



Executive Summary

Qualification	FETC: Human Resources Management and Practices Support
Qualification ID	67463
NQF Level	4
Minimum Credits	140
Duration	12 months
Field	Business, Commerce and Management Studies
Subfield	Human Resources
ETQA	South African Board for People Practices (SABPP)
Purpose	This qualification will be useful to people who support and participate in human resources management and practices.
Entry Requirements	<ul style="list-style-type: none">▪ Communication at NQF Level 3▪ Mathematical Literacy at NQF Level 3▪ Computer Literacy at NQF Level 3



EMPOWERED

Head Office

3rd Floor, South Wing
20 Skeen Boulevard
Bedfordview

Centre of Leadership Excellence

3rd Floor, North Wing
20 Skeen Boulevard
Bedfordview

Centre of Business Excellence

2nd Floor, West Wing
H. Santos Building
30 Arena Close
Bruma

Telephone

+27 11 856 4700
+27 10 020 3920

Website

www.klmempowered.com

Contact

Lyn Mansour: +27 82 330 5160

Exit Level Outcomes

- Perform administrative duties related to human resources management and practices.
- Support the implementation of procedures and systems related to human resources management and practices in all of the following role clusters:
 - Strategic planning for human resources management and practices
 - Acquisition, development and utilisation of people
 - Establishment and improvement of labour and employee relations
 - Compensation and administration related to human resources management and practices
 - Collect, collate, and distribute information related to human resources management and practices in the context of a predetermined plan.
- Provide advice on or refer to appropriate person in response to queries on organisation procedures related to human resources management and practices.
- Demonstrate basic understanding of people dynamics and impact in the workplace.
- Demonstrate basic understanding of the functioning of business and the role and contribution of individuals within organisations.
- Identify strengths and areas for improvement in own learning through self-reflection and reflection on support for organisational human resources management and practices.

The KLM Empowered X-Perience



X-Ploration

For each of the SIX integrated learning blocks, learners explore content on their own before engaging with others. Guided by self-study plans and diagnostic self-assessment, they formulate their own insights to share.



X-Tension

Workplace application assignments allow learners to put their new learning to use on the job. Under the guidance of mentors, and with access to performance and wellness support, learners hone their skills and add value.



X-Citement

Learners receive a welcome letter and an X-Perience Map detailing the flow of their qualification. An orientation session helps them to understand the benefits and career options linked to the qualification.



X-Change

Learners attend facilitator-led sessions, either in class or online, to share their learning and refine their skills in a safe environment. Collaborative activities and peer feedback build learning synergy and allow learners to master specific skills.



X-Cellence

Each learner's progress is measured against learning outcomes through formative and summative assessment. Final examinations and presentations are used to obtain an accurate picture of overall understanding and mastery of the content.

Learning Blocks

1

Communications Skills for HR Practitioners

ID	Unit Standard Title	Level	Credits
12153	Use the writing process to compose texts required in the business environment	4	5
8970	Write texts for a range of communicative contexts	3	5
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
8976	Write for a wide range of contexts	4	5
8974	Engage in sustained oral communication and evaluate spoken texts	4	5
8968	Accommodate audience and context needs in oral communication	3	5
Total			29

2

Research and Analysis

ID	Unit Standard Title	Level	Credits
8969	Interpret and use information from texts	3	5
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
8975	Read analyse and respond to a variety of texts	4	5
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
Total			22

3

Recruitment and Onboarding

ID	Unit Standard Title	Level	Credits
10978	Recruit and select candidates to fill defined positions	4	10
117495	Assess legal contracts for business	4	8
10980	Induct a new employee	4	6
Total			25

4

Learning and Development

ID	Unit Standard Title	Level	Credits
117877	Perform one-to-one training on the job	3	4
117870	Conduct targeted training and development using given methodologies	4	10
14551	Analyse the skills development legislation and apply it in the workplace	4	4
8973	Use language and communication in occupational learning programmes	3	5
8979	Use language and communication in occupational learning programmes	4	5
Total			28

5

Employee Relations

ID	Unit Standard Title	Level	Credits
10170	Demonstrate understanding of employment relations in an organisation	3	3
12135	Represent stakeholders in consultations and discussions on matters that arise at shop floor level	3	3
10983	Participate in the implementation and utilisation of equity related processes	4	5
114941	Apply knowledge of HIV/AIDS to a specific business sector and a workplace	3	4
Total			15

Performance Management

ID	Unit Standard Title	Level	Credits
9973	Apply basic business concepts	3	8
11473	Manage individual and team performance	4	8
10981	Supervise work unit to achieve work unit objectives (individuals and teams)	4	12
Total			28

KLM Empowered Human Solutions Specialists (Pty) Ltd • Director: L.E. Mansour (Chief Executive Officer) • Company Reg. No. 2004/029096/07 • Vat Reg. No. 4280215775
Registered with the Department of Higher Education and Training (DHET) as a Private Further Education and Training College, Registration No. 2009/FE07/021; Registered with the Department of Basic Education (DBE), Registration No. 400376; SETA Accreditations: Fully Accredited Training Provider with; Service SETA, Decision No: 1154, and multi-sector SETA accredited.

The Greatness Effect