



## **Purpose and rationale**

This qualification is the entry level qualification to the Labour Recruitment industry and facilitates access to education, training and a career path within a dynamic, exciting, challenging and growing services sector. This qualification is intended for Labour Recruitment consultants in staffing services as well as recruitment consultants in the Human Resource environment, including recruiters in the Public Service, and any other person involved in a people acquisition function.

## **Learning assumed to be in place**

Communication; Mathematical Literacy; and Computer Literacy at NQF Level 3. Communication in a Second South African Language at NQF Level 2

## **Modules covered**

### **1 – Communication 2<sup>nd</sup> Language**

- Use language and communication in occupational learning programmes (SAQA 119467)
- Accommodate audience and context needs in oral communication (SAQA 119472)
- Write texts for a range of communicative contexts (SAQA 119465)
- Interpret and use information from texts (SAQA 119457)

### **2 – Communication**

- Engage in sustained oral/signed communication and evaluate spoken/signed texts (SAQA 119462)
- Write/present/sign for a wide range of contexts (SAQA 119459)
- Read/view, analyse and respond to a variety of texts (SAQA 119469)
- Use language and communication in occupational learning programmes (SAQA 119471)

### **3 – Numeracy**

- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems (SAQA 9015)
- Represent, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts (SAQA 9016)
- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues (SAQA 7468)

### **4 – Ethics and Law**

- Demonstrate knowledge and application of ethical conduct in a business environment (SAQA 242655)
- Demonstrate understanding of employment relations in an organization (SAQA 10170)
- Explain the application of the basic conditions of employment act in an employment contract (SAQA 113915)

### **5 – Marketing and Communication**

- Apply workplace communication skills (SAQA 8647)
- Describe features, advantages and benefits of a range of products (SAQA 10014)
- Work as a member of a marketing team (SAQA 10011)

### **6 – Client Management**

- Liaise with a range of customers of a business (SAQA 10024)
- Conduct follow-up with customers to evaluate satisfaction levels (SAQA 10038)
- Take orders from customers to fulfil a need for goods and/or service (SAQA 10037)

### **7 – Recruitment and Selection**

- Recruit and select candidates to fill defined position (SAQA 10978)
- Prepare and conduct staff selection interviews (SAQA 15235)

### **8 – Negotiating with Clients**

- Negotiate an agreement or deal in an authentic work situation (SAQA 13948)
- Close a deal with a customer (SAQA 10047)
- Solve problems, make decisions and implement solutions (SAQA 242817)

### **9 – Monitoring Client Services**

- Use appropriate tools and information systems to manage own information and communication (SAQA 123372)
- Monitor customer satisfaction (SAQA 7836)