

Workplace Essential Skills

1. Overview

This programme equips participants with the essential workplace knowledge, skills, and behaviours required to perform effectively in a modern working environment. It prepares participants to understand workplace structures, employment relationships, organisational policies, health and safety requirements, workplace ethics, and effective communication. The programme also develops practical workplace readiness by enabling participants to apply for employment opportunities, participate in workplace activities, work effectively in teams, and contribute to a safe and productive work environment.

2. Programme Outcomes

- Explain the workplace environment and the roles and responsibilities of employers and employees
- Demonstrate an understanding of employment practices and organisational structures
- Apply workplace ethics, values, and professional conduct in the workplace
- Communicate effectively within a workplace environment
- Demonstrate knowledge of workplace health and safety requirements
- Apply for employment opportunities and prepare for job interviews
- Interpret employment contracts and workplace policies
- Participate effectively in workplace induction programmes
- Work collaboratively as an effective team member
- Participate confidently in workplace meetings
- Contribute to maintaining a safe, productive, and professional work environment

Qualification:

Occupational Skills Programme

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0471

Skills Programme ID:

SP – 211009

NQF Level:

4

Credits:

20

Entry Requirements:

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. Alternatively, the learning material will be emailed to the participant. 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. Modules

Module 1: Understanding the Workplace

- The workplace environment
- Roles and responsibilities of employers and employees
- Organisation of work
- Employer organisations
- External business environment
- Employer-employee relationships

Module 2: Workplace Performance

- Concepts related to employee performance
- Workplace expectations
- Productivity and professionalism
- Current workplace trends

Module 3: Workplace Health, Safety and Ethics

- Workplace health and safety
- Occupational Health and Safety principles
- Workplace ethics, norms and values
- Professional conduct and accountability

Module 4: Communication in the Workplace

- Workplace communication
- Effective interpersonal communication
- Professional communication practices

Module 5: Employment Readiness

- Applying for career opportunities
- Preparing for interviews
- Analysing employment contracts
- Understanding workplace policies and guidelines

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

Module 6: Workplace Experience

- Workplace induction
- Workplace policies, procedures and standards
- Occupational Health and Safety legislation
- Performing workplace tasks
- Evaluating workplace experience

Module 7: Teamwork and Workplace Participation

- Working effectively in teams
- Participating in workplace meetings
- Contributing to a safe and productive work environment.

4. 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.

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.

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