

Water Services Workplace Skills

1. Overview

The purpose of this programme is to equip participants with the knowledge and practical skills required to communicate effectively, work safely, respond to workplace emergencies, provide basic first aid, and function effectively as members of a team within the water services sector. The programme promotes safe working practices, teamwork, and effective communication to support productivity and compliance with occupational health and safety requirements.

2. Programme Outcome:

- Communicate effectively in a variety of workplace situations
- Adapt communication styles to suit different audiences and workplace contexts
- Organise and present information clearly and professionally
- Apply occupational health and safety practices in the water sector
- Identify workplace hazards and implement appropriate safety measures
- Follow emergency procedures to minimise injury, damage, and environmental impact
- Maintain good housekeeping practices in the workplace
- Render basic first aid in emergency situations
- Work effectively as part of a team and contribute to achieving team objectives
- Demonstrate responsible workplace behaviour that promotes a safe and productive working environment

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0572

SAQA US:

119454, 246459, 13222, 9965, 8420

NQF Level:

2

Credits:

20

Entry Requirements:

Communication & Numeracy skills at NQF Level 1

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.

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

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

3. Programme Content

- **(119454 US):** Maintain and adapt oral/sign communication
- **(246459 US):** Apply personal safety practices in the water sector
- **(13222 US):** Deal with safety, health and environmental emergencies in the workplace
- **(9965 US):** Render basic first aid
- **(8420 US):** Operate in a team

4. Topics

Module 1: Workplace Communication

- Principles of effective workplace communication
- Communication techniques and strategies
- Verbal and non-verbal communication
- Adapting communication for different audiences
- Cultural awareness and sensitivity
- Organising and presenting information
- Active listening skills
- Influencing and persuading through communication
- Professional workplace communication

Module 2: Personal Safety in the Water Sector

- Introduction to occupational health and safety
- Personal safety responsibilities
- Health and safety policies and procedures
- Roles of health and safety representatives
- Hazard identification and risk assessment
- Safe work practices in the water sector
- Emergency procedures
- Good housekeeping practices
- Environmental considerations in the workplace

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

Module 3: Safety, Health and Environmental Emergencies

- Types of workplace emergencies
- Emergency preparedness
- Incident reporting procedures
- Responding to fire, chemical, and environmental incidents
- Evacuation procedures
- Controlling risks during emergencies
- Minimising injury and environmental damage
- Workplace emergency response roles

Module 4: Basic First Aid

- Principles of first aid
- Assessing an emergency scene
- Primary patient assessment
- Managing wounds and bleeding
- Treating burns and fractures
- Responding to shock and unconscious casualties
- Basic CPR awareness
- Reporting and recording first aid incidents

Module 5: Teamwork in the Workplace

- Understanding team structures
- Roles and responsibilities within a team
- Building effective working relationships
- Communication within teams
- Problem-solving and decision-making
- Managing conflict in teams
- Factors influencing team performance
- Evaluating team effectiveness
- Contributing to continuous improvement

5. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding
- **Practical Assignments:** Hands-on tasks related to course topics
- **Workplace Assignments and Logbook:** Application of skills in real-world settings

Successful participants will receive a certificate of completion.

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6. 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.

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