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AIDS HELPLINE 0800-0123-22 Prevention is the cure

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## GOVERNMENT NOTICES GOEWERMENTSKENNISGEWINGS

### SOUTH AFRICAN QUALIFICATIONS AUTHORITY

No. 910

30 July 2004

Established in terms of Act 58 of 1995

### SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

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

#### Public Administration and Management

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

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

Comment on the unit standards should reach SAQA at the address ***below and no later than 30 August 2004***. All correspondence should be marked **Standards Setting – SGB for Public Administration and Management** and addressed to

The Director: Standards Setting and Development  
SAQA

Attention: Mr. D Mphuthing

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DR LOFFIE NAUDE

ACTING DIRECTOR: STANDARDS SETTING AND DEVELOPMENT



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### QUALIFICATION:

#### *Certificate: Municipal Financial Management*

SAQA QUAL ID	QUALIFICATION TITLE		
48965	Certificate: Municipal Financial Management		
SGB NAME	SGB Public Administration and Management		
NSB ACRONYM	PROVIDER NAME		
NSB 03			
QUAL TYPE	FIELD	SUBFIELD	
National Certificate	Business, Commerce and Management Studies	Public Administration	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUALIFICATION CLASS
Undefined	166	Level 6	Regular-Unit Stds Based

### PURPOSE OF THE QUALIFICATION

The purpose of the qualification is to enable qualifying learners to apply strategic level financial management competencies to ensure effective, efficient and economical utilisation of public funds and resources at local government level. Learners will develop competencies to manage strategic planning and budgeting processes, financial management processes and internal control, auditing and reporting processes. Individual learners will benefit through enhancing their personal competencies, knowledge and skills so as to be able to complete tasks required in their employment contracts and by legislation.

Business and commerce will benefit through this qualification as it will assure commonality of practice between public and private sector financial management practices.

Social and economic transformation is a core responsibility of local government. Through increasing the financial management capacity of government office bearers and employees the social and economic programmes of government will be implemented effectively, efficiently and economically.

The qualification serves to provide the opportunity for new and existing public sector employees to gain financial management competencies. In this light it serves to allow access to management positions for groupings previously excluded from such positions. Through providing financial management competencies South Africa's democracy can be strengthened, through strengthening the ability of local government to deliver. Delivery of services, and most importantly of basic services will contribute to the social and economic development of the country. As individuals competencies improve, the quality as well as the effectiveness and efficiency of local government will improve. Managers with competencies in financial management will assure that all processes of budgeting, financial management, internal control, auditing and reporting meet the conditions of relevant legislation and in this way are accountable to the public.

### Rationale:

The qualification is aimed at senior managers and future senior managers in local government. The typical learner will be an employee in local government, wishing to gain the competence to fulfil the requirements of his/her current job obligations or a municipal employee wishing to gain a qualification so as to advance his/her career opportunities. In addition persons seeking future employment in the local government sector may choose to complete the qualification. Persons employed in non-profit organisations and non-governmental organisations as well as private sector agencies which interface with local government would



benefit from the qualification.

Qualifying learners may operate at the level of executive mayor, executive councillors, councillors, municipal manager, chief financial officer, department managers, strategic managers and managers of municipal entities.

Office bearers and employees at local government level are responsible for managing the provision of services to the community. The Constitution of the RSA (Act 108 of 1996) section 27 (1) states that all South Africans have the right to access health care services; sufficient food and water and social security. Section 27(2) requires the state to take reasonable measures within its available resources to provide these basic human rights. The state is also responsible for providing education for the community and managing all of the country's resources. The constitution therefore allows the community to demand that services are met and that government office bearers and managers have the skills to take reasonable measures in providing services.

Based on the parameters created by the Constitution a range of legislation has been promulgated to legislate the manner in which local government will manage public funds. The learning outcomes contained in this qualification are based on the competencies required to contribute to the decision-making and management of public funds. The learning outcomes are combined in 3 broad areas of competence:-

- > Strategic planning and budget related competencies;
- > Financial management competencies and
- > Internal control, auditing and reporting competencies.

The qualification aims to provide opportunities for applied competencies in these three areas and provides a basis for further qualifications in both public sector and private sector financial management qualifications at higher levels on the NQF.

Learners will build on their existing competencies in financial management and will learn how to manage within the many challenges facing the public sector. They will learn how to apply basic budgeting, financial management, internal control, auditing and reporting competencies in a public sector setting. These competencies will assist the learner in their role in public sector finance and will also provide competencies which are transferable to the private sector.

#### **RECOGNIZE PREVIOUS LEARNING?**

N

#### **LEARNING ASSUMED TO BE IN PLACE**

It is assumed that Learners undertaking this qualification are competent in:

- > Communication at NQF Level 4
- > Mathematical Literacy at NQF Level 4
- > Economics at NQF Level 4
- > Accounting at NQF Level 4

#### **Recognition of Prior Learning (Rpl)**

Learners able to demonstrate competency through the summative assessment processes attached to this qualification will receive recognition of prior learning. It is recognised that candidates may have been performing the competencies contained in this qualification in a workplace setting competently for many years, without having gained any formal qualification. The aim of this qualification will be to provide recognition of prior learning for such persons so as to enable them to obtain the qualification in whole or in part for this process.

The way in which RPL will be done will be jointly determined by learner and assessor with the tools and techniques used for assessment of the qualification and individual Unit Standards being applicable.

**QUALIFICATION RULES**

Level, credits and learning components assigned to the qualification

**Fundamental Component**

The Fundamental Component consists of two Unit Standards, one of which deals with consultation with stakeholders. Consultation is an important process in the setting and implementation of policy and procedures. This Standard will enable learners to see the importance of consultation and provide them with the necessary skills to consult with stakeholders.

The second Fundamental Standard deals with ethical behaviour, which is vitally important for municipal officials if public administration is to have credibility amongst the broad public.

Both standards are compulsory.

**Core Component**

The Core Component consists of Unit Standards to the value of 136 credits, which deal with the core competencies required by Municipal Finance Officers in the areas of strategic planning and budgeting, financial management and internal control.

All Standards are compulsory.

**Elective Component**

Learners are required to choose Unit Standards totaling a minimum of 12 credits from the Unit Standards from this component, which will enable the learner to obtain specialist insight into such matters as the use of technology in Public Administration, Supply Chain Management, Internal Controls and Legislation and Performance Management.

**EXIT LEVEL OUTCOMES**

1. Demonstrate knowledge and critical understanding of municipal finance issues in general, and their areas of focus in particular.
2. Apply economic theories and principles to municipal finance management.
3. Assess foundations and principles of municipal practice in South Africa.
4. Implement well-grounded and systematically developed principles in municipal financial management.
5. Analyse theoretical positions and proffered solutions to municipal service management and delivery problems.
6. Engage with the broader field of municipal finance management.
7. Act as a strategic management leader in the field of municipal finance management.
8. Contribute to others' understanding of current and emerging municipal finance issues.
9. Demonstrate responsibility and adaptability as a professional in a municipality setting.

**ASSOCIATED ASSESSMENT CRITERIA**

1.
  - > Lines of debate in the field of municipal finance and local government legislative framework are understood and can be explained orally.

- > Literature within municipal financial management can be critically assessed and its application explained in context.
  - > Legislative requirements and guidelines are applied creatively and imaginatively.
- 2.
- > Knowledge, skills and competences are applied to specific areas of municipal operation.
- 3.
- > Knowledge is analysed and applied in different areas of municipality operations.
  - > Sound principles about municipal finance management, with particular reference to service delivery, are applied in terms of established policy.
- 4.
- > Claims and conclusions about implemented policy are justified with appropriate evidence and argument.
  - > Reports of work relevant to decision-making are provided and analysed in a municipality context.
- 5.
- > Independent analyses of data is provided in a manner that entails recent developments in ICT applications.
  - > Inquiries in the field of municipal finance management, training or development, are conducted and their findings are reported in appropriate ways.
  - > Investigations are planned and conducted using appropriate research techniques.
- 6.
- > Already developed frameworks are applied according to policy.
  - > Findings are communicated in written and oral form to a wider audience.
- 7.
- > Assigned activities are managed and value commitments are made to enhance performance.
  - > Debate with learning or professional groups in municipal finance who are engaged effectively in an interactive manner.
- 8.
- > Discussion on finance issues are facilitated in an informed and visionary manner.
- 9.
- > Reflect on values and responsibilities appropriate to strategic management and professional leadership.

### Integrated Assessment

#### Formative and summative assessment

The learner must demonstrate his or her proficiency to manage local government finances. Assessment of this qualification should be done in an integrated fashion, combining a number of related Unit Standards in application based assessment exercises utilising the following assessment instruments:

- > Portfolios
- > Simulations
- > Work-place assessments
- > Written examinations
- > Oral examinations

The applied competence inherent in this qualification will be ideally demonstrated through assessing a combination of Unit Standards together for example: The Unit Standard, "Apply strategic management planning principles and techniques in public administration and management", could be assessed with the Unit Standard, "Manage budget processes within a public sector organisation."

Formative assessments may be structured into a learning programme, based on a combination of some of the specific outcomes from a combination of Unit Standards. Summative assessments should include all the specific outcomes included in the formative assessments in a holistic application based approach.

### **INTERNATIONAL COMPARABILITY**

#### **Australia**

Australia, a Chief Financial Officer (CFO) in any level of government is expected either to be a Chartered or Certified Practising Accountant. The qualification of a Chartered or Certified Practising Accountant requires a minimum of a three-year degree, articles served over a three-year period and a further training course designed by the relevant professional body. Those who desire to move from a specialist CFO position to general management usually use their credits towards an MBA qualification and concentrate on study units relating to general and strategic management and industry specific units.

#### **The United Kingdom and Ireland**

The United Kingdom and Ireland, Financial Managers in Public Administration are expected to be members of the Chartered Institute of Public Finance and Accountancy (CIPFA) and to comply with their requirements. CIPFA promotes public sector finance management interest through its professional qualification and continuing professional development scheme; and through its regulatory role comprising the setting of professional standards and the maintenance of a professional disciplinary scheme for members.

#### **Kenya**

Kenya Accountants and Secretaries National Examination Board (KASNEB) is an examination body which registers learners and sets administers and manages accounting, finance, administration and management examinations both at professional and technician levels.

The examinations of the Board are recognised worldwide and are comparable to similar professional examinations (ACCA and CIS) in the world.

The Board administers the following four major examinations:

- > The Certified Public Accountants (CPA) examination for those learners who wish to qualify and work as professional accountants, auditors, finance managers, tax and financial consultants. The CPA qualification has two elective subjects on government finance and government Accounting. The learning outcomes underlying this qualification are equivalent to SAQA's NQF level 7 outcomes
- > The Certified Public Secretaries (CPS) examination for those learners who wish to qualify and work as corporate secretaries, company secretaries, town clerks, secretary managers, consultants and managers in industry and commerce; administrators and human resources advisers in public and private institutions. The CPS qualification has two elective subjects on government finance and government Accounting. The learning outcomes underlying this qualification are equivalent to SA's NQF level 7 broad outcomes. This is the highest qualification that must be held by candidates seeking to fill Municipal Managers (Town Clerk) and Treasurers positions in Kenya's local government.
- > The Kenya Accounting Technicians Certificate (KATC) examination for those learners who wish to obtain a qualification as specialised middle-level accountants, who are also known as accounting technicians. The learning outcomes of this qualification closely match those attributable to accounting technicians' qualifications registered at an NQF level 5 in South Africa.
- > The Kenya Administration and Management Examination (KAME) is for those learners who wish to obtain a qualification as supervisors, administrative officials, section heads and first level managers and administrators in the public and private sectors.

Middle managers in administration in the Kenyan government or local governments are expected to hold either the KATC or KAME Qualifications.

### Tanzania and Uganda

Faculties of economics and management sciences at universities tend to offer subjects whose technical and academic content is closely aligned to the examinations administered by KASNEB. It follows that there is insignificant coverage of public sector finance and accounting issues given that they tend to receive a peripheral treatment in the CPS/CPA examinations administered by KASNEB. The training situation is not materially different from that prevailing in Tanzania and Uganda given that the two countries have tended to adopt a similar approach to training of management, accounting and finance professionals.

### Namibia

The University of Namibia has a certificate programme in Taxation and Finance, which was designed in 2000 to equip those high school graduates with experience in technical accounting issues in the central and local government.

On the basis of the scope of subjects and related learning outcomes addressed, this certificate programme can only be equated to finance qualifications registered at an NQF level 5. This qualification provides a foundation to first degrees in accounting and finance at the same university. The holders of this qualification require a further advanced degree in order to hold the positions of CEOs or CFOs at municipalities.

This Certificate in Municipal Financial Management NQF Level 6 contains the skills and knowledge required for the South African situation, but an analysis of the qualifications mentioned above, show that while none compares directly with this qualification, all the qualifications required for positions of CFO compare favourably with this Certificate, bearing in mind that this is a one year certificate without a practical articulated component for the Learner. The competencies related to the accounting function are assumed to be in place, and are not dealt with in this qualification.

### ARTICULATION OPTIONS

This qualification should articulate with the following qualifications:

- > Bachelor of Commerce degree.
- > Any qualification in Administration or Public Administration at NQF Level 6.

### MODERATION OPTIONS

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

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

### CRITERIA FOR THE REGISTRATION OF ASSESSORS



Assessors and Moderators of this qualification should:

- > Be in possession of a public administration or administration qualification at NQF Level 7 or above.
- > Have worked in a public administration environment for at least 2 years.
- > Be registered as an assessor with the relevant ETQA or an ETQA that has a Memorandum of Understanding with the relevant ETQA.

#### NOTES

N/A

#### UNIT STANDARDS

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

	UNIT STANDARD ID AND TITLE	LEVEL	CREDITS	STATUS
Core	116345 Apply the principles of budgeting within a municipality	Level 5	15	Public Comment
Core	116339 Apply risk management in South African municipalities	Level 6	14	Public Comment
Core	116340 Apply costing principles to municipal operational and service-based costing	Level 6	11	Public Comment
Core	116342 Apply approaches to managing municipal income and expenditure within a multi-year framework	Level 6	15	Public Comment
Core	116344 Apply the Inter-governmental Fiscal Relations Act to municipal financial management	Level 6	10	Public Comment
Core	116346 Apply techniques and South African statutes to cash and investment management in a municipal environment	Level 6	10	Public Comment
Core	116347 Contribute to capital planning and financing	Level 6	15	Public Comment
Core	116358 Contribute to the strategic planning process in a South African municipality	Level 6	15	Public Comment
Core	116362 Manage a municipality's assets and liabilities	Level 6	11	Public Comment
Core	116363 Prepare and analyse municipal financial reports	Level 6	12	Public Comment
Core	116364 Plan a municipal budgeting and reporting cycle	Level 6	8	Public Comment
Elective	116351 Contribute to auditing planning and process in a South African municipality	Level 5	12	Public Comment
Elective	116341 Apply performance management to a South African municipality	Level 6	12	Public Comment
Elective	116353 Implement municipal supply chain management	Level 6	12	Public Comment
Elective	116357 Contribute to internal control and internal control evaluation framework	Level 6	8	Public Comment
Elective	116360 Participate in management of information technology resources in a municipal finance environment	Level 6	8	Public Comment
Elective	116361 Interpret South African legislation and policy affecting municipal financial management	Level 6	8	Public Comment
Fundamental	116343 Apply the principles of ethics in a municipal environment	Level 6	10	Public Comment
Fundamental	116348 Conduct stakeholder consultation around municipal finance programmes	Level 6	8	Public Comment



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

1

**Apply the principles of budgeting within a municipality**

SAQA US ID	UNIT STANDARD TITLE		
116345	Apply the principles of budgeting within a municipality		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	15

### **Specific Outcomes:**

#### **SPECIFIC OUTCOME 1**

Demonstrate an awareness of the role of a budget in the municipal context.

#### **SPECIFIC OUTCOME 2**

Differentiate between formats of budgets used in a municipality.

#### **SPECIFIC OUTCOME 3**

Evaluate a municipal budgeting system.

#### **SPECIFIC OUTCOME 4**

Contribute to preparing a municipal budget that reflects an integrated development plan.

#### **SPECIFIC OUTCOME 5**

Differentiate between approaches to preparing a municipal budget.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

2

#### Contribute to auditing planning and process in a South African municipality

SAQA US ID	UNIT STANDARD TITLE		
116351	Contribute to auditing planning and process in a South African municipality		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	12

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Demonstrate an understanding of the nature of audit and appraise the fundamental principles and stan

##### **SPECIFIC OUTCOME 2**

Describe and evaluate the scope of both internal and external audit work and audit's relationship to

##### **SPECIFIC OUTCOME 3**

Contrast the increased importance of value for money auditing with the stewardship auditing in the l

##### **SPECIFIC OUTCOME 4**

Identify various steps in the audit process for achieving value for money.

##### **SPECIFIC OUTCOME 5**

Identify and appraise audit's unique role in promoting corporate governance, accountability and inte

##### **SPECIFIC OUTCOME 6**

Identify and describe stages in performing an audit through to the reporting of findings.

##### **SPECIFIC OUTCOME 7**

Explain different forms of audit reports used to report audit findings.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

3

**Apply approaches to managing municipal income and expenditure within a multi-year framework**

SAQA US ID	UNIT STANDARD TITLE		
116342	Apply approaches to managing municipal income and expenditure within a multi-year framework		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	15

### **Specific Outcomes:**

#### **SPECIFIC OUTCOME 1**

Apply the principles of sustainable municipal revenue management.

#### **SPECIFIC OUTCOME 2**

Develop a subsidy framework for municipal rates and tariffs.

#### **SPECIFIC OUTCOME 3**

Apply the different approaches to forecasting municipal income and expenditure over the medium term.

#### **SPECIFIC OUTCOME 4**

Assess the organisational implications of planning income and expenditure over the medium term.

#### **SPECIFIC OUTCOME 5**

Contribute to the design rates, tariffs and user charges.

#### **SPECIFIC OUTCOME 6**

Develop a credit control and debt collection policy.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

4

#### Apply costing principles to municipal operational and service-based costing

SAQA US ID	UNIT STANDARD TITLE		
116340	Apply costing principles to municipal operational and service-based costing		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	11

#### Specific Outcomes:

##### **SPECIFIC OUTCOME 1**

Compile and interpret a unit cost statement and apply the results in a decision-making process.

##### **SPECIFIC OUTCOME 2**

Identify the strengths and weaknesses of recognised approaches to efficiency comparisons.

##### **SPECIFIC OUTCOME 3**

Apportion overhead costs efficiently in a municipal specific context.

##### **SPECIFIC OUTCOME 4**

Recognise the importance of classifying costs by behaviour.

##### **SPECIFIC OUTCOME 5**

Identify difficulties of classifying costs by behaviour in a municipal financial management system.

##### **SPECIFIC OUTCOME 6**

Understand the benefits and limitations of classifying costs by relevance to the decision considerat





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

5

### Apply performance management to a South African municipality

SAQA US ID	UNIT STANDARD TITLE		
116341	Apply performance management to a South African municipality		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	12

#### Specific Outcomes:

##### **SPECIFIC OUTCOME 1**

Implement legislative requirements for performance management at municipalities in South Africa.

##### **SPECIFIC OUTCOME 2**

Develop performance management concepts.

##### **SPECIFIC OUTCOME 3**

Develop a performance agreement.

##### **SPECIFIC OUTCOME 4**

Provide institutional arrangements required for performance management.

##### **SPECIFIC OUTCOME 5**

Apply performance management concepts to municipal service delivery.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

6

#### Apply risk management in South African municipalities

SAQA US ID	UNIT STANDARD TITLE		
116339	Apply risk management in South African municipalities		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	14

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Identify the role played by risk management in a municipality.

##### **SPECIFIC OUTCOME 2**

Interpret and apply legislation relevant to municipal risk management in South African municipalities.

##### **SPECIFIC OUTCOME 3**

Demonstrate how risk management contributes to good governance.

##### **SPECIFIC OUTCOME 4**

Develop a municipality wide risk management and reporting system.

##### **SPECIFIC OUTCOME 5**

Develop a risk management process.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

7

**Apply techniques and South African statutes to cash and investment management in a municipal environment**

SAQA US ID	UNIT STANDARD TITLE		
116346	Apply techniques and South African statutes to cash and investment management in a municipal environment		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	10

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Apply the legislative conditions governing cash and investment management.

##### **SPECIFIC OUTCOME 2**

Comply with sound principles for cash and investment management.

##### **SPECIFIC OUTCOME 3**

Implement the requirements of the legislation for contracts that have budgetary implications.

##### **SPECIFIC OUTCOME 4**

Apply the legislative requirements and internationally recognised principles to credit control and d

##### **SPECIFIC OUTCOME 5**

Apply the legislative requirements and treasury regulations on cash and investment responsibilities



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

8

#### Apply the Inter-governmental Fiscal Relations Act to municipal financial management

SAQA US ID	UNIT STANDARD TITLE		
116344	Apply the Inter-governmental Fiscal Relations Act to municipal financial management		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	10

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Interpret the legislative requirements for cooperative government at local government Level.

##### **SPECIFIC OUTCOME 2**

Comply with the constitutional provisions regulating provincial supervision of local government.

##### **SPECIFIC OUTCOME 3**

Identify and implement the conditions of IGFR transfers to Local Government.

##### **SPECIFIC OUTCOME 4**

Apply legislation governing municipal borrowing powers.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

9

**Apply the principles of ethics in a municipal environment**

SAQA US ID	UNIT STANDARD TITLE		
116343	Apply the principles of ethics in a municipal environment		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	10

### **Specific Outcomes:**

#### ***SPECIFIC OUTCOME 1***

Demonstrate knowledge and insight into existing legislation, regulations and codes affecting activit

#### ***SPECIFIC OUTCOME 2***

Apply the principles of ethics and professionalism to a municipal code of conduct Assessment Criteri

#### ***SPECIFIC OUTCOME 3***

Develop an implementation plan to achieve compliance with an established code of ethics.





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

10

#### Conduct stakeholder consultation around municipal finance programmes

SAQA US ID	UNIT STANDARD TITLE		
116348	Conduct stakeholder consultation around municipal finance programmes		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	8

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Identify and describe relevant stakeholder and role players in a municipal environment.

##### **SPECIFIC OUTCOME 2**

Select and apply a range of appropriate negotiation and communication techniques and methods.

##### **SPECIFIC OUTCOME 3**

Assess own application of communication techniques and methods and draw up a plan of action for self.

##### **SPECIFIC OUTCOME 4**

Evaluate the communication process and make recommendations for improved interaction.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

11

#### Contribute to capital planning and financing

SAQA US ID	UNIT STANDARD TITLE		
116347	Contribute to capital planning and financing		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	15

#### Specific Outcomes:

##### **SPECIFIC OUTCOME 1**

Prepare a business plan for a municipal capital project.

##### **SPECIFIC OUTCOME 2**

Apply different methods of raising finance for capital in a municipality.

##### **SPECIFIC OUTCOME 3**

Determine and explain the capital expenditure controls.

##### **SPECIFIC OUTCOME 4**

Apply criteria for screening and selecting capital projects.

##### **SPECIFIC OUTCOME 5**

Combine financial and non-financial factors in a project appraisal.

##### **SPECIFIC OUTCOME 6**

Apply the cost-benefit analysis to projects undertaken by municipalities.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

12

#### Contribute to internal control and internal control evaluation framework

SAQA US ID	UNIT STANDARD TITLE		
116357	Contribute to internal control and internal control evaluation framework		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	8

#### **Specific Outcomes:**

##### ***SPECIFIC OUTCOME 1***

Develop an internal control policy for an organisation in accordance with relevant legislation.

##### ***SPECIFIC OUTCOME 2***

Implement a control environment in a public sector organisation.

##### ***SPECIFIC OUTCOME 3***

Implement internal control procedures.

##### ***SPECIFIC OUTCOME 4***

Implement an evaluation framework for internal control procedures.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

13

#### Contribute to the strategic planning process in a South African municipality

SAQA US ID	UNIT STANDARD TITLE		
116358	Contribute to the strategic planning process in a South African municipality		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	15

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Formulate vision and mission statements.

##### **SPECIFIC OUTCOME 2**

Conduct a stakeholder and community participation analysis.

##### **SPECIFIC OUTCOME 3**

Identify key performance areas applicable to institutional strategies.

##### **SPECIFIC OUTCOME 4**

Formulate institutional strategies.

##### **SPECIFIC OUTCOME 5**

Apply requirements of legislation governing integrated development planning.

##### **SPECIFIC OUTCOME 6**

Develop methods to monitor the implementation of a strategic plan and related programmes.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

14

### Implement municipal supply chain management

SAQA US ID	UNIT STANDARD TITLE		
116353	Implement municipal supply chain management		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	12

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Apply legislative requirements governing supply chain management.

##### **SPECIFIC OUTCOME 2**

Manage risks in supply chain management processes.

##### **SPECIFIC OUTCOME 3**

Delegation supply chain management powers and functions.

##### **SPECIFIC OUTCOME 4**

Comply with required ethical standards applied in municipal supply chain management.

##### **SPECIFIC OUTCOME 5**

Develop and evaluate a municipal supply chain management policy.

##### **SPECIFIC OUTCOME 6**

Develop various types of contractual arrangements and operational frameworks for public private part





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

15

**Interpret South African legislation and policy affecting municipal financial management**

SAQA US ID	UNIT STANDARD TITLE		
116361	Interpret South African legislation and policy affecting municipal financial management		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	8

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Apply the techniques of sound financial management in local government.

##### **SPECIFIC OUTCOME 2**

Interpret the elements of initiatives taken through various pieces of legislation to promote sound f

##### **SPECIFIC OUTCOME 3**

Demonstrate an understanding of the principles of good governance and ethical behaviour within the p

##### **SPECIFIC OUTCOME 4**

Demonstrate knowledge and understanding of the public policy making process in South Africa.

##### **SPECIFIC OUTCOME 5**

Identify, analyse and present a report on a public policy on municipal financial management and fact



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

16

#### Manage a municipality's assets and liabilities

SAQA US ID	UNIT STANDARD TITLE		
116362	Manage a municipality's assets and liabilities		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	11

#### Specific Outcomes:

##### **SPECIFIC OUTCOME 1**

Provide advice to a municipality on optimising relationships with the financial community.

##### **SPECIFIC OUTCOME 2**

Describe and prepare proposals to accessing bank finance.

##### **SPECIFIC OUTCOME 3**

Consider the merits of hire purchase transactions and leasing of municipal assets.

##### **SPECIFIC OUTCOME 4**

Plan for contingent municipal liabilities.

##### **SPECIFIC OUTCOME 5**

Develop a municipal asset management plan.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

17

#### Participate in management of information technology resources in a municipal finance environment

SAQA US ID	UNIT STANDARD TITLE		
116360	Participate in management of information technology resources in a municipal finance environment		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	8

#### Specific Outcomes:

##### **SPECIFIC OUTCOME 1**

Determine procedures that can be used to formulate a management strategy in relation to information

##### **SPECIFIC OUTCOME 2**

Identify issues, which are associated with the managing of information technology, of strategic impo

##### **SPECIFIC OUTCOME 3**

Discuss how management information systems projects are managed.

##### **SPECIFIC OUTCOME 4**

Discuss risk management issues in a management information system.

##### **SPECIFIC OUTCOME 5**

Understand the nature of costs associated with the management of a management information system.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

18

#### Plan a municipal budgeting and reporting cycle

SAQA US ID	UNIT STANDARD TITLE		
116364	Plan a municipal budgeting and reporting cycle		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	8

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Identify the roles and responsibilities of municipal political executives and senior management requ

##### **SPECIFIC OUTCOME 2**

Plan a municipal budget calendar in accordance with the legislation.

##### **SPECIFIC OUTCOME 3**

Develop a legislatively compliant municipal budget and treasury office.

##### **SPECIFIC OUTCOME 4**

Comply with the conditions for municipal delegations.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

19

#### Prepare and analyse municipal financial reports

SAQA US ID	UNIT STANDARD TITLE		
116363	Prepare and analyse municipal financial reports		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Public Administration and Management		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	12

#### **Specific Outcomes:**

##### ***SPECIFIC OUTCOME 1***

Select measure, record, classify and report financial data in accordance with current financial reports.

##### ***SPECIFIC OUTCOME 2***

Implement a control environment in a public sector organisation.

##### ***SPECIFIC OUTCOME 3***

Prepare and comment on financial reports for different forms of municipal entities.

##### ***SPECIFIC OUTCOME 4***

Prepare financial statements using suitable bases of measurement and concepts.

##### ***SPECIFIC OUTCOME 5***

Analyse and interpret financial statements.

No. 911

30 July 2004

**SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)**

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

**Entrepreneurship and Small Business Development**

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

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

Comment on the unit standards should reach SAQA at the address ***below and no later than 30 August 2004***. All correspondence should be marked **Standards Setting – SGB for Entrepreneurship and Small Business Development** and addressed to

The Director: Standards Setting and Development  
SAQA

Attention: Mr. D Mphuthing

Postnet Suite 248

Private Bag X06

Waterkloof

0145

or faxed to 012 – 431-5144

e-mail: [dmphuthing@saga.co.za](mailto:dmphuthing@saga.co.za)

DR LOFFIE NAUDE

ACTING DIRECTOR: STANDARDS SETTING AND DEVELOPMENT



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### QUALIFICATION:

#### *National Certificate: Business Advising Operations*

SAQA QUAL ID	QUALIFICATION TITLE		
48967	National Certificate: Business Advising Operations		
SGB NAME	SGB Entrepreneurship & Small Business Development		
NSB ACRONYM	PROVIDER NAME		
NSB 03			
QUAL TYPE	FIELD	SUBFIELD	
National Certificate	Business, Commerce and Management Studies	Generic Management	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUALIFICATION CLASS
Undefined	138	Level 6	Regular-Unit Stds Based

### PURPOSE OF THE QUALIFICATION

This Qualification is designed to equip the learner with the knowledge, skills, attitudes and values to be appointed as Business Advisors who have an important role to play in the management of small business organisations where they can assist in supervising and monitoring the success of the organisation. This Qualification is for any individual who is or, who wishes to be involved in the Business Advising field.

A learner can complete the Qualification specialising as a Business Advisor in retailing and services, manufacturing or construction. The Core Unit Standards are relevant to all three areas of specialisation.

This Qualification is designed with the objective of encouraging the widest possible access to the Business Advising profession. Learners working towards this Qualification will find that the acquisition of competence in the Unit Standards, which make up the Qualification, will add value to their job. This Qualification is intended to enhance the provision of service within the Business Advising Industry. This Qualification and the Assessment Criteria and guidelines which accompany them have been designed to ensure that access to NQF registered Qualifications in Business Advising Operations is not limited to those who are employed in a Business Advising function.

It will provide the broad knowledge, skills and values needed in the Business Advising industry and will facilitate access to, and mobility and progression within, education and training and progress along a learning path for learners who:

- > Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training.
- > Have worked in the Business Advising Operations Industry for many years, but have no formal qualification in this area.
- > Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in the Business Advising Operations Industry.

The Qualification has building blocks that can be developed further at NQF Level 7.

The intention is:

- > To promote the development of knowledge, skills and values that are required in the Business Advising Operations Industry.
- > To release the potential of people, in order for them to grow and develop.



> To provide opportunities for people to move up career paths by being more valuable to their organisation, the economy and themselves.

Rationale of the qualification:

The National Certificate in Business Advising Operations: NQF Level 6 is designed to meet the needs of those learners who are already involved in the field of Business Advising and now wish to practice in a higher level in the Business Advising Operations Industry. Many businesses require input and advice as to the direction, growth opportunities and feasibility of the business. There is a need to develop career paths in this field, and it is an industry constantly in need of skilled people in this particular line.

This Qualification aims at equipping learners to perform more advanced business advising operational functions in small to medium organisations and to provide support to those organisations in order that the management functions are more effectively performed within those organisations to avoid unnecessary problems.

The National Certificate in Business Advising Operations at NQF Level 6 supports the objectives of the NQF in that it gives the learner access to a registered qualification on the National Qualifications Framework, which recognizes his/her competencies in a specific area irrespective of how those competencies were developed or acquired. It will therefore ensure that the quality of education and training is enhanced and be of a world-class standard.

The National Certificate in Business Advising Operations: NQF Level 6 will allow both those in formal education and those already employed in organisations in the Business Advising industry access to a Qualification that can be used as a benchmark to gauge their competence against local and international standards.

#### **RECOGNIZE PREVIOUS LEARNING?**

Y

#### **LEARNING ASSUMED TO BE IN PLACE**

The following is the learning assumed to be in place:

- > Communication at NQF Level 4
- > Mathematical Literacy at NQF Level 4
- > Computer Literacy at NQF Level 3

Recognition of Prior Learning:

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible. If the learner is able to demonstrate competence in the knowledge, skills, values and attitudes implicit in this Business Advising Operations Qualification. Credit will be given for the Unit Standards covered by such competencies and/or for the whole qualification. Recognition of Prior Learning will be done by means of an Integrated Assessment.

This Recognition of Prior Learning may allow:

- > The obtaining of this qualification in whole or in part
- > Gaining of credits for Unit Standards in which competency can be demonstrated

All Recognition of Prior Learning is subject to quality assurance by the relevant accredited Education, Training and Quality Assurance Body and is conducted by a registered workplace assessor. RPL should be done using any/all of the techniques that are applicable to the learner who has accessed the complete qualification and its constituent unit standards. The learner and the assessor will jointly decide how prior learning will be jointly demonstrated and assessed.

#### **QUALIFICATION RULES**

Levels, Credits and Electives

**Fundamental Component:**

The Fundamental Component consists of two Unit Standards that develop competencies and knowledge in communication, ethical behaviour and the implementation of policies on HIV/AIDS. These are regarded as essential for anyone working in the Business Advising Sector at this level.

All the standards are compulsory.

**Core Component:**

There are Unit Standards totalling 105 credits in the Core Component. These standards develop the essential knowledge and skills required by the Business Advisor and cover such things as evaluating the business and the application of a performance management system, accounting practices, marketing practices and the principles as well as designing of logistics and stock handling functions. All these standards are compulsory.

**Elective Component**

There are elective Unit Standards totalling 80 credits in the Qualification, and learners must choose standards totalling a minimum of 13 credits from the list.

**EXIT LEVEL OUTCOMES**

1. Implement and understand the impact HIV/AIDS and professional ethics and values have of the overall success of the business.
2. Apply strategic and critical approaches to the development and implementation of a business plan in order to provide an effective business advising service.
3. Gather and evaluate financial information of the business and communicate these findings to those who need to make decisions.
4. Manage, employ and effectively control a diversity of business operational and administrative functions, projects and resources to build and maintain the feasibility of the business.
5. Describe the legal and regulatory environment and analyse the impact of changes in relevant requirements, constraints, and competitive practices.
6. Anticipate and meet the client's changing needs by being client and market focused.
7. Use strategic and critical approaches to decision-making and problem-solving in order to deliver services and provide value in the business sector in which the business operates.

**ASSOCIATED ASSESSMENT CRITERIA**

1.
  - > HIV/AIDS policies are implemented in accordance with accepted behaviour
  - > The professional values and ethics required for a successful business operation are explained and communicated to the necessary authorities
2.
  - > The business plan is approached and planned creatively and systematically
  - > Issues in the business plan are considered objectively and alternatives are listed and chosen to suit the particular needs of the learners
  - > An assessment system to appraise the owner manager is developed and established and problems are identified and solutions developed to improve his/her management skills
3.
  - > Financial data is extracted from a variety of sources, evaluated with objectivity and sorted to ensure they are understood and meaningful to people using it
  - > The findings are described and are presented in a format and time that is conducive to the client
4.
  - > The various functions and project goals are determined, examined and matched to resources needed to achieve these goals

- > The functions and project processes are facilitated and effectively controlled to ensure their success
- > Business analysis techniques such as a SWOT analysis are conducted and the findings are communicated to the business owner
- > Functions and projects are measured against the plans and reported on to eliminate discrepancies and to enable corrective action to be taken
- > The costs and benefits of the business and business decisions are identified and addressed to ascertain if performance achieved justifies the resources used

5.

- > The legal environment in which entities operate is described and advice on the costs and benefits of compliance with regulations is given to the owner/manager
- > Potential threats and opportunities for the organisation are analysed in the light of using changing legal requirements
- > The political and environmental forces impacting both the Business Advisory standard setting process and the regulation of the profession are identified and explained with examples

6.

- > Factors that motivate internal and external customers to enter into relationships or continue doing business with the clients business are identified and reported on in writing
- > Employer/client protocol and expectations are recognized, understood and managed appropriately to maximize the relationships
- > Good working relationships are built with all parties and stakeholders

7.

- > The approach to decision-making and problem-solving is planned for effective implementation of decisions
- > Projects and issues are considered objectively, so that problems can be eliminated through alternatives that are creatively identified, chosen and implemented for the specific business
- > An assessment system is developed and established to appraise the owner and the business and to identify problems and potential solutions within the businesses sector
- > The businesses salvage potential is assessed so as to develop a rehabilitation strategy for implementation

#### Integrated Assessment:

Because assessment practices must be open, transparent, fair, valid, and reliable and ensure that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated into the qualification.

Learning, teaching and assessment are inextricably lined. Whenever possible, the assessment of knowledge, skills, attitudes and values shown in the Unit Standards should be integrated.

Assessment of the communication, language, literacy and numeracy should be conducted in conjunction with other aspects and should use authentic Business Advising contexts wherever possible.

A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working. Where it is not possible to assess the learner in the workplace or on-the-job, simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term 'Integrated Assessment' implies that theoretical and practical components should be assessed together. During integrated assessments the assessor should make use of formative and summative assessment methods and assess combinations of practical, applied, foundational and reflective competencies.

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

Assessment should ensure that all specific outcomes, embedded knowledge and critical cross-field outcomes are evaluated. The assessment of the critical cross-field outcomes should be integrated with the assessment of specific outcomes and embedded knowledge.

### **INTERNATIONAL COMPARABILITY**

The Business Advising industry is a discipline with globally recognised best practices, standards and qualifications. This Qualification and set of Unit Standards utilises international and locally recognised best practice and standards in the practices of running and conducting business advice.

Benchmarking was done by comparison to Unit Standards / Outcomes of learning against:

New Zealand Qualifications Authority Qualifications -

- > National Diploma in Small Business Management - 140 Credits - Level 5
- > National Diploma in Business - 120 Credits - Level 6

New Zealand Unit Standards:

- > Apply marketing concepts within a small business - 7 credits - Level 5
- > Establish costs, prices and conditions for provision of products and services for a small business - 5 credits - Level 5
- > Establish human resource needs of the small business operation - 5 credits - Level 5
- > Manage financial resources for a small business enterprise - 5 credits - Level 5
- > Produce establishment plans for small business ventures - 5 credits - Level 5
- > Investigate and evaluate small business franchising options - 10 Credits - Level 6
- > Manage small business operations - 5 Credits - Level 6
- > Manage the development of small business ventures - 5 Credits - Level 6
- > Develop Strategies to foster innovation and entrepreneurship for small business enterprises - 10 Credits - Level 7
- > Identify and assess business development opportunities for a small business enterprise - 10 Credits - Level 7

A direct comparison with each Unit Standard was undertaken and applicable competencies were highlighted and incorporated into each Unit Standard. However the points incorporated were written in a South African context.

### **ARTICULATION OPTIONS**

This Qualification articulates virtually with the National Certificate: Business Advising NQF Level 7.

### **MODERATION OPTIONS**

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

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

**CRITERIA FOR THE REGISTRATION OF ASSESSORS**

For an applicant to register as an assessor, the applicant needs:

- > A minimum of 2 (two) years' practical, relevant occupational experience
- > To be declared competent in all the outcomes of the National Assessor Unit Standards as stipulated by South African Qualifications Authority (SAQA)

**NOTES**

N/A

**UNIT STANDARDS**

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

	<b>UNIT STANDARD ID AND TITLE</b>	<b>LEVEL</b>	<b>CREDITS</b>	<b>STATUS</b>
Core	7885 Research and update the legal knowledge required for business compliance	Level 5	8	Registered
Core	7886 Develop and Implement A Business Plan	Level 5	8	Registered
Core	7887 Develop and Manage Marketing Plans and Strategies	Level 6	12	Registered
Core	12138 Conduct an organisational needs analysis	Level 6	10	Registered
Core	14505 Apply the principles of ethics and professionalism to a business environment	Level 6	6	Registered
Core	116338 Apply basic business accounting practices	Level 6	9	Public Comment
Core	116349 Apply business performance management practices	Level 6	10	Public Comment
Core	116356 Align Manager's personal objectives and skills to those of the business	Level 6	10	Public Comment
Core	116365 Evaluate a business' financial practices	Level 6	9	Public Comment
Core	116366 Assess and design stock policies and logistics services for small/medium enterprises	Level 6	7	Public Comment
Core	116367 Apply basic human resources practices	Level 6	8	Public Comment
Core	116368 Apply basic business marketing practices	Level 6	8	Public Comment
Elective	7624 Influencing stakeholders in Retail/Wholesale practices	Level 5	20	Registered
Elective	7628 Managing integrated data in Retail/Wholesale practices	Level 5	10	Reregistered
Elective	9895 Coordinate predictive and preventive maintenance	Level 5	12	Registered
Elective	9897 Manage inventory	Level 5	3	Registered
Elective	10597 Implement operational management principles and techniques	Level 6	8	Registered
Elective	10604 Manage skills, training and development within a team in a manufacturing unit	Level 6	8	Registered
Elective	12885 Apply concepts and principles relevant to the practical aspects of corporate governance and accountability	Level 6	10	Registered
Elective	14504 Demonstrate knowledge and understanding of e-business as a competitive tool	Level 6	7	Registered
Fundamental	9224 Implement policies regarding HIV/AIDS in the workplace	Level 5	4	Registered
Fundamental	14515 Present a well-structured argument derived from qualitative and/or quantitative data to map new knowledge and generate a competitive advantage	Level 6	12	Registered





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

1

**Align Manager's personal objectives and skills to those of the business**

SAQA US ID	UNIT STANDARD TITLE		
116356	Align Manager's personal objectives and skills to those of the business		
SGB NAME	NSB ACRONYM	PROVIDER NAME	
SGB Entrepreneurship & Small Business Development	NSB 03		
FIELD	SUBFIELD		
Business, Commerce and Management Studies	Generic Management		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	10

### **Specific Outcomes:**

#### ***SPECIFIC OUTCOME 1***

Evaluate contributions to business performance.

#### ***SPECIFIC OUTCOME 2***

Determine opportunities to improve effectiveness.

#### ***SPECIFIC OUTCOME 3***

Seek and utilise professional advice to supplement competence.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

2

#### Apply basic business accounting practices

SAQA US ID	UNIT STANDARD TITLE		
116338	Apply basic business accounting practices		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Entrepreneurship & Small Business Development		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Generic Management	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	9

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Explain the cycle of recording transactions and relevant terminology.

##### **SPECIFIC OUTCOME 2**

Explain and demonstrate an understanding of source documents.

##### **SPECIFIC OUTCOME 3**

Explain the purpose of each subsidiary journal.

##### **SPECIFIC OUTCOME 4**

Prepare subsidiary journals.

##### **SPECIFIC OUTCOME 5**

Post subsidiary journals to the general ledger.

##### **SPECIFIC OUTCOME 6**

Prepare the final statements.





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

3

#### Apply basic business marketing practices

SAQA US ID	UNIT STANDARD TITLE		
116368	Apply basic business marketing practices		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Entrepreneurship & Small Business Development		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Generic Management	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	8

#### **Specific Outcomes:**

##### ***SPECIFIC OUTCOME 1***

Identify and define what marketing is.

##### ***SPECIFIC OUTCOME 2***

Retain the competitive environment of products or services.

##### ***SPECIFIC OUTCOME 3***

Evaluate and co-ordinate brand, product and service promotion opportunities.

##### ***SPECIFIC OUTCOME 4***

Evaluate the brand, product or service promotions.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

4

### Apply basic human resources practices

SAQA US ID	UNIT STANDARD TITLE		
116367	Apply basic human resources practices		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Entrepreneurship & Small Business Development		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Generic Management	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	8

### Specific Outcomes:

#### SPECIFIC OUTCOME 1

Understand legislative requirements.

#### SPECIFIC OUTCOME 2

Manage the careers of service staff.

#### SPECIFIC OUTCOME 3

Develop professional teams.

#### SPECIFIC OUTCOME 4

Meet people requirements.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

5

#### Apply business performance management practices

SAQA US ID	UNIT STANDARD TITLE		
116349	Apply business performance management practices		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Entrepreneurship & Small Business Development		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Generic Management	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	10

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Specify the objectives of the business.

##### **SPECIFIC OUTCOME 2**

Identify the factors affecting performance of the business.

##### **SPECIFIC OUTCOME 3**

Assess the performance of the business in meeting its objectives.

##### **SPECIFIC OUTCOME 4**

Identify potential improvements to the business.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

6

#### Assess and design stock policies and logistics services for small/medium enterprises

SAQA US ID	UNIT STANDARD TITLE		
116366	Assess and design stock policies and logistics services for small/medium enterprises		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Entrepreneurship & Small Business Development		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Generic Management	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	7

#### Specific Outcomes:

##### **SPECIFIC OUTCOME 1**

Analyse local and international stock and logistic policy trends.

##### **SPECIFIC OUTCOME 2**

Analyse on-site stock inventory processes.

##### **SPECIFIC OUTCOME 3**

Develop stock policies.

##### **SPECIFIC OUTCOME 4**

Develop logistic services.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

7

### Evaluate a business' financial practices

SAQA US ID	UNIT STANDARD TITLE		
116365	Evaluate a business' financial practices		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Entrepreneurship & Small Business Development		NSB 03	
FIELD		SUBFIELD	
Business, Commerce and Management Studies		Generic Management	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	9

### Specific Outcomes:

#### **SPECIFIC OUTCOME 1**

Identify and describe the financial aspects of a business.

#### **SPECIFIC OUTCOME 2**

Interpret financial statements.

#### **SPECIFIC OUTCOME 3**

Provide financial forecasts.

No. 912

30 July 2004

Established in terms of Act 58 of 1995**SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)**

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

**Administration**

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

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

Comment on the unit standards should reach SAQA at the address ***below and no later than 30 August 2004***. All correspondence should be marked **Standards Setting – SGB for Administration** and addressed to

The Director: Standards Setting and Development  
SAQA

*Attention: Mr. D Mphuthing*

Postnet Suite 248

Private Bag X06

Waterkloof

0145

or faxed to 012 – 431-5144

e-mail: [dmphuthing@saqa.co.za](mailto:dmphuthing@saqa.co.za)

**DR LOFFIE NAUDE**

**ACTING DIRECTOR: STANDARDS SETTING AND DEVELOPMENT**



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### QUALIFICATION:

#### *Further Education and Training Certificate: Social Security Administration*

SAQA QUAL ID	QUALIFICATION TITLE	
48960	Further Education and Training Certificate: Social Security Administration	
SGB NAME	SGB Administration	
ABET BAND	PROVIDER NAME	
Undefined		
QUALIFICATION CODE	QUAL TYPE	SUBFIELD
BUS-4-National Certificate	National Certificate	Office Administration
MINIMUM CREDITS	NQF LEVEL	QUALIFICATION CLASS
144	Level 4	Regular-Unit Stds Based
SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE

#### PURPOSE OF THE QUALIFICATION

This Qualification is for any individual who is or wishes to be involved in the Administration function within the Social Security sector.

The Core Component of the Qualification offers the learner knowledge and skills in Ethics within the Social Security context, the application of the legislative framework in the administration of Social Security, the application of Public Sector Policies and Procedures, the administration of beneficiary enquiries, the processing of beneficiary applications and the utilization of systems in administering Social Security. The Qualification through its Elective Component enables the learner to specialize in areas of Social Security such as Ethics, Supervision and Policy and Sector Awareness.

It is also the building block to advance the learner into the National Certificate in Business Administration Services: NQF Level 5, or the National Certificate in Public Administration: Level 5, and any future related Social Security Administration Qualifications at NQF Level 5 that may be generated at a future date.

Learners working towards this Qualification will find that the acquisition of competence in the Unit Standards, which make up the Qualification, will add value to their jobs. This Qualification is intended to enhance the provision of service within the field of Social Security Administration within the public sector. The Qualification ensures progression of learning, enabling the learner to meet standards of service excellence required within the Administration field of learning, through building day-to-day Administration skills as well as operational competencies required within the public sector. It will provide the broad knowledge, skills and values needed in the Social Security Administration field for the public sector and will facilitate access to, and mobility and progression within, education and training.

Qualifying learners could follow a career in:

- > Public Service Administration and Supervision
- > Technical assistance
- > Data capturing
- > Relationship management
- > Project coordination
- > Customer liaison within the public sector
- > Social Security Administration Supervision

#### Rationale:

The FETC in Social Security Administration: NQF Level 4 is designed to meet the needs of those learners both employed or unemployed, who are already involved or wish to become involved in the field of Administration within the Social Security Sector. Social Security Administration is an essential field of learning with the Social Security Sector. This means that there is an on-going need for skilled Administrative people to carry out these functions in the public sector. There is also a need to develop career paths in this



field so as to offer people involved in Social Security Administration the opportunity to continue with a programme of life-long learning, which will make them knowledgeable and skilled employees with enhanced employment opportunities.

The FETC in Social Security Administration: Level 4 is a specialised Qualification which offers Administrative knowledge and skills to learners who:

- > Have attained the National Certificate in Business Administration: Level 3 and wish to continue on a path of life-long learning within the Social Security Sector
- > Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training
- > Have worked in Administration, Public Administration or Social Security Administration for many years, but have no formal Qualifications in their area of expertise
- > Wish to extend their range of skills and knowledge of Administration so that they can become knowledge workers
- > Are contracted in a learnership agreement
- > Have recently taken up a position in Social Security Administration
- > Have not yet acquired the skills and competencies required for learning in Social Security Administration or Generic Administration at NQF level 5.

The skills, knowledge, values and attitudes reflected in the Qualification are building blocks that will be developed further in Level 5. The intention is:

- > To promote the development of knowledge and skills that are required for the efficient performance of Social Security Administrative functions in the Public Sector
- > To release the potential of people.

The FETC in Social Security Administration: Level 4 should produce knowledgeable, multi-skilled workers who are able to contribute to improved productivity and efficiency within the public sector. It should provide the means for current workers to receive recognition of prior learning, to upgrade their skills and achieve a nationally recognised qualification. It should also assist new entrants to the public sector.

It will ensure that the quality of education and training in Social Security Administration is enhanced and of a world-class standard.

The FETC in Social Security Administration at NQF Level 4 allows the learner to work towards a nationally recognised qualification. The qualification will allow both those in formal education and those already employed in organisations in the Administration field of learning in any business sector access to a Qualification that can be used as a benchmark to gauge their competence against local and international standards.

The FETC Certificate in Social Security Administration builds on the knowledge and skills already obtained in the Level 3 Certificate in Business Administration.

#### **RECOGNIZE PREVIOUS LEARNING?**

Y

#### **LEARNING ASSUMED TO BE IN PLACE**

Learners accessing this Qualification should be competent in:

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

#### **Recognition of Prior Learning**

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible. Learner and Assessor will jointly decide on methods to determine prior learning and competence in the knowledge, skills, values and attitudes implicit in the Qualification and the associated Unit Standards. Recognition of Prior Learning will be done by means of an Integrated Assessment as mentioned.

This Recognition of Prior Learning may allow for:

- > Accelerated access to further learning at this or higher levels on the NQF

- > Gaining of credits towards Unit Standards in this Qualification
- > Obtaining this Qualification in whole or in part.

All recognition of Prior Learning is subject to quality assurance by the relevant ETQA or an ETQA that has a Memorandum of Understanding with the relevant ETQA.

### **QUALIFICATION RULES**

The Certificate is made up of a planned combination of learning outcomes that have a defined purpose and will provide qualifying learners with applied competence and a basis for further training.

The qualification is made up of Unit Standards that are classified as Fundamental, Core and Elective. A minimum of 144 credits is required to complete the qualification.

In this qualification the credits are allocated as follows:

- > Fundamental: 60 credits
- > Core: 71 credits
- > Electives: 13 credits

**TOTAL: 144 credits**

Motivation for number of credits assigned to fundamental, core and elective

#### **Fundamental Component**

Unit Standards to the value of twenty credits in Communication in a First Language and twenty credits in Communication in a Second Language have been included. The inclusion of the Unit Standards in Communication in a Second Language is to enhance the ability of South Africans to communicate with each other in our multi-lingual country.

The Unit Standards for Communication in the Second South African Language are to be chosen from the following official languages: English, Sepedi, Sesotho, Setswana, siSwati, Tshivenda, Xitsonga, Afrikaans, isiNdebele, isiXhosa, isiZulu and sign language. The Second Language implies a language other than the language of instruction of, or the language taken as the First Language for this Qualification. The selection of the Second Official Language should be based on the language(s) of the people to whom the Learner is most likely to deliver a service.

Sixteen credits in Mathematical Literacy have also been included in the Fundamental Component.

These Fundamental Unit Standards will add value to learners both socially and economically in terms of their ability to operate as literate and numerate workers in a global economy. Their inclusion means that the Qualification conforms with the requirements for a FETC so granting the learning access to qualifications in the Higher Education band, subject to the entrance requirements applied by Providers to specific qualifications.

All the Unit Standards are compulsory.

#### **Core Component**

Seventy-one credits have been allocated to Unit Standards in the Core Component of this Qualification. This is to ensure that the Qualification has a strong Social Security Administration focus. The Unit Standards classified as Core describe Social Security Administration knowledge and skills that are generic to various public sector departments where Administrative functions of one kind or another are executed. They provide an opportunity to develop knowledge of Social Security Administration through research, formal learning and workplace practice and/or simulated situations. The Unit Standards encourage application of knowledge and skills in real situations. The Core Unit Standards provide the basic knowledge and skills that all workers need to know about Social Security Administration.

All Unit standards are compulsory.

#### **Elective Component**

There are Unit Standards totaling 39 credits in this Component. These Unit Standards are grouped into broad specialist Social Security Administrative focus areas to enable learners to gain specialist knowledge

and skills, which are particularly relevant, or of interest to the learner. Learners are required to select Electives that add up to at least 13 credits. While learners may choose any of the Electives to make up the 13 credits, it is preferable that the learner chooses the complete set of Standards listed in each sub-section even if this should mean that the minimum number of credits is exceeded. The learner may also select other Unit Standards at the level of the Qualification, not listed in this Qualification, but which would enhance the learner's work performance or employability, or which are of particular interest to the learner, with the approval of the relevant ETQA.

### **EXIT LEVEL OUTCOMES**

On achieving this Qualification, the learner will:

1. Work knowledgeably in the social security context.
2. Handle applications and enquiries from Beneficiaries according to departmental policy.
3. Utilise Social Security Administration System to process, store, retrieve and distribute data.
4. Monitor and Supervise Social Security Administration.
5. Communicate effectively with internal and external clients in at least two languages.
6. Use mathematics correctly in work and personal situations.

In particular, assessors should check that the learner can demonstrate an ability to consider a range of options and make decisions about the knowledge and skills demonstrated above so that the best option is chosen.

### **ASSOCIATED ASSESSMENT CRITERIA**

1.
  - > The necessary legislation, related policy and regulations are applied to own Social Security work context.
  - > Relevant associations and regulatory authorities affecting the Social Security work context are communicated with effectively about Social Security issues.
  - > Behaviour is consistent with the Code of Conduct applicable in the department.
  - > Batho Pele principles are applied in work context at all times.
2.
  - > The Social Security needs of beneficiaries are met effectively according to work performance standards and Departmental expectations.
  - > First-time and existing beneficiary enquiries are processed according to Departmental policy and procedures.
  - > Cards for beneficiaries to obtain payment are processed correctly.
  - > Complaints are effectively processed according to Departmental policy and procedure.
  - > Cultural differences are taken into account when dealing with Beneficiaries.
  - > Problems in the processing of beneficiary payments are referred to the appropriate authority according to Departmental policy.
3.
  - > Information is captured on the system for record keeping purposes using Departmental systems and procedures.
  - > Errors in the maintenance of beneficiary records are eliminated according to Departmental procedures.
4.
  - > The operation of Social Security Administration is streamlined to eliminate delays in payment.
  - > Monthly statistics are compiled timeously.
  - > Applications are processed according to Departmental procedures and policy.
  - > Applications are referred to appropriate sections for further handling.
5.
  - > Internal and external clients are communicated with orally using sound listening techniques and using appropriate language, tone, volume and register.
  - > Written communication in the form of letters, reports, memorandums etc. are compiled using formal language that is appropriate for the audience and purpose.
  - > Written texts are correctly interpreted and their relevance for the learner understood and applied correctly where necessary.
6.
  - > Mathematical calculations are correctly done using the appropriate formulae.
  - > Computations are correctly done in personal life mentally or by using a calculator.

## Integrated Assessment

Because assessment practices must be open, transparent, fair, valid, and reliable and ensure that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated into the Qualification.

Learning, teaching and assessment are inextricably lined. Whenever possible, the assessment of knowledge, skills, attitudes and values shown in the unit standards should be integrated.

Assessment of the communication, language, literacy and numeracy should be conducted in conjunction with other aspects and should use authentic Social Security Administration contexts wherever possible.

A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working. Where it is not possible to assess the learner in the workplace or on-the-job, simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term 'Integrated Assessment' implies that theoretical and practical components should be assessed together. During integrated assessments the assessor should make use of formative and summative assessment methods and assess combinations of practical, applied, foundational and reflective competencies.

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

Assessment should ensure that all specific outcomes, embedded knowledge and critical cross-field outcomes are evaluated. The assessment of the critical cross-field outcomes should be integrated with the assessment of specific outcomes and embedded knowledge.

## INTERNATIONAL COMPARABILITY

Benchmarking was done by comparison to Unit Standards/Outcomes of learning against the Standards for Social Security Administration in:

- > Australia
- > New Zealand
- > Ireland
- > United Kingdom
- > Scotland
- > Belgium
- > Wales

A search of the qualifications and standards available from the above bodies revealed whilst there were many standards relating to Social Welfare and the activities related thereto, there was nothing that was specifically for the Administration of Social Security or even Welfare. The closest qualification, in comparing our Social Welfare processes, is found in New Zealand, but even here, only Social Welfare specific standards are listed.

There are standards on policy frameworks and the application thereof, but even here, they are prescriptive to the New Zealand scenario. This does, however, reiterate our need to be more prescriptive in our standards on policy framework and public sector legislation and its application to specific public sector tasks.

The abovementioned websites were explored to ascertain what standards have been developed in the Public Sector, Administration, Public Sector Administration and Social Security/Welfare. Obviously we could draw some parallels with Generic Administration unit standards, but we have already drawn parallels with international Generic Administration unit standards in formulating our South African Generic Administration Qualifications, and these were reviewed throughout the process of putting together the Social Security Administration Qualification.

## ARTICULATION OPTIONS

This Qualification articulates horizontally with the following Qualifications:

- > The National Certificate in Administration: Level 4



Vertical articulation is possible with the following Qualifications:

- > National Diploma in Payroll Administration: Level 5
- > National Diploma in Administration: Level 5
- > National Certificate in Public Administration: Level 5

### **MODERATION OPTIONS**

- > Anyone assessing a learner or moderating the assessment of a learner against this Qualification must be registered as an assessor with the relevant Education, Training, Quality, Assurance (ETQA) Body, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.
- > Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider with the relevant Education, Training, Quality, Assurance (ETQA) Body, or with an ETQA that has a Memorandum of Understanding with the Services ETQA.
- > Assessment and moderation of assessment will be overseen by the relevant Education, Training, Quality, Assurance (ETQA) Body, or by an ETQA that has a Memorandum of Understanding with the Services ETQA, according to the ETQA's policies and guidelines for assessment and moderation.
- > Moderation must include both internal and external moderation of assessments at exit points of the Qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual Unit Standards as well as the integrated competence described in the Qualification.

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

### **CRITERIA FOR THE REGISTRATION OF ASSESSORS**

For an applicant to register as an assessor, the applicant needs:

- > A minimum of 2 (two) years' practical, relevant occupational experience in Administration
- > To be declared competent in all the outcomes of the National Assessor Unit Standards as stipulated by South African Qualifications Authority (SAQA)
- > To be in possession of a Qualification in Administration, Public Administration or Management at NQF Level 5 or higher.

### **NOTES**

N/A

### **UNIT STANDARDS**

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

	UNIT STANDARD ID AND TITLE	LEVEL	CREDITS	STATUS
Core	113955 Apply the Batho Pele principles to own work role and context	Level 3	4	Registered
Core	113956 Demonstrate knowledge of and apply the Public Sector Code of Conduct in own work roles and context	Level 3	4	Registered
Core	113967 Apply public sector policies and procedures to achieve administration objectives	Level 3	12	Registered
Core	7791 Display cultural awareness in dealing with customers and colleagues	Level 4	4	Reregistered
Core	13940 Demonstrate knowledge and application of ethical conduct in a business environment	Level 4	4	Registered
Core	110021 Achieve personal effectiveness in business environment	Level 4	6	Registered
Core	113960 Demonstrate and apply knowledge of the ethical standards in the Public Sector	Level 4	4	Registered
Core	116247 Demonstrate an understanding of a social security work context	Level 4	8	Draft - Prep for P Comment
Core	116248 Utilise social security administration system to process, store, retrieve and distribute data	Level 4	5	Draft - Prep for P Comment
Core	116250 Gather and verify application information	Level 4	8	Draft - Prep for P Comment
Core	116251 Administer beneficiary enquiries	Level 4	8	Draft - Prep for P Comment
Core	116252 Monitor social security administration and provide support services in the administration of beneficiary payments	Level 4	4	Draft - Prep for P Comment

Elective	14665 Interpret current affairs related to a specific business sector	Level 3	10	Registered
Elective	10026 Identify expertise and resources	Level 4	3	Registered
Elective	109999 Manage service providers in a selected organisation	Level 4	5	Registered
Elective	110009 Manage administration records	Level 4	4	Registered
Elective	110026 Describe and assist in the control of fraud in an office environment	Level 4	4	Registered
Elective	14525 Present an informed argument on a current issue in a business sector	Level 5	5	Registered
Elective	15234 Apply efficient time management to the work of a department/division/section	Level 5	4	Registered
Elective	116249 Supervise social security administration	Level 5	8	Draft - Prep for P Comment
Fundamental	8968 Accommodate audience and context needs in oral communication	Level 3	5	Registered
Fundamental	8969 Interpret and use information from texts	Level 3	5	Registered
Fundamental	8970 Write texts for a range of communicative contexts	Level 3	5	Registered
Fundamental	8972 Interpret a variety of literary texts	Level 3	5	Registered
Fundamental	7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	2	Registered
Fundamental	7470 Work with a wide range of patterns and inverses of functions and solve related problems	Level 4	6	Registered
Fundamental	7485 Demonstrate understanding of real and complex number systems	Level 4	3	Registered
Fundamental	8974 Engage in sustained oral communication and evaluate spoken texts	Level 4	5	Registered
Fundamental	8975 Read analyse and respond to a variety of texts	Level 4	5	Registered
Fundamental	8976 Write for a wide range of contexts	Level 4	5	Registered
Fundamental	9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	5	Registered
Fundamental	12153 Use the writing process to compose texts required in the business environment	Level 4	5	Registered
Fundamental	12417 Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities	Level 4	4	Reregistered

**SOUTH AFRICAN QUALIFICATIONS AUTHORITY****UNIT STANDARD:**

1

**Administer beneficiary enquiries**

SAQA US ID		UNIT STANDARD TITLE	
116251		Administer beneficiary enquiries	
SGB NAME		ABET BAND	PROVIDER NAME
SGB Administration		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Office Administration	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-OFA-0-SGB ADMIN	Regular	Level 4	8

**Specific Outcomes:****SPECIFIC OUTCOME 1**

Streamline beneficiary enquiries according to the nature of needs identified.

**SPECIFIC OUTCOME 2**

Process existing beneficiary enquiries.

**SPECIFIC OUTCOME 3**

Pre-screen new enquiries.

**SPECIFIC OUTCOME 4**

Monitor and track beneficiary responses and complaints.





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

2

### Demonstrate an understanding of a social security work context

SAQA US ID	UNIT STANDARD TITLE		
116247	Demonstrate an understanding of a social security work context		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Administration		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Office Administration	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-OFA-0-SGB ADMIN	Regular	Level 4	8

#### Specific Outcomes:

##### **SPECIFIC OUTCOME 1**

Explain the structure and roles of the different types of organisations and/or roleplayers within the

##### **SPECIFIC OUTCOME 2**

Identify and describe the role of associations or regulatory authorities in or affecting the Social

##### **SPECIFIC OUTCOME 3**

Explain how the own Social Security Sector is regulated.

##### **SPECIFIC OUTCOME 4**

Identify and describe the functions of related policy, regulations and legislation that impact on the



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

3

#### Gather and verify application information

SAQA US ID	UNIT STANDARD TITLE		
116250	Gather and verify application information		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Administration		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Office Administration	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-OFA-0-SGB ADMIN	Regular	Level 4	8

#### Specific Outcomes:

##### **SPECIFIC OUTCOME 1**

Gather information from beneficiaries.

##### **SPECIFIC OUTCOME 2**

Record and verify application information.

##### **SPECIFIC OUTCOME 3**

Refer application forms to appropriate section.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

4

**Monitor social security administration and provide support services in the administration of beneficiary payments**

SAQA US ID	UNIT STANDARD TITLE		
116252	Monitor social security administration and provide support services in the administration of beneficiary payments		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Administration	Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Office Administration	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-OFA-0-SGB ADMIN	Regular	Level 4	4

### Specific Outcomes:

#### **SPECIFIC OUTCOME 1**

Monitor role of related Payout Contractors.

#### **SPECIFIC OUTCOME 2**

Refer beneficiary to Paypoints.

#### **SPECIFIC OUTCOME 3**

Withdraw card for beneficiaries.

#### **SPECIFIC OUTCOME 4**

Identify and resolve discrepancies relating to payment.

#### **SPECIFIC OUTCOME 5**

Report on discrepancies to relevant Government Officials.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

5

**Utilise social security administration system to process, store, retrieve and distribute data**

SAQA US ID	UNIT STANDARD TITLE		
116248	Utilise social security administration system to process, store, retrieve and distribute data		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Administration		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Office Administration	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-OFA-0-SGB ADMIN	Regular	Level 4	5

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Capture information from application forms onto the social security administration system.

##### **SPECIFIC OUTCOME 2**

Generate and print relevant documents on social security administration system.

##### **SPECIFIC OUTCOME 3**

Obtain information from the social security administration system to assist in the processing of enq

##### **SPECIFIC OUTCOME 4**

Alleviate errors in the application process via the social security administration system.

##### **SPECIFIC OUTCOME 5**

Contribute to the quality management of the social security administration system.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

6

#### Supervise social security administration

SAQA US ID	UNIT STANDARD TITLE		
116249	Supervise social security administration		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Administration		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Office Administration	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-OFA-0-SGB ADMIN	Regular	Level 5	8

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Monitoring and report on performance related matters.

##### **SPECIFIC OUTCOME 2**

Compile monthly statistics.

##### **SPECIFIC OUTCOME 3**

Apply for extra funding.

##### **SPECIFIC OUTCOME 4**

Make recommendations for streamlining administrative processes.



*Established in terms of Act 58 of 1995*

### **SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)**

In order to proceed with the recognition of Standards Generating Bodies in terms of Government Regulations 19(1)(c) and 22(2) of 28 March 1998, National Standards Body 06, Manufacturing, Engineering and Technology, invites public comment with respect to *the acceptability of the nominees and the representativeness of the key education and training stakeholder interest groups* listed as SGB applicants below.

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

**All nominations/ applications should be accompanied by curricula vitae.**

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

Comment should reach the NSB at the address below by not later than **30 August 2004**. All correspondence should be marked **SGB for Air-conditioning, Refrigeration and Ventilation** and be addressed to:

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

### **SGB INFORMATION**

As a necessary step in the development and implementation of the National Qualifications Framework, The National Standards Bodies are briefed [regulation 19(1)(c) of 28 March 1998] to recognise or establish Standards Generating Bodies (SGBs).

SGBs shall:

- a. generate standards and qualifications in accordance with the Authority requirements in identified sub-fields and levels;
- b. update and review standards;
- c. recommend standards and qualifications to National Standards Bodies;
- d. recommend criteria for the registration of assessors and moderators or moderating bodies; and
- e. perform such other functions as may from time-to-time be delegated by their National Standards Body.

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

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

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

- (a) will be able to consider issues of productivity, fairness, public interest and international comparability as related to education and training in the sub-field;
  - (b) enjoy credibility in the sub-field in question, who enjoy respect; have the necessary expertise and experience in the sub-field and have the support or backing of the nominating body;
  - (c) are able to advocate and mediate the needs and interests of all levels within the sub-field covered by the Standards Generating Body;
  - (d) are able to exercise critical judgement at a high level; and
  - (e) are committed to a communication process between the Standards Generating Body, the National Standards Body and the Constituency.
-



**PUBLIC NOTICE BY 06 MANUFACTURING, ENGINEERING AND TECHNOLOGY TO RE-REGISTER THE STANDARDS GENERATING BODY FOR AIR CONDITIONING, REFRIGERATION AND VENTILATION**

NSB 06 wish to re-register an SGB for Air-conditioning, Refrigeration and Ventilation for a period of three years, from 9 July 2004 until 9 July 2007.

**BRIEF OF THE SGB**

Develop learning pathways for potential unit standards based qualifications and upgrade existing qualifications in the sub-field Manufacturing and Assembly from level 2 through to level 5 in the areas of:  
[Regulation 24(1)(e)]

- Communication skills
  - Mathematics and mathematic literacy
  - Use of trade tools and instruments
  - Use of industry materials and techniques
  - Application of safe working practices
  - Application of industry electrical and control technology
  - application of elective skills for specialized equipment
1. Monitor the following qualifications and up-grade in accordance with industry requirements and technology development. [Regulation 24(1)(b)]
    - Certificate in Air-conditioning, Refrigeration and Ventilation (NQF level 2)
    - Certificate in Air-conditioning, Refrigeration and Ventilation (NQF level 3)
    - Certificate in Air-conditioning, Refrigeration and Ventilation (NQF level 4)
    - Diploma in Air-conditioning, Refrigeration and Ventilation (NQF level 5)
  2. Recommend the standards and qualifications generated under 2, above, to the National Standards Body [Regulation 24(1)(c)].
  3. Recommend criteria for the registration of assessors and moderators or moderating bodies [Regulation 24(1)(d)].
  4. Review these qualifications and unit standards and effect the necessary changes [Regulation 24(1)(b)].
  5. Maintain liaison with other related Standards Generating Bodies in related fields [Regulation 24(1)(e)].
  6. Perform such other functions as may from time to time be delegated by the NSB [Regulation 24(1)(e)].

## COMPOSITION OF THE BRIEF

Nominee	Workplace	Nominating Body	Experience/Qualifications
Ackermann John Peter	Self Employed	South African Refrigeration Distribution	BSc (Eng) 30 years experience in the Refrigeration field
Crozier James Stephen	Drake and scull Technical Services (SA) (PTY Ltd	Air Conditioning and Refrigeration Industry Council of South Africa	26 years in Air Conditioning, Refrigeration and Ventilation Industry, 17 of which is in the training
Hendricks Craig Theodore	Electrical Constructors Association	Electrical Contractors Industry Training Board	Qualified Electrician, Training Manager
Kerens Guido	Technikon SA	South African Institute of Refrigeration and Air-conditioning	MSc. Eng (Mech) Professional Engineer. Professional career in
Laidlaw Grant Kenneth	Air Conditioning Refrigeration Academy	Air Conditioning and Refrigeration Academy	18 years in Air Conditioning, Refrigeration and Ventilation industry including 7 in training field
Rademeyer Edward Denton	Air Conditioning and Refrigeration Industry Counsel of South Africa	South African Refrigeration and Air-conditioning Contractors Association	Professional Technologist Engineering. 40 years in Air Conditioning, Refrigeration and Ventilation Industry
Rough David C	Townshed, van der Walt partners	South African Institute of Refrigeration and Air-conditioning	BSc Eng Msc, Professional Engineering Consultant
Senekal Wihelmina Johanne (Dr)	Guest Resource Services	South African Refrigeration and Air Conditioning Contractors Association	M Ed, (Adult Education) Hon. Ed (Curriculum design). 15 years in adult education
Tshivhase Derrick	Lumacon Air Conditioning and Refrigeration	South African Refrigeration and Air Conditioning Contractors Association	Manager, Air Conditioning, Refrigeration and Ventilation Installation and sales
Zdziarski Czeslawa	ESKOM	Barbara Air Conditioning and Refrigeration Industry Council of South Africa	MSc Eng. Professional Engineer.
Johannes Damhuis	BaToBa Training	Air Conditioning and Refrigeration Industry Council of South Africa	40 years in Air Conditioning, Refrigeration and Ventilation Industry. 15 of is in training
Martin Braun	Self Employed	South African Institute of Refrigeration and Air-conditioning (SAIRAC)	BSc Engineering
Joseph Sawich	Self Employed	South African Institute of Refrigeration and Air Conditioning	BSc Trade and Technical Education. 23 years in Air Conditioning, Refrigeration and Ventilation Industry. 10 years in training
Carla Sebanz	Shamus Rennie (Pty) Ltd	Air Conditioning and Refrigeration Industry Council of South Africa	BA (HDE) Quality Assurance Manager

Jacobus Verster	Department of Labour (Indlela)	Department of Labour	1988 – present as National Technical Examiner: Refrigeration
Isolde Dobelin	Open Trade Training Centre	Air Conditioning Refrigeration Industry Council of South Africa	Betriebswirt in Handwerk
Simon Mashilo	Ralekwe Engineering Services	Refrigation and Airconditioning Empowerment Forum of South Africa	Diploma in Heating and Ventilation and Air Conditioning
Willie Kuperus	Tshwane South College	Tshwane South College	Lecturer in HVAC
Rodney Schlemmer	Carrier SA	Air Conditioning and Refrigeration Industry Council of South Africa	Diploma in HVAC, Refrigeration Mechanic & Electrician
Avril Adendorff	Gauteng Department of Education	South African Institute of Refrigeration and Air-conditioning	BSc (HON) diploma in education, refrigeration mechanic
Buti Ngwena	Climatron	Nation Union of Metal Workers of South Africa	Refrigeration Mechanic NQF level 3

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