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| **Curriculum Document** | | | |  |
| **Curriculum Code** | **Curriculum Title** | | |
| 242101000-00-00 | Occupational Certificate:  Small Business Consultant | | |
| **Development Quality Partner** | **Name** | **E-mail** | **Phone** | **Logo** |
| Services Sector Education and Training Authority | [NoziZ@serviceseta.org.za](mailto:NoziZ@serviceseta.org.za) | (011) 276-9600 | LETTERHEAD |

# SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS

# SECTION 3A: KNOWLEDGE MODULE SPECIFICATIONS

## List of Knowledge Modules for which Specifications are included

* **242101000-00-00-KM-01, Regulatory and legislative framework, NQF Level 5, Credits 4**
* **242101000-00-00-KM-02, Compliance audit, NQF Level 5, Credits 3**
* **242101000-00-00-KM-03, Fundamentals of entrepreneurial profiles, NQF Level 4, Credits 3**
* **242101000-00-00-KM-04 Business advisory development, NQF Level 5, Credits 3**
* **242101000-00-00-KM-05, Strategic and operational plans, NQF Level 4, Credits 3**
* **242101000-00-00-KM-06, Business success factors, NQF Level 5, Credits 3**
* **242101000-00-00-KM-07 Principles of marketing, NQF Level 5, Credits 3**
* **242101000-00-00-KM-08, Business finance, NQF Level 5, Credits 4**
* **242101000-00-.00-KM-09, Principles of costing and pricing to a business venture, NQF Level 4, Credits 3**
* **242101000-00-00-KM-10, Risk profiling, NQF Level 5, Credits 3**
* **242101000-00-00-KM-11, Principles of tendering, NQF Level 5, Credits 3**
* **242101000-00-00-KM12, Business Appraisal, NQF Level 5, Credits 3**
* **242101000-00-00-KM13, Business opportunities and business rescue strategies, NQF Level 5, Credits 3**
* **242101000-00-KM-14, Effective communication, NQF Level 5, Credits 2**
* **242101000-00-KM-15, Principles of ethics in business, NQF Level 6, Credits 3**
* **2421000-00-00-KM-16, Strategies for behaviour change and lifestyle coaching, NQF Level 5, Credits 3**
* **242101000-00-00-KM-17, Principles of change management, NQF Level 5, Credits 3**
* **242101000-00-00-KM-18, Introductory studies for project managements, NQF Level 5, Credits 4**
* **242101000-00-00-KM-19, Application of contract documentation, NQF Level 5, Credits 3**
* **242101000-00-00-KM-20, Evaluation of influences in supply chain, NQF Level 5, Credits 3**
* **Total number of credits for Knowledge Modules**: **62**

**1. 242101000-00-00-KM-01: Regulatory and legislative framework, NQF Level 5, Credits: 4 (Learning contract time 3 Days)**

## 1.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of the concepts of the legal and regulatory framework within which the small business consultant operates.

The learning will enable learners to demonstrate an understanding of:

KM-01-KT01: Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997) (BCEA) (10%)

KM-01-KT02: National Minimum Wage Act 9 of 2018 (5%)

KM-01-KT03: Employment Equity Act (EEA) (5%)

KM-01-KT04: Labour Relations Act 66 of 1995 (5%)

KM-01-KT05: Skills Development Act, 97 of 1998 (SDA) (5%)

KM-01-KT06: Skills Development Levy Act, 9 of 1999 (SDLA) (5%)

KM-01-KT07: National Qualification Framework (3%)

KM-01-KT08: National Small Business Development Act, 102 of 1996 and National Small Business Amendment Act 28 of 2004 (SBDA)(10%)

KM-01-KT09: Broad Based Black Economic Empowerment Act, 53 of 2003 (BBBEEA) (5%)

KM-01-KT10: Income Tax Act, 58 of 1962 (5%)

KM-01-KT11: Unemployment Insurance Fund Act 63 of 2001 (UIF) (5%)

KM-01-KT12: Value Added Tax Act 89 of 1991 (VAT) (5%)

KM-01-KT13: Financial Reporting Standards (5%)

KM-01-KT14: Companies Act, 71 of 2008 (5%)

KM-01-KT15: Competitions Act, 89 of 1998 (5%)

KM-01-KT16: Financial Intelligence Centre Act,38 of 2001 (FICA) (3%)

KM-01-KT17: The Protection of Personal Information Act,2013 (POPI) (4%)

KM-01-KT18: Consumer Protection Act,68 of 2008 (CPA) (4%)

KM-01-KT19: Compensation for Occupational Injuries and Diseases Act, 130 of 1993 (COIDA) (3%)

KM-01-KT20: Occupational Health and Safety Act, 85 of 1993 (OHSA) (3%)

## 1.2 Guidelines for Topics

**1.2.1 KM-01-KT01: Basic Conditions of Employment Act, 1997 (Act no. 75 of 1997) (10%)**

***Topic elements to be covered include:***

KT0101 Purpose of the Basic Conditions of Employment Act, 1997, (Act No. 75 of 1997)

KT0102 The concept of an employee

KT0103 Regulations for working hours and breaks

### KT0104 Payment of overtime

### KT0105 Leave entitlement under the Act

### KT0106 Conditions of termination

### KT0107 Disclosure of employee information

### 

#### *Internal Assessment Criteria*

1. Define the aim and application of the Basic Conditions of Employment Act
2. Explain the concept of an employee and how the status of an employee is determined
3. Discuss the rules for working hours of the Act and how they are applied in a specific organisation
4. Explain the guidelines for breaks during working hours
5. Define the policy for the payment of overtime in an organisation and identify employees who qualify
6. Identify when an employee would be required to work during a meal interval
7. Clarify the leave entitlement under the Act
8. Discuss the conditions of termination of employment
9. Explain the rights of an employee under business rescue and/or liquidation
10. Describe the consequences should a business owner divulge employee information to prospective employers
11. Identify the kind of information required on a certificate of service

***(Weight: 10%)***

**1.2.2 KM-01-KT02: National Minimum Wage Act 9 of 2018 (5%)**

***Topic elements to be covered include:***

KT0201 Objective of the Act

KT0202 National Minimum Wage

KT0203 Establishment of the National Minimum Wage Commission

KT0204 Exemptions and Regulations

#### *Internal Assessment Criteria*

1. Discuss the purpose of the Act
2. Describe the national minimum wage and the annual review
3. Explain the role of the National Minimum Wage Commission
4. Discuss the exemptions and regulations

***(Weight: 5%)***

**1.2.3 KM-01-KT03: Employment Equity Act, 55 of 1998 (5%)**

***Topic elements to be covered include:***

KT0301 Purpose of the Employment Equity Act, 55 of 1998 as it applies to a business

KT0302 Implementation of employment equity

KT0303 Employment Equity Committees

KT0304 Employment policies and practices

KT0305 Barriers within an organisation

#### *Internal Assessment Criteria*

1. Explain the requirements placed on employers by the Act in terms of the employment equity plan
2. Describe the process of submission of returns
3. Discuss the process to implement employment equity
4. Explain the role of employment equity committees and who should be represented
5. Analyse the employment policy and practices and how the business complies with the Act and the specific employment equity plan
6. Explain how the Act aids in addressing wage discrimination
7. Explain the business owner’s responsibility in the enforcement of Employment Equity
8. Discuss the barriers that adversely affect disadvantaged people

***(Weight: 5%)***

**1.2.4 KM-01-KT04: Labour Relations Act, 66 of 1995 (5%)**

***Topic elements to be covered include:***

KT0401 Aspects of the Labour Relations Act, 667 of 1995

KT0402 Concepts of unfair labour practice

KT0403 The role of the Commission for Conciliation, Mediation and Arbitration (CCMA), Bargaining Council and the Labour Court

### KT0404 Fundamentals of Disciplinary Action

### KT0405 The Labour Relations Act, 667 of 1995 and interviews

#### *Internal Assessment Criteria*

1. Explain the concept of freedom of association
2. Discuss the business rights protected by the Act in respect to Trade Unions, Bargaining Councils active in a specific sector
3. Describe the concept of unfair labour practice with examples
4. Explain how the internal policies and procedures could be used to resolve a dispute or grievance
5. Discuss the importance of handling internal conflict and grievances to prevent unfair labour practice
6. Explain the consequences of unfair labour practice
7. Describe the role of workplace forums and who should be represented
8. Explain the function of the Commission for Conciliation, Mediation and Arbitration (CCMA) and Bargaining Councils and their role in dispute resolution
9. Discuss the purpose of the Labour Court
10. Discuss the concept of automatically unfair dismissal with examples
11. Identify and discuss the steps to be taken to ensure that dismissals are substantively and procedurally fair with reference to the LRA, Code of Good Practice and Human Resources policies
12. Discuss evidence and documentation that could support a recommendation for dismissal
13. Identify the step to be followed to ensure procedural fairness in cases of misconduct in terms of the LRA and disciplinary procedure
14. Describe the procedure to be following in a disciplinary enquiry with reference to the LRA and procedure of the organization
15. Identify documents required for interviews to ensure aligned to LRA
16. Discuss questions to be asked in an interview relating to work specific criteria
17. Explain the concept of discrimination
18. Define unfair labour practices as defined by the LRA and why it is considered to be unfair
19. Discuss questions that are unacceptable in any interview with a prospective employee

***(Weight: 5%)***

**1.2.5 KM-01-KT05: Skills Development Act, 97 of 1998 (5%)**

***Topic elements to be covered include:***

KT0501 Purpose of the Skills Development Act, 97 of 1998

KT0502 Legislated Training Reports

KT0503 Learnerships and Skills Programmes

### KT0504 The role of Sector for Education and Training Authority

#### *Internal Assessment Criteria*

1. Discuss the purpose of the Act
2. Describe the requirements of registration by the employer
3. Describe the requirements placed on employers by the Act in respect to submission of the workplace skills plan and annual training report
4. Explain the process to be followed in contributing to the workplace skills plan
5. Discuss the differences between mandatory and discretionary grants and employer qualifying criteria
6. Describe the concept of learnerships, apprenticeships and skills programmers/part qualifications and recognition of prior learning how it could be promoted by the employer
7. Explain the concept of lifelong learning and how it can be facilitated
8. Clarify the role of training committees within the skills development context
9. Identify and discuss Sector Education and Training Authority (SETA)in respect to the Act
10. Discuss the role of skills development providers in respect to the Act

***(Weight: 5%)***

**1.2.6 KM-01-KT06: Skills Development Levy Act, 9 of 1999 (5%)**

***Topic elements to be covered include:***

KT0601 Administration and imposition of the Act

KT0602 Recovery by Sector Education Training Authorities (SETA)

#### *Internal Assessment Criteria*

1. Describe purpose of the Act
2. Describe the process for registration for levy and non/levy paying employers
3. Explain the requirements placed on employers by the Act in terms of the workplace skills plan and the annual training report
4. Identify the requirements for employers to claim back levies
5. Discuss the levies/grant system by a specific Sector Education and Training Authority
6. Explain the calculation that a business would be entitled to, based on the submitted reports and rules of the relevant Sector Education and Training Authority

***(Weight: 5%)***

**1.2.7 KM-01-KT7 National Qualification Framework (3%)**

***Topic elements to be covered include:***

KT0701 Objective of the Act

KT0702 Functions of South African Qualifications Authority (SAQA)

KT0703 The role of Quality Councils

#### *Internal Assessment Criteria*

1. Define the objective of the Act
2. Describe the functions of SAQA
3. Explain the role of Quality Councils

***(Weight: 3%)***

**1.2.8 KM-01-KT8: National Small Business Act 102 of 1996 and National Small Business Amendment Act 29 of 2004 (10%)**

***Topic elements to be covered include:***

KT0801 National Department of Small Business Development (DSBD)

KT0802 Types of small businesses

KT0803 Various implementation agencies

KT0804 Regulations and guidelines

#### *Internal Assessment Criteria*

1. Define the purpose of the Act
2. Discuss the National Department of Small Business Development
3. Explain the various types of small businesses
4. Describe the roles and responsibilities of the various implementation agencies
5. Define the regulations and guidelines as detailed in the Act

***(Weight: 10%)***

**1.2.9 KM-01-KT9: Broad Based Black Economic Empowerment Act, 46 of 2013 (5%)**

***Topic elements to be covered include:***

KT0901 Purpose of the Broad Based Black Economic Empowerment Act, 46 of 2013

KT0902 Strategy for broad based black economic empowerment

KT0903 Transformation charters

KT0904 Support services and funding

KT0905 Regulations and guidelines

#### *Internal Assessment Criteria*

1. Discuss the purpose of the Act
2. Discuss the strategy for broad based economic empowerment
3. Identify the transformation charters
4. Discuss non-compliance procedure as per the legislation

***(Weight: 5%)***

**1.2.10 KM-01-KT10: Income Tax Act 58 of 1962 (5%)**

***Topic elements to be covered include:***

KT01001 Purpose of the Income Tax Act, 58 of 1962

KT01002 Various types of tax

KT01003 Payment and recovery of tax

KT01004 Representative taxpayers

#### *Internal Assessment Criteria*

1. Discuss the purpose of the Act
2. Explain the various types of taxes
   1. Income tax
   2. PAYE
   3. Small business tax
3. Discuss payment and recovery of taxes
4. Identify representative taxpayers

***(Weight: 5%)***

**1.2.11 KM-01-KT11: Unemployment Insurance Fund Act (5%)**

***Topic elements to be covered include:***

KT01101 Purpose of the Unemployment Insurance Fund Act 63 of 2001

KT01102 Regulatory registration

KT01103 Compulsory submissions

KT01104 Procedure for claims

#### *Internal Assessment Criteria*

1. Discuss the purpose of the Act
2. Define the regulatory registration required
3. Explain the compulsory submissions
4. Discuss the procedure for claims

***(Weight: 5%)***

**1.2.12 KM-01-KT12: Value Added Tax Act 89 of 1991 (5%)**

***Topic elements to be covered include:***

KT01201 Purpose of the Value Added Tax Act 89 of 1991

KT01202 Compulsory registrations

KT01203 Mandatory submissions

KT01204 Process for dealing with assessment

#### *Internal Assessment Criteria*

1. Describe the purpose of the Act
2. Discuss the compulsory registrations
3. Explain the mandatory submissions
4. Define the process for dealing with assessments

***(Weight: 5%)***

**1.2.13 KM-01-KT13: Financial Reporting Standards (5%)**

***Topic elements to be covered include:***

KT01301 Purpose of the Financial Report Standards

KT01302 Commitment to Global Financial Reporting Standards

KT01303 Application and endorsement of Financial Reporting Standards

KT01304 Application of Financial Reporting for SME’s Standard

#### *Internal Assessment Criteria*

1. Discuss the purpose of the Standard
2. Describe the commitment to Global Financial Reporting Standards
3. Explain the application and endorsement of Financial Reporting Standards
4. Discuss the application of Financial Reporting Standards for SME’s

***(Weight: 5%)***

**1.2.14 KM-01-KT14: Companies Act 71 of 2008 (5%)**

***Topic elements to be covered include:***

KT01401 Purpose of the Companies Act,71 of 2008

KT01402 Enhanced accountability and transparency

KT01403 Corporate governance framework

KT01404 Fundamental transactions, take-overs and offers

KT01405 Remedies and enforcements

#### KT01406 Regulatory agencies and administration of the Act

KT01407 Public offering of Company securities

KT01408 Non-compliance and penalties

#### *Internal Assessment Criteria*

1. Discuss the purpose of the Act
2. Describe accountability and transparency
3. Define an understanding of the corporate governance framework
4. Explain with examples fundamental transactions, take-overs and offers
5. Describe remedies and enforcements
6. Describe the circumstances which indicate the need for business rescue
7. Identify regulatory agencies
8. Explain the administration of this Act
9. Identify public offering of company securities
10. Discuss non-compliance and the consequences

***(Weight: 5%)***

**1.2.15 KM-01-KT15: Competitions Act, 89 of 1998 as amended (5%)**

***Topic elements to be covered include:***

KT01501 Purpose of the Competitions Act 89 of 1998 as amended

KT01502 Restrictive practices and prohibition of abuse of dominance

KT01503 Definition, notification and consideration of mergers

KT01504 Competition Commission and Tribunal

KT01505 Initiating a complaint

KT01506 Interim relief

KT01507 Breach of confidence

KT01508 Regulations and guidelines

#### *Internal Assessment Criteria*

1. Discuss the purpose of the Act
2. Identify with examples restrictive practices and prohibition of abuse of dominance
3. Define a merger, the consideration and process when conducting a merger
4. Discuss the Competition Commission and Tribunal and their functions
5. Describe the process when initiating a complaint
6. Explain the following terms:
   1. Interim relief
   2. Breach of confidence
7. Describe the regulations and guidelines of this Act

***(Weight: 5%)***

**1.2.16 KM-01-KT16: Financial Intelligence Centre Act,38 of 2001 (FICA)**

**(3%)**

***Topic elements to be covered include:***

KT01601 Financial Intelligence Centre

KT01602 Money laundering, terrorist financing and financial sanctions

KT01603 Compliance and enforcement

#### *Internal Assessment Criteria*

1. Discuss the Financial Intelligence Centre
2. Describe money laundering, terrorist finance and financial sanctions
3. Discuss the compliance procedure as per the legislation

***(Weight: 3%)***

**1.2.17 KM-01-KT17: The Protection of Personal Information Act, 2013 (4%)**

***Topic elements to be covered include:***

KT01701 Purpose of the Protection of Personal Information Act, 2013

KT01702 Conditions of lawful processing of personal information

KT01703 Exemptions from condition of lawful processing of personal information

KT01704 Protection of personal information

KT01705 Supervision of the Act

KT01706 Code of good practice

KT01707 Rights of data subjects

KT01708 Handling of transborder information

KT01709 Enforcements and regulations

KT01710 Offences, penalties and fines

#### *Internal Assessment Criteria*

1. Discuss the purpose of the Act
2. Identify with examples conditions for lawful processing of personal information
3. Discuss exemptions from conditions of lawful processing of personal information
4. Describe personal information and the protection thereof
5. Explain how this Act is supervised
6. Describe the following:
   1. Code of good practice
   2. Rights of data subjects
   3. Handling of transborder information
   4. Enforcements and regulations
7. Discuss the offences, penalties and fines as per the legislation

***(Weight: 4%)***

**1.2.18 KM-01-KT18: Consumer Protection Act 68 of 2008 (4%)**

***Topic elements to be covered include:***

KT01801 Purpose of the Consumer Protection Act 68 of 2008

KT01802 Fundamental Consumer rights

KT01803 Protection of Consumers’ rights and Consumers’ voice

KT01804 Business names and Industry Code of Conduct

KT01805 National Consumer Protection Institutions

KT1010 Enforcement of the Act

#### *Internal Assessment Criteria*

1. Discuss the purpose of the Act
2. Explain the rights of the Consumer
3. Explain the protection of the Consumers’ rights and their voice
4. Identify National Consumer Protection Institutions
5. Discuss enforcement and non- compliance

***(Weight: 4%)***

**1.2.19 KM-01-KT19: Compensation for Occupational Injuries and Diseases Act, 130 of 1993 as amended (3%)**

***Topic elements to be covered include:***

KT01901 Administration of the Compensation for Occupational Injuries and Diseases Act, 130 of 1993

KT01902 Explain COIDA registration or other relevant parties and submission of returns

KT01903 Compensation for Occupational Injuries

KT01904 Claims for Compensation

KT01905 Occupational diseases

KT01906 Obligations of employers, employees and other stakeholders

#### *Internal Assessment Criteria*

1. Discuss the administration of the Act
2. Define the COIDA registration or other parties and the submission of returns
3. Describe compensation for occupational injuries
4. Discuss the identification with examples claims for compensation
5. Describe with examples occupational diseases
6. Explain the employer’s, employee’s and other stakeholders’ obligations

***(Weight: 3%)***

**1.2.20 KM-01-KT20: Occupational Health and Safety Act, 85 of 1993 as amended (3%)**

***Topic elements to be covered include:***

KT2001 Purpose of the Occupational Health and Safety Act, 85 of 1993

KT2002 Reported incidents and complaints

KT2003 Contraventions, notices, other legal step and procedural requirements

KT2004 Monitoring as set out in the Occupational Health and Safety Act

#### *Internal Assessment Criteria*

1. Discuss the purpose of the Act
2. Explain the purpose of the risk assessment and safety file
3. Identify with examples reported incidents and complaints
4. Describe contraventions, notices and other legal steps and procedural requirements
5. Discuss the monitoring procedure as per the legislation

***(Weight: 3%)***

## 1.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 1.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 1.5 Exemptions

None

**2. 242101000-00-00-KM-02: Compliance audit, NQF Level 5, Credits: 3 (Learning contract time 2 Days)**

## 2.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of the legislative requirements, legal documents and codes of good practice. The focus will be on the analysing the compliance to legislation.

The learning will enable learners to demonstrate an understanding of:

KM-02-KT01: Relevant legislation to business (30%)

KM-02-KT02: Interpretation of relevant legislation to business (30%)

### KM-02-KT03: Analysis of compliance to legislation (20%)

### KM-02-KT04: Addressing non-compliance (20%)

## 2.2 Guidelines for Topics

**2.2.1 KM-02-KT01: Relevant legislation to business (30%)**

***Topic elements to be covered include:***

KT0101 Types of laws, municipal bylaws, standards and practices

KT0102 Categorisation of information

#### *Internal Assessment Criteria*

|  |
| --- |
| * 1. Identify the relevant legislation, standards and practices applicable to the business   2. Categorise the information identified   3. Explain the process for recording the information |

***(Weight: 30%)***

**2.2.2 KM-02-KT02: Interpretation of relevant legislation to business (30%)**

***Topic elements to be covered include:***

KT0201 Legal obligations

KT0202 Consultation with stakeholders

KT0203 Consequences of non-compliance

#### *Internal Assessment Criteria*

1. Identify the legal obligations and requirements for the specific business
2. Explain the process of consultation with stakeholders on legal obligations
3. Define the implications of compliance and non-compliance with examples

***(Weight: 30%)***

**2.2.3 KM-02-KT03: Analysis of compliance to legislation (20%)**

***Topic elements to be covered include:***

KT0301 Compliance procedures

KT0302 Types of legal documentation

KT0303 Reporting and control methods

KT0304 Engagement with stakeholders

#### *Internal Assessment Criteria*

1. Determine the degree of compliance in respect to standards and codes
2. Identify the extent to which the business complies with relevant legislation and other requirements
3. Discuss the legal documentation and compliance with all legal and other requirements
4. Explain the terminology for documents, standards and codes of practice as required by legislation
5. Describe the reporting and control systems as they align to relevant legislation
6. Explain the recording of compliance and non-compliance and communication methods to stakeholders

***(Weight: 20%)***

**2.2.4 KM-02-KT04: Addressing non-compliance (20%)**

***Topic elements to be covered include:***

KT0401 Scope of non-compliance

KT0402 Corrective action for non-compliance

KT0403 Management engagement

#### *Internal Assessment Criteria*

1. Identify areas of non-compliance
2. Discuss recommendations for non-compliance
3. Define method for recording corrective action
4. Describe reporting on compliance/non-compliance with recommendations and communication to management

***(Weight: 20%)***

## 2.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 2.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 2.5 Exemptions

None

1. **242101000-00-00-KM-03: Fundamentals of entrepreneurial profiles, NQF Level 4, Credits: 3 (Learning contract time 22Days)**

## 3.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of the characteristics of a successful entrepreneur and methods to enhance an entrepreneurial profile.

The learning will enable learners to demonstrate an understanding of:

KM-03-KT01: Fundamentals of entrepreneurs (30%)

KM-03-KT02: Characteristics of a successful entrepreneur (20%)

KM-03-KT03: Characteristics of individual entrepreneurs (20%)

KM-03-KT04: Methods to enhance an entrepreneurial profile (30%)

## 3.2 Guidelines for Topics

**3.2.1 KM-03-KT01: Fundamentals of entrepreneurs (30%)**

***Topic elements to be covered include:***

KT0101 Entrepreneurs in terms of business and employment opportunities

KT0102 Entrepreneurial opportunities within specific economic environments

KT0103 Advantages and disadvantages of entrepreneurship

### KT0104 Reasons for business failure

KT0105 Entrepreneurship in social development

#### *Internal Assessment Criteria*

1. Discuss entrepreneurship in respect to business and employment opportunities
2. Describe the types of entrepreneurial profiles
3. Identify and describe entrepreneurial opportunities within a specific economic area
4. Explain the advantages and disadvantages of entrepreneurship
5. Identify and discuss reasons for business failure
6. Explain the role of the entrepreneur in social development

***(Weight: 30%)***

**3.2.2 KM-03-KT02: Characteristics of a successful entrepreneur (20%)**

***Topic elements to be covered include:***

KT0201 Qualities of a successful entrepreneur

KT0202 Skills, aptitudes, personality and values of entrepreneurial behaviour

KT0203 Analysis of characteristics in the context of a specific new venture

KT0204 Strategies required for a successful venture

#### *Internal Assessment Criteria*

1. Identify with examples the characteristics of a successful entrepreneur
2. Differentiate skills, aptitude, personality and values of entrepreneurial behavior with examples
3. Discuss the importance of each characteristic analysed in the context of a specific new venture
4. Explain the technical, business, managerial and personal strategies required for establishing a successful venture

***(Weight: 20%)***

**3.2.3 KM-03-KT03: Characteristics of individual entrepreneur (20%)**

***Topic elements to be covered include:***

KT0301 Knowledge of self

KT0302 Identification of successful entrepreneurial qualities

KT0303 Determination of strengths and weaknesses

### KT0304 Strategies to address shortcomings

### KT0305 Classification of new entrepreneurial programmes

### KT0306 Goal setting for self

#### *Internal Assessment Criteria*

1. Establish knowledge of self in respect to personality, interests and aptitude
2. Identify characteristics of successful entrepreneur in individual’s own context
3. Determine own strengths and weaknesses with examples
4. Develop strategies to address shortcomings
5. Identify enabling programmes for new entrepreneurs
6. List benefits and limitations of enabling programmes for new entrepreneurs
7. Describe short term goals for self in entrepreneurial context
8. Describe medium- and long-term goals in the context of sustainability

***(Weight: 20%)***

**3.2.4 KM-03-KT04: Methods to enhance an entrepreneurial profile** **(30%)**

***Topic elements to be covered include:***

KT0401 Methods of mindset shift

KT0402 Principles of paradigm shift

KT0403 Alignment of personal strategies to business venture

#### *Internal Assessment Criteria*

1. Explain methods of mindset shift within the context of career change
2. Discuss techniques and principles to implement paradigm shift from employment to entrepreneur in the context of development of business opportunities
3. Develop a personal strategy to select a feasible and viable business venture

***(Weight: 30%)***

## 3.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 3.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 3.5 Exemptions

None

**4. 242101000-00-00-KM-04: Business advisory development, NQF Level 5, Credits: 3 (Learning contract time 2 Days)**

## 4.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of the development of their own abilities to offer a professional, technical and managerial advice throughout the lifecycle of a businesses

The learning will enable learners to demonstrate an understanding of:

KM-04-KT01: Methods of self-appraisal in dealing with clients (25%)

KM-04-KT02: Elements of business performance and activity (25%)

### KM-04-KT03: Concepts of maintenance of capabilities (25%)

### KM-04-KT04: Fundamentals of change in business advisory practices (25%)

## 4.2 Guidelines for Topics

**4.2.1 KM-04-KT01: Methods of self-appraisal in dealing with clients (25%)**

***Topic elements to be covered include:***

KT0101 Professional and ethical framework

KT0102 Range of business advisory services

#### KT0103 The alignment of meetings

KT0104 Personal reviews and self-evaluation

#### *Internal Assessment Criteria*

|  |
| --- |
| Identify the appropriate professional and ethical framework appropriate to the business advisory practice  Discuss client confidentiality  Describe the range of business advisory services available to businesses  Explain how meetings are aligned to the type of service offered and to professional and ethical requirements  Discuss the regular review of advisory practices  Explain self-evaluation of personal performance  Identify personal performance improvement areas |

***(Weight: 25%)***

**4.2.2 KM-04-KT02: Elements of business performance and activity (25%)**

***Topic elements to be covered include:***

KT0201 Fundamentals of financial strategies and analysis

KT0202 The interpretation of balance sheets as set out in generally accepted practices

KT0203 The importance of legal and financial requirements

KT0204 Operational and management performance techniques

KT0205 Change management and contingency plans

#### *Internal Assessment Criteria*

1. Discuss the financial strategies and analysis required for a business
2. Explain the interpretation of balance sheets as set out in generally accepted practices
3. Describe the importance of legal and financial requirements affecting the business according to those practices
4. Identify the appropriate techniques to assess business operational and management performance
5. Identify known and anticipated changes that will affect the business and contingency plans

***(Weight: 25%)***

**4.2.3 KM-04-KT03: Concepts of maintenance and capabilities in area of competence (25%)**

***Topic elements to be covered include:***

KT0301 Mechanisms for recognising and maintaining competence

KT0302 Process for changes affecting practices and knowledge

KT0303 The importance of information sharing

KT0304 Input and accreditation mechanisms

#### *Internal Assessment Criteria*

1. Describe mechanisms for recognising and maintaining specialist competence and knowledge
2. Identify the changes that affect practice and knowledge within own specialization, effect on business environment and the communication of such changes
3. Describe the sharing of information with peer specialists
4. Discuss input and accreditation mechanisms accessed to improve and accredit continuing personal competence

***(Weight: 25%)***

**4.2.4 KM-04-KT04: Fundamentals of business advisory practices (25%)**

***Topic elements to be covered include:***

KT0401 Elements of a business advisory action plan

KT0402 Technological adaptability

KT0403 Adaptability to changing environment

KT0404 The importance of knowledge and experience sharing

KT0405 Dynamics of technical and environmental change

#### *Internal Assessment Criteria*

1. Identify key elements to develop a business advisory action plan
2. Define the adaptation of advisory practices to meet technological changes
3. Explain adaptability to respond to every changing environment of business operation
4. Discuss the importance of creating opportunities to share knowledge and experience with others
5. Explain the evaluation of technical and environmental changes to determine the impact on the business and personal action

***(Weight: 25%)***

## 4.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 4.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 4.5 Exemptions

## None

**5. 242101000-00-00-KM-05: Strategic and operational plans, NQF Level 4, Credits: 3 (Learning contract time 2 Days)**

## 5.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of the various types of business and registration, the need for market research, the financial aspects of a business and compilation of a business plan.

The learning will enable learners to demonstrate an understanding of:

KM-05-KT01: Fundamentals of various types of business and registrations (20%)

KM-05-KT02: Elements of market research (20%)

### KM-05-KT03: Concepts of financial aspects of a new business (30%)

### KM-05-KT04: Fundamentals of compiling a business plan (30%)

## 5.2 Guidelines for Topics

**5.2.1 KM-05-KT01: Fundamentals of various types of business and registrations (20%)**

***Topic elements to be covered include:***

KT0101 Types of business in South Africa

KT0102 Legal requirements for various business entities

#### KT0103 Tax implications for operating a range of entities

KT0104 Principles of VAT

KT0105 Registration with South African Revenue Services (SARS)

KT0106 The purpose of skills development levy

KT0107 UIF responsibilities

KT0108 The purpose of COIDA

KT0109 Industry specific registrations and contact information

#### *Internal Assessment Criteria*

|  |
| --- |
| * 1. Identify various types of business that are legal in South Africa   2. Indicate the advantages and disadvantages of various business’   3. Explain the legal requirements for each business and the costs of registrations   4. Discuss the tax implications of operating each kind of business and compare providing the best type of business in specific circumstances   5. Describe the principles of VAT and the net output/input is calculated with examples   6. Discuss the registration with SARS and identify the consequences of non-compliance   7. Identify the current rates of taxes paid with examples   8. Discuss the purpose of the skills development levy and compile a list of SETAs which would be applicable to a range of businesses   9. Define an employer’s responsibility to register and pay UIF and calculate contributions with examples   10. Identify the purpose and benefits of COIDA and the amounts due with examples   11. Explain industry specific registrations and research the addresses and contact numbers for local registration for own type of business |

***(Weight: 20%)***

**5.2.2 KM-05-KT02: Elements of market research (20%)**

***Topic elements to be covered include:***

KT0201 The importance of market research

KT0202 The profile of the typical target market

KT0203 The current competition for potential businesses

#### *Internal Assessment Criteria*

1. Discuss the importance of market research in planning a new business and provide the dangers of not doing proper research and viability study
2. Identify the typical target market and consumer profile with examples
3. Describe the research into current competition for potential businesses for various locations and recommendations made as to potential location with examples

***(Weight: 20%)***

**5.2.3 KM-05-KT03: Concepts of financial aspects of a new business (30%)**

***Topic elements to be covered include:***

KT0301 Sources of finance

KT0302 Financial, strategy and training needs

KT0303 Suretyship for a business

KT0304 Financial implications and alternatives

#### *Internal Assessment Criteria*

1. Identify possible sources of finance for businesses and present the advantages and disadvantages of each
2. Define the possibilities available to businesses for finance, strategy and training needs
3. Discuss the providing of suretyship for a business and a substantial opinion is expressed as to the risks
4. Explain the financial implications and alternatives for capital asset requirements in relation to purchasing or leasing premises and vehicles, IT requirements and other business expenses
5. Explain the financial aspects of starting a business

***(Weight: 30%)***

**5.2.4 KM-05-KT04: Fundamentals of compiling a business plan (30%)**

***Topic elements to be covered include:***

KT0401 The purpose of the business plan

KT0402 Elements of a business plan

KT0403 Typical income and expenditure

KT0404 The compilation of a business plan

#### *Internal Assessment Criteria*

1. Describe the typical income and expenditure items for various types of businesses with examples
2. Explain the purpose of the business plan in relation to evidence of viability of the budget.
3. Discuss the basic elements of a business plan for a loan application with examples
4. Discuss the compilation of a basic business plan and the presentation to a specific business

***(Weight: 30%)***

## 5.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 5.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 5.5 Exemptions

None

**6. 242101000-00-00-KM-06 Business Success factors, NQF Level 5, Credits: 3 (Learning contract time 2 Days)**

## 6.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of negotiating boundaries between small business consultants and the client while creating professional relationships. There will be focus on the evaluating the factors that contribute to the success of a business and who have to give advice to businesses on how to make them more successful.

The learning will enable learners to demonstrate an understanding of:

KM-06-KT01: Business needs and expectations (10%)

KM-06-KT02: Identification and delineation of boundaries (5%)

KM-06-KT03: Management of advising relationships (10%)

### KM-06-KT04: Contract development (10%)

KM-06-KT05: Factors of success (20%)

KM-06-KT06: Performance of the business (25%)

### KM-06-KT07: Concepts of improvements (20%)

## 6.2 Guidelines for Topics

**6.2.1 KM-06-KT01: Business needs and expectations (10%)**

***Topic elements to be covered include:***

KT0101 Evaluation of business needs

KT0102 Establish business appraisal service

#### KT0103 Comparison of needs

KT0104 Conclusion of business relationship

#### *Internal Assessment Criteria*

|  |
| --- |
| * 1. Identify expectations based on business needs   2. Discuss the information required from business owner for evaluation   3. Describe the assessment of business needs versus personal needs   4. Explain how the personal needs and business needs are agreed upon   5. Clarify how the business expectations are agreed and compared to the owners needs |

***(Weight: 10%)***

**6.2.2 KM-06-KT02: Identification and delineation of boundaries (5%)**

***Topic elements to be covered include:***

KT0201 Scope of service offerings

KT0202 Process and targets in business advising

KT0203 Frequency of review

KT0204 Communication techniques

KT0205 Business advising contract

#### *Internal Assessment Criteria*

1. Clarify the nature and services offered
2. Discuss the clients understanding of the process, targets and potential outcomes
3. Describe the agreed frequency, scope and intervals of review
4. Explain the communication techniques used and the application of the business standards
5. Explain how information will be presented and the frequency it will be communicated

. ***(Weight: 5%)***

**6.2.3 KM-06-KT03: Management of advising relationships (10%)**

***Topic elements to be covered include:***

KT0301 Evaluation of expertise

KT0302 Management of agreed boundaries

KT0303 Sources of business support

KT0304 Maintenance of relationship

KT0305 Communication strategies

KT0306 Record Keeping

#### *Internal Assessment Criteria*

1. Explain how the adviser’s expertise is evaluated against the business need.
2. Discuss the management of agreed boundaries in the relationship
3. Identify alternative sources and how it will be aligned to business strategies
4. Define the maintenance of the relationship as it relates to the advising service provided
5. Explain how communication strategies will ensure ownership of action by business owner
6. Describe confidential record keeping activities.

***(Weight: 10%)***

**6.2.4 KM-06-KT04: Contract development (10%)**

***Topic elements to be covered include:***

KT0401 Communication processes for development

KT0402 Development of skills

KT0403 Professional advice and support

KT0404 Procedures for client relationship

#### *Internal Assessment Criteria*

1. Discuss the communication process in the development of owner’s abilities
2. Explain the development of analytical skills to improve management performance
3. Describe the use of professional advice and support
4. Identify the procedures for further contact with owner and alignment with business standards.

***(Weight: 10%)***

**6.2.1 KM-06-KT01: Factors of success (20%)**

***Topic elements to be covered include:***

KT0101 Types of success factors

KT0102 Categories of hindering factors

#### KT0103 Definition of SWOT analysis

#### *Internal Assessment Criteria*

|  |
| --- |
| * + - 1. Identify the factors that contribute to the success of the business       2. Explain the role each success factor plays in the business success       3. Identify the factors that hinder the performance of the business       4. Explain the role each hindering factor impedes the business performance       5. Discuss a SWOT analysis based on a scenario how strengths and opportunities can be maximised and threats and weaknesses minimized       6. Describe the reporting process of the SWOT analysis. |

***(Weight: 20%)***

**6.2.2 KM-06-KT02: Performance of the business (25%)**

***Topic elements to be covered include:***

KT0201 Objectives of the business

KT0202 Evaluation of business performance

KT0203 Procedure for financial analysis

KT0204 Performance data reporting

#### *Internal Assessment Criteria*

* + - 1. Identify the objectives of the business as aligned to its vision, mission and business plan
      2. Discuss the evaluation of the business performance against the objectives
      3. Describe the evaluation of the financial status against financial statements and reports (Range: profit and loss account, balance sheet and cash flow statements)
      4. Discuss how the following will be reported to the business”
         1. Financial status
         2. Performance data

***(Weight: 25%)***

**6.2.3 KM-06-KT03: Performance of the business (20%)**

***Topic elements to be covered include:***

KT0301 Potential improvements and effects

KT0302 Implementation of improvements

KT0303 Monitoring and evaluation

#### *Internal Assessment Criteria*

1. Identify potential improvements and their intended effects on the business
2. Draw up an action plan with a scenario including sequencing and timelines for implementation
3. Define ways to monitor implementation
4. Discuss the process of transcribing the monitoring plan into an aid to assist with early detection of problems and amendments required.

***(Weight: 20%)***

## 6.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 6.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 6.5 Exemptions

None

**7. 242101000-00-00-KM-07: Principles of marketing, NQF Level 5, Credits: 3 (Learning contract time 2 Days)**

## 7.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of the concepts of market segmentation positioning and the competitive environment and its impacts and the ability to see and resolve customer service problems in business.

The learning will enable learners to demonstrate an understanding of:

KM-07-KT01: The definition of marketing (10%)

KM-07-KT02: Processes for market segmentation (20%)

### KM-07-KT03: Strategies for positioning (15%)

### KM-07-KT04: Concepts of the competitive environment (25%)

### KM-07-KT05: Maintenance of customer satisfaction and relationships (30%)

## 7.2 Guidelines for Topics

**7.2.1 KM-07-KT01: The definition of marketing (10%)**

***Topic elements to be covered include:***

KT0101 Elements of marketing

KT0102 The marketing function

#### KT0103 The principles of marketing

KT0104 Practical marketing processes

#### *Internal Assessment Criteria*

|  |
| --- |
| * 1. Discuss the elements of marketing   2. Define the marketing function for businesses in context with other business functions   3. Explain the principles of marketing   4. Identify practical marketing processes |

***(Weight: 10%)***

**7.2.2 KM-7-KT02: Processes for market segmentation (20%)**

***Topic elements to be covered include:***

KT0201 Types of market segmentation

KT0202 Implications of market segmentation

KT0203 The potential for market segmentation

KT0204 The segmentation basis for the business

KT0205 Market segmentation profiles

#### *Internal Assessment Criteria*

1. Identify the purpose and types of market segmentation in business
2. Explain market segmentation implications in line with business
3. Discuss the assessment of potential market segmentation in line with the business
4. Define the segmentation basis for the business including geographic, demographic, psycho graphic and behaviouristic end use and operational basis
5. Explain the market segmentation profiles between two or more profile types

***(Weight: 20%)***

**7.2.3 KM-07-KT03: Strategies for positioning (15%)**

***Topic elements to be covered include:***

KT0301 Target market segments

KT0302 Position variables in business

KT0303 Product position strategies

#### *Internal Assessment Criteria*

1. Identify target market segments for businesses
2. Explain the position variables in a business for each target market
3. Discuss the product positioning strategies in line with strategic positioning methodologies and how that is communicated to the market

***(Weight: 15%)***

**7.2.4 KM-07-KT04: Concepts of the competitive environment (25%)**

***Topic elements to be covered include:***

KT0401 Competitive environment issues

KT0402 SWOT analysis of the competitive environment

KT0403 Organisational tactics for business

KT0404 Roles and responsibilities of team members

#### *Internal Assessment Criteria*

1. Identify and explain the issues surrounding the competitive environment according to historical data.
2. Discuss SWOT analysis for the competitive environment for businesses based on factual data
3. Explain the organization tactics for businesses to match competitive strengths and aligned to industry trends
4. Describe roles and responsibilities of team members with the competitive environment in line with business organogram.

***(Weight: 25%)***

**7.2.5 KM-07-KT05: Maintenance of customer satisfaction and relationship (30%)**

***Topic elements to be covered include:***

KT0501 Communication processes

KT0502 Product and service support

KT0503 Feedback opportunities

KT0504 Methods to identify customer satisfaction

#### *Internal Assessment Criteria*

1. Describe how methods of communication could be established with customers and implemented according to business requirements.
2. Explain the product and service support provided to identified customer needs and the resources of the business
3. Define how opportunities could be created for recognition feedback from all stakeholders in relation to maintaining and improving customer satisfaction and relationships
4. Identify methods that would provide for ongoing customer satisfaction in accordance with established requirements establish

***(Weight: 30%)***

## 7.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 7.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

**8. 242101000-00-00-KM-08: Business finance, NQF Level 5 Credits: 4 (Learning contract time 3 Days)**

## 8.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of mathematical analysis and concepts of financial analysis and practices.

The learning will enable learners to demonstrate an understanding of:

KM-08-KT01: Fundamentals of financial analysis and statements (25%)

KM-08-KT02: Financial aspects of business (20%)

KM-08-KT03: Concepts of mathematical techniques and analysis (25%)

KM-08-KT04: Identification of growth opportunities (15%)

### KM-08-KT05: Concepts of financial forecasting (15%)

## 8.2 Guidelines for Topics

**8.2.1 KM-08-KT01: Fundamentals of financial analysis** **and statements (25%)**

***Topic elements to be covered include:***

KT0101 Fundamentals of financial statements

KT0102 The concepts of financial analysis

KT0103 Concepts of financial ratios

KT0104 The uses of financial analysis in a business operation

#### KT0106 The application of financial analysis in the budgeting process

KT0107 The significance of trends and ratios in financial reports

KT0108 Procedures for corrective action

#### *Internal Assessment Criteria*

|  |
| --- |
| * + - 1. Identify and explain the concepts of financial analysis and their use in business       2. Discuss the analysis of financial statements Explain the calculation of financial ratios using standard financial methodology       3. Calculate and interpret financial ratios   *(Range includes but is not limited to: liquidity, return on investment, insolvency, net profit, return on equity)*   * + - 1. Identify and explain the uses of financial analysis to enhance operations       2. Discuss the application of financial analysis in the budgeting process       3. Explain the significance of using trends and ratios to analyse financial reports       4. Compare current year’s financials against previous years or the industry       5. Define the procedures for corrective action and submission to the relevant parties |

***(Weight: 25%)***

**8.2.2 KM-08-KT02: Financial aspects of business** **(20%)**

***Topic elements to be covered include:***

KT0201 The importance of financial objectives

KT0202 Financial forecasting and data

#### KT0203 Elements of accounting systems

KT0204 The impact of the financial plan

KT0205 Concepts of financial activities

#### *Internal Assessment Criteria*

|  |
| --- |
| * + - 1. Discuss the importance of the financial objectives as related to the overall business objectives       2. Explain financial forecasting based on sound and accurate data       3. Define accounting systems used to reflect accurate and current outputs of the business       4. Describe the impact of the financial plan on all parts of the business       5. Identify the financial activities on financial performance and explain how it is included in the financial plan |

***(Weight: 20%)***

**8.2.3 KM-08-KT03: Concepts of mathematical techniques and analysis (25%)**

***Topic elements to be covered include:***

KT0301 Procedure for selecting methods for collecting, recording and organising financial and economic data

KT0302 Procedure for gathering financial and demographic data

KT0303 Procedure for recording financial and demographic data

Principles of economic relationships

KT0304 Calculation of financial and economic data

Fundamentals of graphical representations and numerical summaries

KT0305 Concepts of projections based on mathematical analysis

#### *Internal Assessment Criteria*

* + - 1. Discuss the selection of appropriate methods for collecting, recording and organising financial and economic data
      2. Describe the procedure for gathering financial and demographic data
      3. Explain the procedure for recording financial and demographic data

1. Explain the principles of economic relationships through graphical representation techniques

|  |
| --- |
| 1. Calculate the following: |

* + - * 1. averages and standard deviations using data collected
        2. the line of best fit using the data collected
        3. the time value of money for different transactions

1. Present data collections and calculations in a graphical format

*(Range: Graphical formats could include histograms, pie charts, bar charts, line graphs and stack bar chats)*

1. Define the fundamentals of graphical representations and numerical summaries which are consistent with data
2. Describe the concepts of projections made on the basis of mathematical analysis.

***(Weight: 25%)***

**8.2.4 KM-08-KT04: Identification of growth opportunities (15%)**

***Topic elements to be covered include:***

KT0401 Comparison of financial analysis for accounting periods

KT0402 Comparison of financial analysis for different sections

KT0403 Procedure for recommending how to address weaknesses

KT0404 Interpretation of past performance

#### *Internal Assessment Criteria*

1. Describe the comparison of financial analysis for two accounting periods and results
2. Interpret the profitability of the business to determine which period had better results
3. Define the comparison of financial analysis for two different sections and determine which is more efficient in resource utilization and capital
4. Explain the procedure for recommending how to address weaknesses identified in performance when two sections are compared or one year and another
5. Identify opportunities for growth based on the interpretation of past performance

***(Weight: 15%)***

**8.2.5 KM-08-KT05: Concepts of financial forecasting (15%)**

***Topic elements to be covered include:***

KT0501 Financial forecasting origins and sources

KT0502 Financial forecasting preparation

KT0503 Fundamentals of accounting periods

KT0504 Financial forecasting analysis

#### *Internal Assessment Criteria*

1. Identify the origin and sources of financial forecasting
2. Discuss the factors for preparing financial forecasting as outlined in the company standard operating procedures
3. Discuss the relevant factors to be incorporated in the preparation of financial forecasts
4. Identify the accounting periods
5. Explain the forecasting process
6. Describe financial forecasting analysis to determine viability against company requirements

***(Weight: 15%)***

## 8.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 8.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 8.5 Exemptions

None

**9. 242101000-00-00-KM-09, Principles of costing and pricing to a business venture, NQF Level 4 Credits: 3 (Learning contract time 2 Days)**

## 9.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of the future profitability by establishing whether the costs involved will generate sufficient profit to justify the launching of the business venture.

The learning will enable learners to demonstrate an understanding of:

KM-08-KT01: Elements of price setting policy for a business venture (30%)

KM-08-KT02: The analysis of internal and external factors (30%)

### KM-08-KT03: The relationship between costs, revenue and profits (40%)

## 9.2 Guidelines for Topics

**9.2.1 KM-08-KT01: Elements of price setting policy for a business venture (30%)**

***Topic elements to be covered include:***

KT0101 The flow of the trading cycle

KT0102 The concepts of costing and pricing

#### KT0103 The differences between fixed costs, variable costs and total costs

#### *Internal Assessment Criteria*

|  |
| --- |
| * + - 1. Explain the flow of the trading cycle for a business venture       2. Describe the difference between the concepts of pricing and costing in terms of a product or service       3. Define the following in the context of own venture  1. fixed costs 2. variable costs 3. total costs |

***(Weight: 30%)***

**9.2.2 KM-09-KT02: The analysis of internal and external factors (30%)**

***Topic elements to be covered include:***

KT0201 Internal factors impacting pricing decisions

KT0202 External factors impacting pricing decisions

KT0203 The importance of business activity levels

#### KT0204 The calculation of variations in pricing levels

#### *Internal Assessment Criteria*

1. Identify the internal factors that impact pricing levels in relation to profitability of own venture
2. Identify the external factors that impact pricing levels in relation to profitability of own venture
3. Discuss the importance of business activity levels and their limitations
4. Describe the calculation of variations in pricing in terms of the impact on the break-even point

***(Weight: 30%)***

**9.2.3 KM-09-KT03: The relationship between costs, revenue and profits (40%)**

***Topic elements to be covered include:***

KT0301 Methods for costing

KT0302 Analysis of profit mark-up

KT0303 Types of profit

KT0304 Elements of competitive pricing

#### *Internal Assessment Criteria*

1. Explain the available costing methods in terms of own business venture.

*(Range: Methods include but are not limited to absorptive costing and variable costing).*

1. Discuss the calculation of profit mark-up and analysis in relation to own business
2. Define the distinction between the types of profit in relation to own business venture
3. Describe the elements of competitive pricing and compare to effective costing and forecasting of operating a business

***(Weight: 40%)***

## 9.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 9.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 9.5 Exemptions

## None

**10. 242101000-00-00-KM-10: Risk profiling, NQF Level 5 Credits: 3 (Learning contract time 2 Days)**

## 10.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of the business processes and potential risks, identification of risks and assessing the impact thereof, developing contingency plans and testing and revising contingency plans.

The learning will enable learners to demonstrate an understanding of:

KM-10-KT01: Fundamentals of potential risks (25%)

KM-10-KT02: Concepts of risk assessment (25%)

### KM-10-KT03: Elements of contingency plans (25%)

### KM-10-KT04: Testing of mitigation plans (25%)

## 10.2 Guidelines for Topics

**10.2.1 KM-10-KT01: Fundamentals of potential risks (25%)**

***Topic elements to be covered include:***

KT0101 Concepts of risks

KT0102 Contributing risk factors

#### KT0103 The role of policies and procedures

#### *Internal Assessment Criteria*

|  |
| --- |
| * 1. Explain the concept of risk   2. Identify the factors that could contribute to risks of a business   3. Discuss potential risks and assess the impact thereof in a business   4. Describe the elements and maintenance of a risk register |

***(Weight: 25%)***

**10.2.2 KM-10-KT02: Concepts of risk assessment (25%)**

***Topic elements to be covered include:***

KT0201 Potential risk factors

KT0202 Scenarios constituting risk

KT0203 Analysis of impact

KT0204 Risk materialisation

#### *Internal Assessment Criteria*

1. Identify and document potential risk factors for critical processes in a business
2. Define and document possible scenarios that could constitute a risk
3. Describe the possibility of each scenario occurring, evaluate and record each one
4. Explain the analysis to rate the impact of each scenario of a business
5. Define and document the priorities resulting from the impact analysis for implementation in the event of the risk materialising.

***(Weight: 25%)***

**10.2.3 KM-10-KT03: Elements of mitigation plans (25%)**

***Topic elements to be covered include:***

KT0301 Mitigation plans development and communication

KT0302 Mitigation plans distribution

#### *Internal Assessment Criteria*

1. Explain the development and documentation of mitigation plans
2. Describe how the mitigation plans are communicated to relevant stakeholders in line with businesses risk management procedures.
3. Define the distribution of the mitigation plans aligned to business risk management processes

***(Weight: 25%)***

**10.2.4 KM-10-KT04: Testing of mitigation plans (25%)**

***Topic elements to be covered include:***

KT0401 Analysis of mitigation plans

KT0402 Mitigation plans recommendations

KT0403 Revising of mitigation plans

#### *Internal Assessment Criteria*

1. Describe the testing of mitigation plans as per the business risk management procedures
2. Define the recommendations and improvements to the mitigation plans in relation to the findings of the testing
3. Explain how the mitigation plans are revised to incorporate recommendations from the testing in accordance with businesses policies and procedures.

***(Weight: 25%)***

## 10.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 10.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 10.5 Exemptions

None

**11. 335901000-00-00-KM-11: Principles of tendering, NQF Level 5 Credits: 3 (Learning contract time 2 Days)**

## 11.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of the concepts: identifying information resources of available business and new markets accessed through tendering processes, analyse tender documents for viability in a new venture context, the relationship between costs, revenue and profits in securing a tender and negotiate with suppliers and investigate new products/services to apply competitive tender costing.

The learning will enable learners to demonstrate an understanding of:

KM-11-KT01: Elements of tender resources (30%)

KM-11-KT02: Concepts of analysing documentation (30%)

### KM-11-KT03: Fundamentals of costing, revenue and profits (25%)

### KM-11-KT04: Dynamics of documentation completion (15%)

## 11.2 Guidelines for Topics

**11.2.1 KM-11-KT01: Elements of tender resources (30%)**

***Topic elements to be covered include:***

KT0101 The use of electronic media sites

KT0102 Media opportunities for tenders

#### KT0103 The potential of new markets

KT0104 Sources of information for tender opportunities

#### *Internal Assessment Criteria*

|  |
| --- |
| * 1. Discuss the investigation of electronic media site for possible tenders   2. Describe the identification of printed media of new business or calls for tenders for own business context   3. Explain the new market research for potential tendering opportunities   4. Describe the identification and investigation of sources of information for tender opportunities for own business context |

***(Weight: 30%)***

**11.2.2 KM-11-KT02: Concepts of analyzing documentation (30%)**

***Topic elements to be covered include:***

KT0201 Types of tenders

KT0202 Tender appropriateness for business context

KT0203 Presentation methods and tender submission procedures

KT0204 Activity levels of the business

KT0205 Factors of human resources capacity

#### *Internal Assessment Criteria*

1. Explain the various types of tenders
2. Discuss the identification of appropriate tenders and why they suit the business context
3. Discuss the legal compliance requirements appropriate to tenders
4. Explain the presentation methods and tender submission procedures with examples
5. Describe the business activity levels and the limitations of the business capacity within a specific tender context
6. Discuss the internal and external factors of human resources capacity for the business and their impact on a specific tender

***(Weight: 30%)***

**11.2.3 KM-11-KT03: Fundamentals of costing, revenue and profits for tenders (25%)**

***Topic elements to be covered include:***

KT0301 Costing methods for tenders

KT0302 Calculations for tender pricing

KT0303 Internal factors impacting pricing decisions

KT0304 External factors impacting pricing decisions

KT0305 Calculations of variations in pricing decisions

KT0306 Calculations for break-even, profit and costing

KT0307 Classification of expenses and revenues

KT0308 Process for assessment of suppliers and new products

KT0309 The identification of competing products and services

#### *Internal Assessment Criteria*

1. Explain the available methods in relation to tender specifications
2. Show the calculation for product/service costs and prices applicable to a specific tender with examples
3. Discuss the internal factors impacting upon pricing decisions in relation to the profitability of the tender
4. Describe the external factors impacting upon pricing decisions in relation to the profitability of the tender
5. Define the calculation for the variation in pricing decisions in terms of the impact on the break-even point
6. Define the following:
   1. Break-even point
   2. Profit mark-up
   3. Costing and pricing methods for tender specification
7. Explain the classification and categorization of expenses and revenues for a specific tender
8. Discuss the identification and consideration of competing product and services in the tender process.

***(Weight: 25%)***

**11.2.4 KM-11-KT04: Dynamics of tender documentation completion (15%)**

***Topic elements to be covered include:***

KT0401 Completion of tender documentation

KT0402 Process for the correctness of costing

KT0403 Meeting the deadlines submission

#### *Internal Assessment Criteria*

1. Describe the completion of tender documentation
2. Define process for the checks and balances for costing input into documents
3. Explain the adherence to submission dates and times for tenders.

***(Weight: 15%)***

## 11.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 11.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 11.5 Exemptions

None

**242101000-00-00-KM-12: Business appraisal, NQF Level 5, Credits: 3 (Learning contract time 2 Days)**

## 12.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of the concepts of appraising the business owners track record, and appraising owners understanding of the business and concepts of gathering, analysing and evaluating current operational and relevant statutory requirements.

The learning will enable learners to demonstrate an understanding of:

KM-12-KT01: Fundamentals of appraising the business owner’s track record and personal issues (15%)

KM-12-KT02: Concepts of assessing the business owner’s understanding of the business (10%)

KM-12-KT03: Fundamentals of personal financial budget and current financial situation (15%)

### KM-12-KT04: Concepts of the evaluation of current marketing situation (15%)

### KM-12-KT05: Fundamentals of the evaluation of current operational situation (15%)

KM-12-KT06: Dynamics of the evaluationof current legal requirements (15%)

### KM-12-KT07: Fundamentals of compiling a business appraisal and integrating findings (15%)

## 12.2 Guidelines for Topics

**12.2.1 KM-12-KT01: Fundamentals of appraising the business owner’s track record and personal issues (15%)**

***Topic elements to be covered include:***

KT0101 Types of evidence for successes and failures

KT0102 Procedure for gathering evidence for appraisal

#### KT0103 The owner’s commitment and realism about the business

KT0104 The use of practical and applicable assessment instruments

KT0105 The owner’s personal financial behaviour

KT0106 Conducting the assessment

KT0107 Process for reporting

KT0108 Recommendations and Findings

#### *Internal Assessment Criteria*

|  |
| --- |
| * 1. Describe the types of evidence required of previous successes and failures   2. Explain how this evidence may be used for the future viability of the business   3. Identify specific evidence to be appraised against set objectives  1. Describe the owner’s commitment and realism about the business as assessed against set assessment criteria 2. Explain the assessment of the owner’s personal financial behaviour against a set of criteria    1. Define practical and applicable assessment tools to be used    2. Discuss the agreed time frames and format for completion    3. Explain the format and compilation of the findings as per the business and client requirements    4. Describe how findings and recommendations are substantiated with facts from evidence to evaluate the business |

***(Weight: 15%)***

**12.2.2 KM-12-KT02: Concepts of assessing the business owner’s understanding of the business (10%)**

***Topic elements to be covered include:***

KT0201 Types of evidence for assessing business understanding

KT0202 Forms of evidence for assessing business understanding of owner

KT0203 Conducting the assessment of the business owner’s understanding

KT0204 Principles of validation of evidence using appropriate methods and tools

KT0205 Process for appraisal of evidence against an explicit framework

KT0206 Procedure for documentation and record-keeping

#### *Internal Assessment Criteria*

1. Identify the types of evidence required for the assessment of business understanding
2. Explain the forms of evidence required to determine business owner’s understanding against set objectives.
3. Define the agreed time frames and budgets for assessment
4. Describe the principles of validation of evidence using the appropriate methods and tools
5. Explain the process of appraisal of evidence against an explicit framework
6. Describe the evidence to be recorded and documented in accordance with business objectives

***(Weight: 10%)***

**12.2.3 KM-12-KT03: Fundamentals of personal financial budget and current financial situation of business** **(15%)**

***Topic elements to be covered include:***

KT0301 Personal monthly income and expenditure

KT0302 The process of providing supporting documentation

#### KT0303 The procedure for drawing up a personal financial budget

KT0304 The method for evaluating the current business situation against external measures and criteria

KT0305 Types of financial information and their sources and location

KT0306 The calculation and appraisal of the current financial situation

KT0307 The financial viability of the business

#### *Internal Assessment Criteria*

|  |
| --- |
| * 1. Describe how to gather data for personal monthly income and expenditure from the owner   2. Define the supporting documentary evidence required   3. Explain how a realistic personal financial budget is produced in the required format and agreed time frames   4. Describe the verification and assessment of the outcome of the personal financial budget against required standards   5. Explain the evaluation of the current situation against external measures and criteria  1. Identify the types of financial information required for analysis as aligned to standard practice 2. Define the sources and location of financial data and evaluation of authenticity 3. Discus the calculation of current financial situation using suitable analysis instruments 4. Describe the assessment of the alignment of the personal versus business financial standing based on the analysis 5. Explain the appraisal of the current financial situation using calculations and conclusions drawn and recorded in the required format 6. Determine the financial viability of the business and the required format   ***(Weight: 15%)*** |

**12.2.4 KM-12-KT04: Concepts of the evaluation of current marketing situation (15%)**

***Topic elements to be covered include:***

KT0401 Sources and location of marketing information

KT0402 Types of marketing information

KT0403 The process for determining the current marketing situation

KT0404 The procedure for the assessment of marketing viability

KT0405 Concepts of a marketing action plan

#### *Internal Assessment Criteria*

1. Identify the sources and location of marketing data and analysis against business requirements
2. Explain the types of marketing information required for analysis
3. Define the evaluation of the various types of marketing information against set criteria.
4. Determine the current market situation using the market mix
5. Discuss the assessment and conclusions drawn from the current marketing situation and how the marketing viability of the business is recorded
6. Compile an improvement marketing action plan.

***(Weight: 15%)***

**12.2.5 KM-12-KT05: Fundamentals of the evaluation of current operational situation (15%)**

***Topic elements to be covered include:***

KT0501 Sources and location of operational information

KT0502 Types of operational information and documentation

KT0503 The process for analysing the current operational situation

KT0504 The procedure for documenting the conclusions on the current operational situation

KT0505 The evaluation of the operational viability of the business

#### *Internal Assessment Criteria*

1. Identify the sources and location of operational data and analysis against requirements
2. Explain the types of operational information and documentation required for analysis
3. Define the analysis of the various types of operational information against set business objectives and controls
4. Discuss how the conclusions on the current operational situation are documented in the required format
5. Explain the evaluation of the operational viability against set standards

***(Weight: 15%)***

**12.2.6 KM-12-KT06: Dynamics of the evaluation of current legal requirements (15%)**

***Topic elements to be covered include:***

KT0801 Sources and location of legal information

KT0802 Types of legal information and documentation

KT0803 The process for assessing the current situation against legal requirements

KT0804 The procedure for documenting the conclusions on the current legal requirements

KT0805 The analysis of legal requirements

#### *Internal Assessment Criteria*

1. Identify the sources and location of legal information and evaluated against requirements
2. Explain the types of legal information required for analysis according to business requirements
3. Define the analysis of the current situation to determine if relevant legislation is applied according to standards
4. Discuss how the conclusions arising from legal requirements are drawn and evaluated against requirements
5. Explain the analysis of corrective measures and procedures to legal requirements and the required format

***(Weight: 15%)***

**12.2.7 KM-11-KT07: Fundamentals of compiling a business appraisal and integrating findings (15%)**

***Topic elements to be covered include:***

KT0701 The appraisal of the business

KT0702 The findings are analysed and interpreted

KT0703 Recommendations to the business

KT0704 The business’ potential

KT0705 Client confidentiality

KT0706 Procedure for reporting and action plan

#### *Internal Assessment Criteria*

1. Determine the format of the appraisal to suit the context of the business
2. Discuss the findings of track records, personal situations and business understanding are analysed and integration of the investigation and documented in the required format
3. Explain the recommendations made and evaluated against set requirements
4. Define the evaluation of the business’ potential against required objectives
5. Define the procedure for reporting and action plan drawn up within pre-determined time frames and format *(Range: Client will include owner and or management and/or stakeholders)*
6. Explain how client confidentiality is maintained

***(Weight: 15%)***

## 11.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 11.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 11.5 Exemptions

None

**13. 242101000-00-00-KM-13: Business opportunities and business rescue strategies, NQF Level 5, Credits: 3(Learning contract time 2 Days)**

## 13.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of conducting a client’s needs analysis to identify actual requirements and apply the concepts and procedures to develop a rehabilitation strategy

The learning will enable learners to demonstrate an understanding of:

KM-13-KT01: Fundamentals of market potential (20%)

KM-13-KT02: Elements of identification of market mix (20%)

### KM-13-KT03: Concepts of conducting a customer needs analysis (15%)

### KM-13-KT04: Concepts of turnaround and business rescueprocedures(25%)

### KM-13-KT05: Fundamentals of rehabilitation potential (20%)

## 13.2 Guidelines for Topics

**13.2.1 KM-13-KT01: Fundamentals of market potential (20%)**

***Topic elements to be covered include:***

KT0101 Aspects of systematic market analysis

KT0102 The market potential for a particular product or service

#### KT0103 The importance of assumptions in the research process

#### *Internal Assessment Criteria*

|  |
| --- |
| * 1. Explain systematic market analysis where all aspects are considered and applied in line with research practices   2. Determine the market potential of a particular product or service based on data research analysis findings   3. Discuss the importance of assumptions in the research process and application in analysis process |

***(Weight: 20%)***

**13.2.2 KM-13-KT02: Elements of identification of market mix (20%)**

***Topic elements to be covered include:***

KT0201 Factors for effective marketing

KT0202 Product evaluation

KT0203 Branding

#### *Internal Assessment Criteria*

1. Define the nature and importance of marketing factors in business
2. Discuss the evaluation of the product for price, place, promotion and people
3. Identify the branding and evaluate against market research results

***(Weight: 20%)***

**13.2.3 KM-13-KT03: Concepts of conducting a customer needs analysis (15%)**

***Topic elements to be covered include:***

KT0301 Customer needs analysis

KT0302 The segmentation of a customer base

KT0303 Customer priorities

KT0304 Competitor analysis

KT0305 The analysis of research results

KT0306 The application of a SWOT analysis

#### *Internal Assessment Criteria*

1. Identify and list the types of products and services in demand
2. Explain the segmentation of a customer base in area and requirements
3. Categorize and list customer priorities based on business records
4. Define competitor analysis and the evaluation of own performance against findings
5. Discuss the analysis and interpretation of research results against objectives
6. Explain the SWOT analysis and the application on research results to aid in report writing

***(Weight: 15%)***

**13.2.4 KM-13-KT04: Concepts of business rescue strategy (25%)**

***Topic elements to be covered include:***

KT0401 Principles of business rescue

KT0402 Business rescue objectives

KT0403 Strengths and weaknesses of turnaround and business rescue strategies

KT0404 The business rescue structure

#### *Internal Assessment Criteria*

1. Describe the principles of business rescue
2. Define the business rescue strategy objectives for the business
3. Identify the alignment of strengths and weaknesses to the business rescue strategy
4. Describe business rescue structure as per business requirements
5. Explain the management and roles and responsibilities during the implementation of the business rescue strategy

***(Weight: 25%)***

**13.2.5 KM-13-KT05: Fundamentals of business rescue potential (20%)**

***Topic elements to be covered include:***

KT0501 Business rescue possibilities

KT0502 Pre-assessment of business rescue projects

KT0503 The prioritisation of business rescue projects

#### *Internal Assessment Criteria*

1. Identify business rescue possibilities and matched against business priorities.
2. Discuss the pre-assessment of business rescue projects to determine desired outcomes
3. . Describe the prioritization of business rescue projects and the ability to implement within shortest timeframe with the greatest short-term results

***(Weight: 20%)***

## 13.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 13.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 13.5 Exemptions

None

**14. 242101000-00-00-KM-14: Effective Communication, NQF Level 5, Credits: 2 (Learning contract time 1 Days)**

## 14.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of recognising and using effective textual conventions and features specific to business text including a particular format and/or specified legislative requirements.

The learning will enable learners to demonstrate an understanding of:

KM-14-KT01: Fundamentals of writing skills (25%)

KM-14-KT02: Elements of access, process, re-organise and synthesise information in order to present it (25%)

### KM-14-KT03: Concepts of appropriate language conventions, textual features and style (25%)

### KM-14-KT04: Fundamentals of drafts and edited texts (25%)

## 14.2 Guidelines for Topics

**14.2.1 KM-14-KT01: Fundamentals of writing skills (25%)**

***Topic elements to be covered include:***

KT0101 Time management skills

KT0102 Transactional functions of texts

#### KT0103 The narrative voice

KT0104 Various texts produced

#### *Internal Assessment Criteria*

|  |
| --- |
| * 1. Explain time management skills in the planning of texts   2. Identify texts used in the workplace for specific transactional functions and an indication is given of the purpose of the text   3. Describe the narrative voice as appropriate to the context, purpose and audience |

***(Weight: 25%)***

**14.2.2 KM-14-KT02: Elements of access, process, re-organise and synthesise information in order to present it (25%)**

***Topic elements to be covered include:***

KT0201 Gathering of information

KT0202 Selection of information

KT0203 Topic sentences

KT0204 Information and explicit ideas

KT0205 Presentation techniques

#### *Internal Assessment Criteria*

1. Define how ideas and information is gathered, organized and explicitly stated in a text
2. Describe how selection of information in text is appropriate to purpose, target audience and workplace context
3. Identify the topic sentences, clearly stating the main idea of a paragraph as is relevant to the text as a whole
4. Explain how the information and explicit ideas from more than once source are consolidated into coherent and cohesive synthesized text
5. Describe the techniques used in presentation as appropriate and effective

***(Weight: 25%)***

**14.2.3 KM-14-KT03: Concepts of appropriate language conventions, textual features and style (25%)**

***Topic elements to be covered include:***

KT0301 Workplace conventions

KT0302 Business terminology

KT0303 Textual features

#### *Internal Assessment Criteria*

1. Explain how the conventions common to a specific workplace are used appropriately
2. Describe how terminology specific to a business function is applied
3. Identify textual features and style and explain how it enhances the message and purpose.

***(Weight: 25%)***

**14.2.4 KM-14-KT04: Fundamentals of drafts and edited texts (25%)**

***Topic elements to be covered include:***

KT0401 Accuracy and factual correctness

KT0402 Checking of information

KT0403 Editing of texts

KT0404 Checking for cohesion

KT0405 Interpretation of jargon

#### *Internal Assessment Criteria*

1. Describe the reflection, editing and checking for accuracy and factual correctness of all information
2. Define the checking for bias, stereotyping and other possible offensive details of language
3. Explain the editing of texts for coherence of ideas and relevance to the focus
4. Describe the checking of drafts for cohesion and redrafting where required.
5. Define the interpretation of workplace jargon and rephrased in plain language or used appropriately in the correct context when the terminology is essential to the understanding of the text

***(Weight: 25%)***

## 14.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 14.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 14.5 Exemptions

None

**15. 242101000-00-00-KM-15: Principles of ethics in business, NQF Level 6 Credits: 3 (Learning contract time 2 Days)**

## 15.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of the concepts a business’s code of ethics and its implementation. The focus is on ethics and corporate governance and requires application of knowledge of legislation and codes that contain reference to ethics.

The learning will enable learners to demonstrate an understanding of:

KM-15-KT01: Fundamentals of corporate governance codes and ethics (40%)

KM-15-KT02: Principles of a business’s ethical code of conduct(35%)

### KM-15-KT03: Fundamentals of an improvement and compliance plan (25%)

## 15.2 Guidelines for Topics

**15.2.1 KM-15-KT01: Fundamentals of corporate governance codes and ethics (40%)**

***Topic elements to be covered include:***

KT0101 Analysis of corporate governance requirements

KT0102 Principles of corporate governance

#### *Internal Assessment Criteria*

|  |
| --- |
| * 1. Explain and analyse the ethics related requirements in corporate governance applicable to a business with reference to the effect on business values, practices and procedures   2. Discuss the principles of corporate governance |

***(Weight: 40%)***

**15.2.2 KM-15-KT02: Principles of a business’s ethical code of conduct (35%)**

***Topic elements to be covered include:***

KT0201 Analysis of the code of conduct

KT0202 Principles of the business code of conduct

KT0203 The relationship between reputation and ethics

KT0204 Internationally accepted principles

KT0205 African value systems

KT0206 Compliance of the business case

#### *Internal Assessment Criteria*

1. Explain the business code of conduct with regards to the intention of the business in respect to behaviour
2. Describe the gap analysis conducted against the principles of the businesses code of conduct to identify strengths and weaknesses.
3. Define the relationship between reputation and ethics with regards to a specific business
4. Comparison of professional bodies code of ethics best practice
5. Describe the effect of the African value systems on codes of ethics that are unique in the South African context
6. Clarify the business case for compliance with codes and the ethical code of a business with reference to attracting investors

***(Weight: 35%)***

**15.2.4 KM-15-KT04: Fundamentals of an improvement and compliance plan (25%)**

***Topic elements to be covered include:***

KT0401 Ethics Gap analysis

KT0402 Findings of the gap analysis

KT0402 Implementation monitoring

#### *Internal Assessment Criteria*

1. Explain the ethics gap analysis conducted
2. Describe the findings of the gap analysis and use to develop a plan to improve commitment to the code of ethics of the business
3. Define the measures to monitor the implementation to ensure alignment

***(Weight: 25%)***

## 15.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 15.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 15.5 Exemptions

None

**16. 242101000-00-00-KM-16: Strategies for behaviour change and lifestyle coaching, NQF Level 5 Credits: 3 (Learning contract time 2 Days)**

## 16.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of the concepts of lay counselling skills to assist with positive lifestyle changes.

The learning will enable learners to demonstrate an understanding of:

KM-16-KT01: Components of stress (20%)

KM-16-KT02: Elements of lifestyle changes (10%)

### KM-16-KT03: Concepts of psychodynamic factors (10%)

### KM-16-KT04: Fundamentals of lifestyle screening and assessment (10%)

### KM-16-KT05: Dynamics of an intervention programme (10%)

### KM-16-KT06: Mechanisms for balancing your life (10%)

### KM-16-KT07: Concepts of communication and lay counselling(15%)

### KM-16-KT08: Elements of a multidisciplinary team(15%)

## 16.2 Guidelines for Topics

**16.2.1 KM-16-KT01: Components of stress (20%)**

***Topic elements to be covered include:***

KT0101 Chronic change

KT0102 Poor time management

#### KT0103 Anxiety with regards to performance

#### *Internal Assessment Criteria*

|  |
| --- |
| * 1. Describe chronic change and how it contributes to stress   2. Define poor time management and how it affects stress levels   3. Explain the correlation between anxiety in performance and stress |

***(Weight: 20%)***

**16.2.2 KM-16-KT02: Elements of lifestyle changes (10%)**

***Topic elements to be covered include:***

KT0201 The concept of stress

KT0202 Triggers of stress

KT0203 The benefits of exercise

KT0204 Effects of stress

#### *Internal Assessment Criteria*

1. Define the concept of stress
2. Identify the triggers of stress
3. Discuss the benefits of exercise
4. Explain the effects of stress

***(Weight: 10%)***

**16.2.3 KM-16-KT03: Concepts of psychodynamic factors (10%)**

***Topic elements to be covered include:***

KT0301 The aspects of psychodynamics and the impact on lifestyle

KT0302 Poor emotional support and stress

KT0303 Family history and illness

KT0304 Anxiety management

#### *Internal Assessment Criteria*

1. Explain the aspects of psychodynamics and the impact on lifestyle and performance
2. Discuss poor emotional support and how this contributes to stress
3. Explain how family history and illness impacts stress
4. Define anxiety and techniques to manage it.

***(Weight: 10%)***

**16.2.4 KM-16-KT04: Fundamentals of lifestyle screening and assessment (10%)**

***Topic elements to be covered include:***

KT0401 The effects of negative habits

KT0402 Poor behaviour and modification processes

KT0403 Stress screening within the industry

#### *Internal Assessment Criteria*

1. Identify negative habits and their effects
2. Define poor behavior and identify behavior modification processes
3. Discuss stress screening according to industry accepted protocols

***(Weight: 10%)***

**16.2.5 KM-16-KT05: Dynamics of an intervention programme (10%)**

***Topic elements to be covered include:***

KT0501 Development of an intervention programme

KT0502 The identification of strengths and weaknesses

KT0503 Behavioural changes

KT0504 Prioritisation of actions

KT0505 Strategy for lifestyle change

#### *Internal Assessment Criteria*

* 1. Discuss the development of an intervention programme on the needs and goals of the individual
  2. Identify the strengths and weakness of the individual
  3. Describe the behavioural changes required
  4. Define the prioritization of actions
  5. Explain the strategy and plan for lifestyle change

***(Weight: ??%)***

**16.2.6 KM-16-KT06: Mechanisms for balancing your life (10%)**

***Topic elements to be covered include:***

KT0601 Relaxation techniques

KT0602 Personal life planning

KT0603 Management of conflict

KT0604 Assertiveness skills techniques

KT0605 Methods of visualisation

#### *Internal Assessment Criteria*

1. Describe various relaxation techniques.
2. Define personal life planning and the benefits
3. Explain ways in which to manage conflict
4. Identify assertiveness skills and techniques
5. Describe various methods of visualisation

***(Weight: 10%)***

**16.2.7 KM-16-KT07: Concepts of communication and lay counselling (15%)**

***Topic elements to be covered include:***

KT0701 Communication with individuals and groups

KT0702 Active listening skills

KT0703 Methods of reflecting and acknowledging

KT0704 Techniques for containing and paraphrasing

#### *Internal Assessment Criteria*

1. Describe communication techniques with individuals and groups
2. Explain the concepts of active listening
3. Define methods of reflecting and acknowledging
4. Identify techniques for containing and paraphrasing

***(Weight: 15%)***

**16.2.8 KM-16-KT08: Elements of a multidisciplinary team (15%)**

***Topic elements to be covered include:***

KT0801 Composition of a multidisciplinary team

KT0802 The importance of a multidisciplinary team

KT0803 Benefits of a multidisciplinary team

#### *Internal Assessment Criteria*

1. Discuss the composition of a multidisciplinary team
2. Explain the importance of a multidisciplinary team
3. Describe the benefits of a multidisciplinary team

***(Weight: 15%)***

## 16.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 16.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 16.5 Exemptions

None

**17. 242101000-00-00-KM-17: Principles of change management, NQF Level 5 Credits: 3 (Learning contract time 2 Days)**

## 17.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of the concepts of the importance of managing change in attitudes and the attributes of a good change agent in South Africa.

The learning will enable learners to demonstrate an understanding of:

KM-17-KT01: Fundamentals of change management (15%)

KM-17-KT02: Concept of planned change vs reactive change (10%)

### KM-17-KT03: Change management model (15%)

### KM-17-KT04: Elements of change resistance (10%)

### KM-17-KT05: Dynamics of change management risks(15%)

### KM-17-KT06: Elements of an effective change agent (15%)

## 17.2 Guidelines for Topics

**17.2.1 KM-117-KT01: Fundamentals of change management (15%)**

***Topic elements to be covered include:***

KT0101 Change management processes

KT0102 Change management and sustainability

#### KT0103 Implementation of change management

#### *Internal Assessment Criteria*

|  |
| --- |
| * 1. Identify the elements of any change management process   2. Explain the relationship between change management and sustainability   3. Provide examples of how businesses that have not changed have collapsed or gone insolvent and businesses that have changed have remained successful   4. Describe how a business can achieve sustainable results by implementing change management. |

***(Weight: 15%)***

**17.2.2 KM-17-KT02: Concept of planned change vs reactive change (10%)**

***Topic elements to be covered include:***

KT0201 Factors in planned change processes

KT0202 Elements of reactive change

KT0203 Benefits of change

#### *Internal Assessment Criteria*

* 1. Identify the factors in planned change process and their impact on the change process with examples

1. Explain the elements of reactive change processes and their impact on the change process with examples
2. Describe each process in a business and the results of the analysis documentation process to explain the benefits the changes had to the business:

***(Weight: 10%)***

**17.2.3 KM-17-KT03: Change management model (15%)**

***Topic elements to be covered include:***

KT0301 Components of change management model

KT0302 Steps in the change management process

#### *Internal Assessment Criteria*

1. Identify the model for effective change management and its various components explained
2. Explain each step in the process of change management and an explanation given of how each step is managed using examples from a business that has implemented the model

***(Weight: 15%)***

**17.2.4 KM-17-KT04: Elements of change resistance (10%)**

***Topic elements to be covered include:***

KT0401 Reasons for resistance to change by people

KT0402 Reasons for resistance to change by business

KT0403 Overcoming resistance to change

#### *Internal Assessment Criteria*

1. Explain the reasons for change by people and analyse the impact on the process in the business in which they work
2. Define the reasons for resistance to change in a business and analyse the impact on the process in the business in which they work
3. Describe ways in which resistance to change can be overcome with examples of how they were successfully used for individuals and a business.

***(Weight: 10%)***

**17.2.5 KM-17-KT05: Dynamics of change management risks (15%)**

***Topic elements to be covered include:***

KT0501 Identification of risks

KT0502 Overcoming these risks

#### *Internal Assessment Criteria*

1. Identify the risks inherent in any change management programme and indicate ways to manage them
2. Explain the various change management risks and what each one could mean for the process of change and the long-term success of the business

***(Weight: 15%)***

**17.2.6 KM-17-KT06: Elements of an effective change agent (15%)**

***Topic elements to be covered include:***

KT0601 Characteristics of a change agent

KT0602 Competencies of a change agent

#### *Internal Assessment Criteria*

1. Identify the characteristics of an effective change agent.
2. Define the. competencies of an effective change agent
3. Explain why each characteristic and competency is important and how each advances the implementation of change.
4. Describe how the characteristics and competencies of an effective change agent are applied at all times when dealing with a business undergoing change

***(Weight: 15%)***

## 17.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 17.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 17.5 Exemptions

None

**18. 242101000-00-00-KM-18: Introductory studies for project managers, NQF Level 5 Credits: 4 (Learning contract time 3 Days)**

## 18.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of the project management framework, project management process, project integration management, directing, managing, monitoring and controlling, change control and close out of a project.

The learning will enable learners to demonstrate an understanding of:

KM-18-KT01: Project management framework (20%)

KM-18-KT02: Project management processes (20%)

### KM-18-KT03: Project integration management (20%)

### KM-18-KT04: Fundamentals of directing and managing project work (10%)

### KM-18-KT05: Monitoring and controling project work (10%)

### KM-18-KT06: Integrated change control (10%)

### KM-18-KT07: Project close out (10%)

## 18.2 Guidelines for Topics

**18.2.1 KM-18-KT01: Project management framework (20%)**

***Topic elements to be covered include:***

KT0101 Definitions and key concepts

KT0102 Project programme and portfolio management

KT0103 Relationship between project management and operations management and organisational strategy

KT0104 The business value of projects

KT0105 The role of the project manager

KT0106 The impact of the project environment on project management options

KT0107 The project life cycle

KT0108 Project stakeholders and governance

KT0109 The project process groups and knowledge areas

#### *Internal Assessment Criteria*

|  |
| --- |
| * 1. Explain the definitions for key project management concepts that demonstrates a comprehensive understanding   2. Discuss a comprehensive understanding of the relationship between project management concepts and other business disciplines |

***(Weight: 20%)***

**18.2.2 KM-18-KT02: Project management processes (20%)**

***Topic elements to be covered include:***

KT0201 Initiating

KT0202 Planning

KT0203 Executing

KT0204 Monitoring and controlling

KT0205 Closing

#### *Internal Assessment Criteria*

1. Explain the project management process by providing diagrams
2. Describe and illustrate the flow and integration between the steps

***(Weight: 20%)***

**18.2.3 KM-18-KT03: Project management integration (20%)**

***Topic elements to be covered include:***

KT0301 Project charter development concepts and flow of data

KT0302 The importance and benefits of a project charter

KT0303 Project charter development input

(*Range: project statement of work (business need, project scope description, strategic plan) business case, agreements, enterprise environmental factors, organisational process assets)*

KT0304 Project charter development tools and techniques

*(Range: expert judgement, facilitation techniques)*

KT0305 Structure and scope of a project charter

KT0306 Governance of a project charter

#### *Internal Assessment Criteria*

1. Explain the concepts of project charters and the flow of data
2. Discuss the importance and benefits of a project charter
3. Describe the identification of project charter documents, the application and the evaluation for completeness, gaps identified and improvement measures

***(Weight: 20%)***

**18.2.4 KM-18-KT04: Fundamentals of directing and managing project work (10%)**

***Topic elements to be covered include:***

KT0401 Concepts and flow of date related to directing and managing project work

KT0402 The importance and benefits of directing and managing project work

KT0403 Project deliverables

KT0404 Work performance data

KT0405 Change requests

KT0406 Document updates

KT0407 Inputs related to directing and managing project work

KT0408 Tools and techniques for directing and managing project work

#### *Internal Assessment Criteria*

1. Describe the concepts and the flow of data related to directing and managing project work
2. Explain the importance and benefits of managing and directing project work
3. Identify the documents related to directing and managing project work, the application and evaluation for completeness, gaps identified and corrective measures

***(Weight: 10%)***

**18.2.5 KM-18-KT05: Monitoring and controlling project work (10%)**

***Topic elements to be covered include:***

KT0501 Concepts and flow of data related to monitoring and controlling project work

KT0502 The importance and benefits of monitoring and controlling project work

KT0503 Inputs for monitoring and controlling project work

KT0504 Tools and techniques for monitoring and controlling project work

#### *Internal Assessment Criteria*

* 1. Discuss the concepts and flow of data related to monitoring and controlling project work
  2. Explain the importance and benefits of monitoring and controlling project work
  3. Identify the documents for monitoring and controlling project work, the application, evaluation for completeness, gaps identified and corrective measures

***(Weight: 10%)***

**18.2.6 KM-18-KT06: Integrated change control (10%)**

**Topic elements to be covered include:**

KT0601 Integrated change control concepts and the flow of data

KT0602 The importance and benefits of integrated change control

KT0603 Inputs for integrated change control

KT0604 Tools and techniques for integrated change control

KT0605 Integrated change control processes and outputs

#### *Internal Assessment Criteria*

* + - 1. Discuss the concepts and flow of data related to integrated change control
      2. Explain the importance and benefits of integrated change control
      3. Identify the documents for integrated change control, the application, evaluation for completeness, gaps identified and corrective measures

***(Weight: 10%)***

**18.2.7 KM-18-KT07: Project close out (10%)**

**Topic elements to be covered include:**

KT0701 Concepts of project close out and the flow of data

KT0702 The importance and benefits of project close out

KT0703 Inputs for project close out

KT0704 Tools and techniques for project close out

KT0705 Project close out processes and outputs

#### *Internal Assessment Criteria*

* + - 1. Discuss the concepts and flow of data related to project close out
      2. Define the importance and benefits of project close out
      3. Identify the documents for project close out, the application, evaluation for completeness, gaps identified and corrective measures

***(Weight: 10%)***

## 18.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 18.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 18.5 Exemptions

None

**19. 335901000-00-00-KM-19: Application of contract documentation, NQF Level 5 Credits: 5 (Learning contract time 2 Days)**

## 19.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of the concepts interpreting and apply a range of contract documentation, code of practice and professional ethics.

The learning will enable learners to demonstrate an understanding of:

KM-19-KT01: Fundamentals of conditions of a contract (30%)

KM-19-KT02: Elements of code of practice and ethics for contract management (30%)

### KM-19-KT03: Concepts of standardised and project specifications (20%)

### KM-19-KT04: Fundamentals of tender and drawings (20%)

## 19.2 Guidelines for Topics

**19.2.1 KM-19-KT01: Fundamentals of conditions of a contract (30%)**

***Topic elements to be covered include:***

KT0101 Principles of Law of contract

KT0102 Conditions of contract documents

#### KT0103 Process for lodging disputes and claims

#### *Internal Assessment Criteria*

|  |
| --- |
| * 1. Explain the principles of law of contract   2. Describe the identification of different general conditions of contract documents   3. Discuss the extraction of relevant sections of the document and the correct information extraction   4. Define the interpretation and application of relevant clauses   5. Explain the process for lodging disputes and claims in accordance with relevant clauses and the General Conditions of Contract |

***(Weight: 30%)***

**19.2.2 KM-19-KT02: Elements of the code of practice and ethics for contract management (30%)**

***Topic elements to be covered include:***

KT0201 Adherence to the code of practice and ethics

KT0202 Codes of practice

#### *Internal Assessment Criteria*

1. Explain the purpose and importance of the codes of practice and ethics
2. Discuss the identification of the relevant codes of practice

***(Weight: 30%)***

**19.2.3 KM-19-KT03: Concepts of standardised and project specifications (20%)**

***Topic elements to be covered include:***

KT0301 Quality control of specifications

KT0302 Interpretation of documentation

#### *Internal Assessment Criteria*

1. Explain the specifications in the context of quality control
2. Discuss the extraction of the relevant sections and clauses and the interpretation thereof with examples

***(Weight: 20%)***

**19.2.4 KM-19-KT04: Fundamentals of tenders and drawings (20%)**

***Topic elements to be covered include:***

KT0401 The role of tenders and drawings

KT0402 Extraction of information

KT0403 Interface of all documentation

#### *Internal Assessment Criteria*

1. Describe the role of tender and drawings as part of contract documentation
2. Define the extraction and application of information from drawings
3. Explain the interface between drawings, specifications, and the general conditions of contract in terms of the contract/project documentation.

***(Weight: 20%)***

## 19.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 19.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 19.5 Exemptions

None

**20. 335901000-00-00-KM-20: Evaluation of influence in supply chain, NQF Level 5 Credits: 3 (Learning contract time 2 Days)**

## 20.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge subject is to equip qualifying learners with knowledge and understanding of the concepts of analysing key influences in supply chain, implementing stakeholder relationships, analysing information and applying improvements to the supply chain.

The learning will enable learners to demonstrate an understanding of:

KM-20-KT01: Fundamentals of key influences in supply chain (30%)

KM-20-KT02: Elements of operational relationships (20%)

### KM-20-KT03: Concepts of analyzing information on the supply chain (30%)

### KM-20-KT04: Fundamentals of improvements in supply chain (20%)

## 20.2 Guidelines for Topics

**20.2.1 KM-20-KT01: Fundamentals of key influence in supply chain (30%)**

***Topic elements to be covered include:***

KT0101 Principles of physical distribution management and logistics

KT0102 The procurement management function

#### KT0103 The materials management function

KT0104 Design of strategic supply network

#### *Internal Assessment Criteria*

|  |
| --- |
| * 1. Discuss the principles of physical distribution management and logistics to reflect their role and impact on supply distribution network   2. Describe the analysis of the procurement management function to reflect its relationship with different aspects influencing supply chain   (*Range: aspects include but are not limited to the concept of procurement, supplier selection, purchasing and valued supplier-partners, features of supplier-partners, features of supplier-partnerships, global sourcing, purchasing policies and procedures)*   * 1. Explain the materials management function to reflect its relationship with different aspects influencing supply chain   *(Range: aspects include but are not limited to the concept of materials management, inventory management systems, ROP and lot size, EoQ, ERP/MRP systems)*   * 1. Define the criteria for the design of a strategic supply network to reflect their influence on the purchasing environment   *(Range: Strategic supply network include but are not limited to supply network perspective, outsourcing, location decisions, facility layout.)* |

***(Weight: 30%)***

**20.2.2 KM-20-KT02: Elements of operational relationships (20%)**

***Topic elements to be covered include:***

KT0201 The importance of working with suppliers

KT0202 Operational relationships for supply chain

KT0203 Maintenance of operational relationships

KT0204 Stakeholder communication

KT0205 Procedure to handle problems within supply chain relationships

KT0206 Supply chain processes

#### *Internal Assessment Criteria*

1. Define the importance of working with suppliers to determine the impact of the relationships on purchasing contracts
2. Discuss the information obtained for supply chain through the utilization of operational relationships
3. Explain the maintenance and improvement of operational relationships within the supply chain through clear communications and options to improve supply chain processes
4. Describe the recommendations are communicated to stakeholders regarding opportunities to develop operational relationships to benefit the supply chain
5. Discuss the organizational procedure to deal with the identification of problems within supply chain relationships and how they are communicated
6. Explain the supply chain process monitoring to ensure operational relationships are suitable for performance of the supply chain

***(Weight: 20%)***

**20.2.3 KM-20-KT03: Concepts of analyzing information on the supply chain 30%)**

***Topic elements to be covered include:***

KT0301 Processes that encompass the supply chain

KT0302 Quality of supply chain

KT0303 Data analysis

KT0304 Findings and results

KT0305 Classification of problems

#### *Internal Assessment Criteria*

1. Explain the identification of processes that comprise the supply chain to reflect the information needed
2. Define the identification of supplies flowing through the supply chain in respect to specification and quality
3. Discuss the suitable sources of data to collate and prepare for analysis
4. Define the business supply chain data to be analysed
5. Discuss the identification of key findings and results
6. Explain the classification of problems in the supply chain and how they are communicated

***(Weight: 30%)***

**20.2.4 KM-20-KT04: Fundamentals of improvements in supply chain (30%)**

***Topic elements to be covered include:***

KT0401 Improvements to supply chain

KT0402 Supply chain monitoring

#### *Internal Assessment Criteria*

1. Describe how to obtain information on the improvements being introduced to the supply chain
2. Define how the improvements are applied to the supply chain
3. Explain how data is collated and prepared to reflect the impact of the improvements
4. Discuss how the data on the impact of improvements is analysed
5. Describe the identification and communication of problems relating to the application of improvements to the supply chain
6. Explain the supply chain monitoring systems used to monitor supply chain compliance with legal and organisational requirements

***(Weight: 20%)***

## 20.3 Provider Accreditation Requirements for the Subject

*Physical Requirements:*

• Classroom furniture (chairs and tables, audio & visual equipment and all other equipment conducive to a learning environment)

• Handouts and stationery (electronic consumables, pencils/paper)

• Learning material

*Human Resource Requirements:*

• Facilitator/learner ratio 1 to 15

• Relevant qualifications/experience

*Legal Requirements:*

• Accredited as per QCTO requirements

## 20.4 Critical Topics to be Assessed Externally for the Knowledge Module

None

## 20.5 Exemptions

None