



Service SETA Liaison and Training QMS

Leon Joubert

05 May 2022

Dear Katlego,

RE: Generic Management: Potential completion scenario: NGL Attorney's learners.

Thank you for your enquiry.

We always get positive feedback from Delene, our Facilitators about the learners- your colleagues. They are diligent in their academic work and have successfully completed the following 3 modules:

242824 - Leadership

242817- Problem Solving

11473 Elective – Management Performance

Statement of Results (SOR) from the Service SETA were issued for Leadership. SOR's for the other 2 modules is expected.

This leaves us with the following modules to complete for the full qualification:

242822- Employ a systematic approach to achieve objectives

242821 – Identify responsibilities of a team leader ensuring that organisational standards are met

242810 – Manage expenditure against a budget

242829 – Monitor the level of service to a range of customers

242819 – Motivate and build a team

242811 – Prioritise time and work for self and team

9015 – Apply knowledge of statistics and probability to interrogate and effectively communicate

7468 – Use Mathematics to investigate and monitor the financial aspects of personal, business, national and international issues

242818 Elective – Describe the relationship of junior management to other roles

242812 Elective – Induct a member into the team

242814 Elective - - ID and Explain the core and support functions of an organisation

242815 - Apply the Organisations code of Conduct in the work Environment

242816 – Conduct a structured meeting

119472 – Accommodate audience and context needs in oral/signed communication

119457 – Interpret and use information from text

119467 – Use Language and communication in occupational learning programs

119465 – Write present sign text for a range of communication contexts

119462 – Engage in sustained oral/signed communication and evaluate spoken/ signed texts

119469 – Read/ review, analyse and respond to a variety of texts

9016 – Represent analyse and calculate shape and motion in 2- and 3-dimensional space and different context

12153 – Use the writing process to compose texts required in the business environment

119459 – Write, present and sign for a wide range of contexts

If we take current progress into account, noting that the training is presented on-site as a part-time study approach, we are looking at a lot of time that needs to be allocated for the completion of the full qualification.

What we suggested- budget permitting, is to present 3 modules per financial year. This however will influence office working time for the presenting of the modules as well as time for homework which includes the completion of all the portfolios of evidence that will be assessed. This has been done with some of our other clients and needs careful planning but is certainly possible. Please note that we estimate an average of 6 full days that is required per module when conducted. This can be broken into 4 hour sessions to allow for the on-site approach without taken a whole day out of production.

Furthermore, we are in communication with one of our training partners to engage with the process of Recognition of Prior Learning (RPL). We are specifically looking at the Communication Modules where one can recognise the academic ability of a learners without presenting the whole course. The learner's ability is assessed for e.g. to conduct a meeting (242816 – Conduct a structured meeting). This assessment is then done against the module requirements and if found competent the Learner is then Recognised for Prior Learning. It is still an admin process and

learners will have to show the ability to demonstrate these skills, but this process can potentially save time on the completion time of the full qualification. We were looking at the following Modules that might be eligible for the RPL process:

242815 - Apply the Organisations code of Conduct in the work Environment

242816 – Conduct a structured meeting

119472 – Accommodate audience and context needs in oral/signed communication

119457 – Interpret and use information from text

119467 – Use Language and communication in occupational learning programs

119465 – Write present sign text for a range of communication contexts

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9016 – Represent analyse and calculate shape and motion in 2- and 3-dimensional space and different context

12153 – Use the writing process to compose texts required in the business environment

119459 – Write, present and sign for a wide range of contexts

This will then leave us with the remaining modules which is a total of 11 Modules:

242822- Employ a systematic approach to achieve objectives

242821 – Identify responsibilities of a team leader ensuring that organisational standards are met

242810 – Manage expenditure against a budget

242829 – Monitor the level of service to a range of customers

242819 – Motivate and build a team

242811 – Prioritise time and work for self and team

9015 – Apply knowledge of statistics and probability to interrogate and effectively communicate

7468 – Use Mathematics to investigate and monitor the financial aspects of personal, business, national and international issues

242818 – Describe the relationship of junior management to other roles

242812 – Induct a member into the team

242814 - ID and Explain the core and support functions of an organisation

If 3 modules are presented each financial year as suggested, we can look at the following scenario which indicates a possibility to complete the remainder of the modules in 4 years considering that all the RPL requirements are fully met and that learners are provided enough time to be assessable for the completed modules:

Year 1

242822- Employ a systematic approach to achieve objectives

242821 – Identify responsibilities of a team leader ensuring that organisational standards are met



242810 – Manage expenditure against a budget

RPL Process successfully administered for 3 Communication modules

Year 2

242829 – Monitor the level of service to a range of customers

242819 – Motivate and build a team

242811 – Prioritise time and work for self and team

RPL Process successfully administered for 3 Communication modules

Year 3

9015 – Apply knowledge of statistics and probability to interrogate and effectively communicate

7468 – Use Mathematics to investigate and monitor the financial aspects of personal, business, national and international issues

242818 – Describe the relationship of junior management to other roles

RPL Process successfully administered for 3 Communication modules

Year 4

242812 Elective – Induct a member into the team

242814 Elective - ID and Explain the core and support functions of an organisation

RPL Process successfully administered for 2 Communication modules



As mentioned, the above scenario is based on available budget and time.

You are more than welcome to discuss this further with us in order to work out an amicable approach.

For your consideration.

A handwritten signature in black ink, appearing to read 'Leon Joubert', written over a horizontal line.

Leon Joubert

Internal Service SETA QMS

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