRM activities and coordinate the scheduling of meetings and events.

WE0305 Receive and respond to employee queries and questions relating to policies and procedures.

## **GUIDELINES FOR WORK EXPERIENCE**

***WE0301 Maintain updated filing system on all HRM policies, procedures, and legislative requirements.***

**Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks.)*

WA0101 Update policies, procedures, and legislation when changes are made.

WA0102 Maintain files and ensure accessibility to the updated HRM policies, procedures, and legislation.

WA0103 Inform management of changes in legislation so that they can consider the implications.

WA0104 Coordinate policy review processes.

**Contextual Workplace Knowledge that must be tested.**

WK01 Site specific Policies.

WK02 Site Specific Procedures and SOP's.

WK03 Regulatory Requirements.

WK04 Professional guidelines.

**Supporting Evidence that must be collected.**

SE01 Performance Reports.

SE02 Managers Observation Reports.

SE03 Minutes of Meetings.

SE04 Peer and customer feedback.

SE05 Signed Off Logbook.

***WE0302 Collate approved guideline documents for the implementation and management of HRM policies and procedures.***

**Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks.)*

WA0201 Edit and collate guideline documents.

WA0202 Distribute guideline documents.

WA0203 Compile and report on feedback regarding guideline documents.

WA0204 Maintain guideline documents.

**Contextual Workplace Knowledge that must be tested.**

WK01 Site specific Policies.

WK02 Site Specific Procedures and SOP's.

WK03 Regulatory Requirements.

WK04 Professional guidelines.

**Supporting Evidence that must be collected.**

SE01 Performance Reports.

SE02 Managers Observation Reports.

SE03 Minutes of Meetings.

SE04 Peer and customer feedback.

SE05 Signed Off Logbook.

***WE0303 Coordinate and maintain records of regular and ad hoc employee meetings and forums.***

**Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks.)*

WA0301 Prepare and send out agendas.

WA0302 Capture minutes.

WA0303 Keep record of attendance.

WA0304 Coordinate required follow up.

**Contextual Workplace Knowledge that must be tested.**

WK01 Site specific Policies.

WK02 Site Specific Procedures and SOP's.

WK03 Regulatory Requirements.

WK04 Professional guidelines.

**Supporting Evidence that must be collected.**

SE01 Performance Reports.

SE02 Managers Observation Reports.

SE03 Minutes of Meetings.

SE04 Peer and customer feedback.

SE05 Signed Off Logbook.

***WE0304 Maintain a calendar of HRM activities and coordinate the scheduling of meetings and events.***

**Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks.)*

WA0401 Maintain and communicate calendar.

**Contextual Workplace Knowledge that must be tested.**

WK01 Site specific Policies.

WK02 Site Specific Procedures and SOP's.

WK03 Regulatory Requirements.

WK04 Professional guidelines.

**Supporting Evidence that must be collected.**

SE01 Performance Reports.

SE02 Managers Observation Reports.

SE03 Minutes of Meetings.

SE04 Peer and customer feedback.

SE05 Signed Off Logbook.

***WE0305 Receive and respond to employee queries and questions relating to policies and procedures.***

**Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks.)*

WA0501 Receive and record queries.

WA0502 Prepare responses to queries.

WA0503 Check and obtain approval for responses.

WA0504 Provide responses.

WA0505 Keep record of responses provided.

WA0506 Follow up to check that the issue is resolved.

**Contextual Workplace Knowledge that must be tested.**

WK01 Site specific Policies.

WK02 Site Specific Procedures and SOP's.

WK03 Regulatory Requirements.

WK04 Professional guidelines.

**Supporting Evidence that must be collected.**

SE01 Performance Reports.

SE02 Managers Observation Reports.

SE03 Minutes of Meetings.

SE04 Peer and customer feedback.

SE05 Signed Off Logbook.

## **441601-001-00- WM04: Processes for compiling, maintaining, and securing employee records, NQF Level 5, Credits 8.**

### **Purpose of the Module**

The focus of the learning in this module is on providing learners an opportunity to apply their skills within a real-world environment and to experience the dynamics of an actual workplace when working as an HRM Administrator. Learners must be exposed to the typical systems used in the workplace, interact with the real stakeholders and gain understanding of the workplace policies, procedures, and practices. They will be guided by managers within the workplace and these supervisors/managers must ensure that they gain adequate exposure to the workplace realities. The supervisor must provide coaching and must sign the logbook indicating that the learner has gained good exposure and demonstrated the ability to apply the specific skills.

### **List of Experiences included.**

WE0401 Compile and maintain personal employee records.

WE0402 Control access to information in employee records.

WE0403 Control and maintain an employee record archive.

WE0404 Receive, respond to, and escalate requests for information from personal employee records.

### **GUIDELINES FOR WORK EXPERIENCE**

#### ***WE0401 Compile and maintain personal employee records.***

#### **Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks.)*

WA0101 Update personal employee records.

WA0102 File information on hard copy files.

WA0103 Extract information from files for authorised purposes.

#### **Contextual Workplace Knowledge that must be tested.**

WK01 Site specific Policies.

WK02 Site Specific Procedures and SOP's.

WK03 Regulatory Requirements.

WK04 Professional guidelines.

#### **Supporting Evidence that must be collected.**

SE01 Performance Reports.

SE02 Managers Observation Reports.

- SE03 Minutes of Meetings.
- SE04 Peer and customer feedback.
- SE05 Signed Off Logbook.

***WE0402 Control access to information in employee records.***

**Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks.)*

- WA0201 Receive and appropriately respond to requests for access to personal files.

**Contextual Workplace Knowledge that must be tested.**

- WK01 Site specific Policies.
- WK02 Site Specific Procedures and SOP's.
- WK03 Regulatory Requirements.
- WK04 Professional guidelines.

**Supporting Evidence that must be collected.**

- SE01 Performance Reports.
- SE02 Managers Observation Reports.
- SE03 Minutes of Meetings.
- SE04 Peer and customer feedback.
- SE05 Signed Off Logbook.

***WE0403 Control and maintain an employee record archive.***

**Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks.)*

- WA0301 File records in the archive
- WA0302 Extract records from the library.
- WA0303 Update information on archived records.
- WA0304 Maintain register of archived files.

**Contextual Workplace Knowledge that must be tested.**

- WK01 Site specific Policies.
- WK02 Site Specific Procedures and SOP's.
- WK03 Regulatory Requirements.
- WK04 Professional guidelines.

**Supporting Evidence that must be collected.**

- SE01 Performance Reports.
- SE02 Managers Observation Reports.
- SE03 Minutes of Meetings.

SE04 Peer and customer feedback.

SE05 Signed Off Logbook.

***WE0404 Receive, respond to, and escalate requests for information from personal employee records.***

**Work activities to gain the experience and exposure.**

*(Within the workplace complete actual workplace tasks.)*

WA0401 Receive and respond to requests for information from personal files.

**Contextual Workplace Knowledge that must be tested.**

WK01 Site specific Policies.

WK02 Site Specific Procedures and SOP's.

WK03 Regulatory Requirements.

WK04 Professional guidelines.

**Supporting Evidence that must be collected.**

SE01 Performance Reports.

SE02 Managers Observation Reports.

SE03 Minutes of Meetings.

SE04 Peer and customer feedback.

SE05 Signed Off Logbook.

#### 4.4 SECTION 4D: STATEMENT OF WORK EXPERIENCE

<b>Curriculum Number</b>	441601-000-00-00:
<b>Curriculum Title</b>	
	<p><b>WORK EXPERIENCE MODULES INCLUDED IN THIS STATEMENT</b></p> <ul style="list-style-type: none"> <li>• 441601-001-00- WM01: HRM Data Collection and data management processes, NQF Level 5, Credits 4.</li> <li>• 441601-001-00- WM02: Administrative processes for full range of HRM Services, NQF Level 5, Credits 12.</li> <li>• 441601-001-00- WM04: Organisational Communication Processes, NQF Level 5, Credits 8.</li> <li>• 441601-001-00- WM04: Processes for compiling, maintaining, and securing employee records, NQF Level 5, Credits 8.</li> </ul> <p><b>Total number of credits for Work Experience Modules: 32.</b></p>
<b>LEARNER DETAILS</b>	
<b>NAME</b>	
<b>ID NUMBER</b>	
<b>EMPLOYER DETAILS</b>	
<b>Company</b>	
<b>Physical address</b>	
<b>Supervisor Name</b>	
<b>Contact Details</b>	
<b>Email</b>	

**441601002WM01: 441601-001-00- WM01: HRM Data Collection and data management processes, NQF Level 5, Credits 4.**

WE0101 Use appropriate information technology to collect required HRM data.			
	<b>Scope Work Experience</b>	Date	Signature
WA0101	Apply the appropriate process steps		
WA0102	Complete the required documentation		
WA0103	Follow the required compliance protocols		
WA0104	Apply the company specific client interaction policies and procedures		
WA0105	Complete all required reports.		
WA0106	Respond to queries and requests.		
	<b>Supporting Evidence</b>	Date	Signature
SE0101	Legally and procedurally required documents and reports.		
SE0102	System entries and reports.		
SE0103	Client feedback.		
SE0104	Supervisor report.		

WE0102 Process data and produce accurate reports (Regular reports and in response to ad hoc requests).			
	<b>Scope Work Experience</b>	Date	Signature
WA0201	Apply the appropriate process steps		
WA0202	Complete the required documentation		
WA0203	Follow the required compliance protocols		
WA0204	Apply the company specific client interaction policies and procedures		

WA0205	Complete all required reports.		
WA0206	Respond to queries and requests.		
	<b>Supporting Evidence</b>	Date	Signature
SE0201	Legally and procedurally required documents and reports.		
SE0202	System entries and reports.		
SE0203	Client feedback.		
SE0204	Supervisor report.		

WE0103 Prepare and present reports at meetings and to stakeholders when required.			
	<b>Scope Work Experience</b>	Date	Signature
WA0301	Apply the appropriate process steps		
WA0302	Complete the required documentation		
WA0303	Follow the required compliance protocols		
WA0304	Apply the company specific client interaction policies and procedures		
WA0305	Complete all required reports.		
WA0306	Respond to queries and requests.		
	<b>Supporting Evidence</b>	Date	Signature
SE0301	Legally and procedurally required documents and reports.		
SE0302	System entries and reports.		
SE0303	Client feedback.		
SE0304	Supervisor report.		

WE0104 Maintain appropriate databases of information and extract reports in response to specific authorised requests.			
	<b>Scope Work Experience</b>	Date	Signature
WA0401	Apply the appropriate process steps		
WA0402	Complete the required documentation		
WA0403	Follow the required compliance protocols		
WA0404	Apply the company specific client interaction policies and procedures		
WA0405	Complete all required reports.		
WA0406	Respond to queries and requests.		
	<b>Supporting Evidence</b>	Date	Signature
SE0401	Legally and procedurally required documents and reports.		
SE0402	System entries and reports.		
SE0403	Client feedback.		
SE0404	Supervisor report.		

**441601-001-00- WM02: Administrative processes for full range of HRM Services, NQF Level 5, Credits 12.**

<p>WE0201 Provide administrative services for Workforce Planning.</p> <p>WE0202 Provide administrative services for Staff Recruitment, Selection and Placement.</p> <p>WE0203 Provide administrative services for Performance Management.</p> <p>WE0204 Provide administrative services for employee Learning and Development.</p> <p>WE0205 Provide administrative services for Grievance and Discipline Handling.</p>		
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WE0206 Provide administrative services for Career Management.			
WE0207 Provide administrative services for Individual and Organisational Wellness initiatives.			
WE0208 Provide administrative services for all Staff Separations.			
	<b>Scope Work Experience</b>	Date	Signature
WA0201	Apply the appropriate process steps		
WA0202	Complete the required documentation		
WA0203	Follow the required compliance protocols		
WA0204	Apply the company specific client interaction policies and procedures		
WA0205	Complete all required reports.		
WA0206	Respond to queries and requests.		
	<b>Supporting Evidence</b>	Date	Signature
SE0201	Legally and procedurally required documents and reports.		
SE0202	System entries and reports.		
SE0203	Client feedback.		
SE0204	Supervisor report.		

**441601-001-00- WM03: Organisational Communication Processes, NQF Level 5, Credits 8.**

WE0301 Maintain updated filing system on all HRM policies, procedures, and legislative requirements.			
WE0302 Collate approved guideline documents for the implementation and management of HRM policies and procedures.			

WE0303 Coordinate and maintain records of regular and ad hoc employee meetings and forums.			
WE0304 Maintain a calendar of HRM activities and coordinate the scheduling of meetings and events.			
WE0305 Receive and respond to employee queries and questions relating to policies and procedures.			
	<b>Scope Work Experience</b>	Date	Signature
WA0301	Apply the appropriate process steps		
WA0302	Complete the required documentation		
WA0303	Follow the required compliance protocols		
WA0304	Apply the company specific client interaction policies and procedures		
WA0305	Complete all required reports.		
WA0306	Respond to queries and requests.		
	<b>Supporting Evidence</b>	Date	Signature
SE0301	Legally and procedurally required documents and reports.		
SE0302	System entries and reports.		
SE0303	Client feedback.		
SE0304	Supervisor report.		

**441601-001-00- WM04: Processes for compiling, maintaining, and securing employee records, NQF Level 5, Credits 8.**

WE0401 Compile and maintain personal employee records.			
WE0402 Control access to information in employee records.			
WE0403 Control and maintain an employee record archive.			
WE0404 Receive, respond to, and escalate requests for information from personal employee records.			

	<b>Scope Work Experience</b>	Date	Signature
WA0301	Apply the appropriate process steps		
WA0302	Complete the required documentation		
WA0303	Follow the required compliance protocols		
WA0304	Apply the company specific client interaction policies and procedures		
WA0305	Complete all required reports.		
WA0306	Respond to queries and requests.		
	<b>Supporting Evidence</b>	Date	Signature
SE0301	Legally and procedurally required documents and reports.		
SE0302	System entries and reports.		
SE0303	Client feedback.		
SE0304	Supervisor report.		