



# Executive Summary

<b>Qualification</b>	Higher Occupational Certificate: Human Resource Management Administrator
<b>Purpose</b>	The purpose of this qualification is to prepare a learner to operate as a Human Resource Management Administrator. A Human Resource Management Administrator contributes to organisational success by supporting the effective and efficient operation of the HR function through the provision of ethical and professional administrative services.
<b>Qualification ID</b>	121150
<b>NQF Level</b>	5
<b>Minimum Credits</b>	120
<b>Duration</b>	One year
<b>Field</b>	Business, Commerce, and Management Studies
<b>Subfield</b>	Human Resource Management
<b>Quality Partner</b>	Services SETA
<b>Entry Requirements</b>	An NQF Level 4 qualification with English Communication

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## Qualification Overview

Human Resource Management (HRM) plays a crucial role in ensuring that organisations attract, retain, and develop talent to achieve their strategic goals. The administrative function is essential to support this function in organisations.

HRM Administrators are essential in organisations in South Africa for several reasons. Firstly, HRM Administrators ensure that organisations comply with the various labour laws and regulations in South Africa. Secondly, HRM Administrators aid the organisation in attracting, recruiting, and selecting the best persons for the organisation. Thirdly, the HRM Administrator plays a pivotal role in the internal communication processes in organisations. Effective internal communication is essential for harmonious employment relations.

Qualifying learners will be able to:

- Collect HRM data and process data into appropriate information that is available for decision-making.
- Provide administrative services for the full range of HRM services.
- Monitor, support, and maintain the various communication and administrative processes with relevant stakeholders.
- Compile, maintain and ensure the safeguarding of all HRM records.

## The KLM Empowered Learning X Perience

**X Plore**

For each of the 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 Tend**

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 Cite**

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 Cel**

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



## Qualification Outline

- The Higher Occupational Certificate: Human Resource Management Administrator is presented over SIX learning blocks, each consisting of both Knowledge Modules (KM) and Practical Modules (PM).
- Workplace Modules are completed and assessed throughout the learning journey.
- Formative and summative assessments are conducted at regular intervals to prepare learners for the External Integrated Summative Assessment (EISA).
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### INTRODUCTION TO ORGANISATIONS AND HR MANAGEMENT (4 credits)

1	ID	Title	Level	Credits
	KM-01	Introduction to organisations and HR Management	5	4

### HR DATA COLLECTION, MANAGEMENT, AND INTERPRETATION (24 credits)

2	ID	Title	Level	Credits
	KM-02	Data management and interpretation	5	12
	PM-01	Collect and process HRM data	5	12

### ADMINISTRATIVE SUPPORT FOR STAFF PROCUREMENT (16 credits)

3	ID	Title	Level	Credits
	KM-03	Administration of staff procurement	5	16

### PROFESSIONAL ADMINISTRATION SERVICES FOR HR SERVICE DELIVERY (18 credits)

4	ID	Title	Level	Credits
	KM-04	Professional administration for HRM service delivery	5	6
	PM-02	Coordinate and provide administrative services	5	12

### COORDINATION OF HR COMMUNICATIONS (8 credits)

5	ID	Title	Level	Credits
	PM-03	Coordinate HRM communication	5	8

### COMPILING, MAINTAINING, AND SECURING HRM RECORDS (14 credits)

6	ID	Title	Level	Credits
	KM-05	HRM record keeping	5	4
	PM-04	Compile, maintain and safeguard HRM records	5	10

## Work Experience Modules

The focus of the work experience modules is to provide the learner an opportunity to conduct Human Resource Management Administration processes under authentic working conditions and to develop confidence by working under the supervision of a workplace mentor. This also provides for the exposure of learners to the complexities of dealing with workplace demands, the pressures of work, and the dynamics of project stakeholder management.

ID	Title	Level	Credits
WM-01	HRM data collection and data management processes	5	8
WM-02	Administrative processes for a full range of HRM services	5	12
WM-03	Organisational communication processes	5	8
WM-04	Processes for compiling, maintaining, and securing records	5	8

### *The Greatness Effect*

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