

Foundational Workplace Management Skills

1. Overview

This programme equips participants with a well-rounded understanding of key workplace management functions, including the interpretation and application of employment legislation, managing human resources in a small business, delivering quality customer service, and using effective oral communication strategies.

The programme supports compliance with labour laws, development of internal policies, and ethical, productive business operations.

2. Programme Outcome:

- Interpret and apply the Basic Conditions of Employment Act (BCEA) to employment contracts and payroll deductions
- Identify and implement human resource requirements in a new venture or small business
- Deliver effective customer service and handle queries with professionalism
- Communicate clearly and persuasively in spoken workplace interactions

Qualification:

Certificate of Completion

Duration:

3-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0108

SAQA US:

113915, 119713, 114974, 8962

NQF Level:

3

Credits:

13

Entry Requirements:

Communication & Mathematical Literacy at NQF 2

Training Options:

Online - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required:

(1) Online, (1) Blended & (1) Face-to-face

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

3. Programme Content

- **(113915 US):** Explain the application of the basic conditions of employment act in an employment contract
- **(119713 US):** Apply basic HR principles in a new venture
- **(114974 US):** Apply the basic skills of customer service
- **(8962 US):** Maintain and adapt oral communication

4. Topics

- Module 1: Understanding Employment Contracts and Financial Responsibilities (BCEA)
- Module 2: Human Resources in a New Venture or SMME
- Module 3: Customer Service Essentials
- Module 4: Effective Oral Communication in the Workplace

5. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

We trust that the above is in order and look forward to hearing from you for Implementation