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**GENERAL EDUCATION AND TRAINING
CERTIFICATE**

Business Practice : (SAQA Qualification ID : 61755 Level 1

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1. PURPOSE

This General Education and Training Certificate Business Practice, is for utilization by all members of the population. Anyone preparing to become employed, or self-employed, in any business whatsoever would be the persons most likely to be attracted to this Qualification. In fact many newly (or not-so-newly) appointed personnel, or struggling entrepreneurs, could benefit from part or all of this Qualification. It seeks to embed the six key literacies required by business organizations, these being, Numeracy, Literacy, Entrepreneurial, Financial, Technological and Cognitive. Furthermore, this Certificate allows a seamless movement into the New Venture Creation learning way, thus providing bridging between South Africa's First and Second Economies.

The Fundamental Component of the Qualification enables Learners to communicate and work with figures in a business environment, while the Core Component offers empowerment in the areas of Technology, Life Orientation, Human and Social Sciences (Customer Service), Economics and Management (Entrepreneurship), as well as Cognition Theory and Practice. This Qualification is aimed particularly at entry level personnel, including those that operate their own business or are part owners in a business. It provides grounding in the key business essentials, while offering a range of elective choices which assist in preparing Learners for the world of work.

The GETC would also suit non-entrepreneurs as it offers all the grounding required for operating in the business environment in South Africa.

2. RATIONALE FOR THE LEARNING PROGRAM QUALIFICATION

The South African Economy is characterized as having two inter-related parts, these are usually referred to as the First Economy and the Second Economy, each having the features their respective names imply. This Qualification is intended to offer a bridging between these two economies, allowing individuals normally trapped in the Second Economy the opportunity to participate in and benefit from the First Economy. Competent Learners will be able to enter the work place in most sectors and be able to do the entry-level work required of them. Learners would have developed initiative and business skills as well, as entrepreneurial skills which they can apply in a company or which would assist them to establish their own small businesses. This is critical to support the economic growth required to enable our country to support and develop all of our people.





3. QUALIFICATION RULES

This Qualification is made up of Fundamental, Core and Elective Unit Standards and a minimum of 121 credits is required to complete the Qualification.

Fundamental component:

All Unit Standards totaling 42 credits are compulsory.

Core component:

The Core Component consists of Unit Standards totaling:

- 20 credits in Economics and Management
- 14 credits in Technology
- 11 credits in Life Orientation
- 6 credits in Human and Social Sciences

All Unit Standards totaling 51 credits are compulsory.

Elective component:

Learners are required to select Unit Standards totaling a minimum of 28 credits.

LEARNER ACCESS:

Learners accessing this Qualification are assumed to be competent in:

- Communication at NQF level 1
- Mathematical Literacy at NQF level 1

Description of the modules, learning objectives and their relationship to the Unit Standards

Module 1: Learning Strategies & Managing Time

Unit Standard: Explore and use a variety of strategies to learn (119631).

- Use language for learning
- Take responsibility for own learning and make choices about learning
- Identify different kinds of learning strategies and use what is appropriate to the task
- Identify, access and use information
- Use resources effectively to supplement learning

Unit Standard: Plan and Manage One's Time (15901).

- Set realistic goals for tasks and activities
- Prioritize tasks and activities in order to plan time
- Draw up a plan/schedule to organize tasks and activities
- Carry out tasks and activities as planned

Module 2: Communication

Unit Standard: Engage in a range of speaking/signing and listening interactions for a variety of purposes (119635).

- Use speaking/signing and listening strategies
- Identify the purpose, audience and context of the communication
- Use strategies to engage with meaning and organization in communication
- Show a critical awareness of language use in oral/signed texts
- Use and respond to aesthetic, emotive, cultural and social aspects of oral/signed texts
- Use and respond to conventions and structures in communication

Unit Standard: Read/view and respond to a range of text types (119640).

- Use reading/viewing strategies appropriately and effectively
- Identify the purpose, audience and context of texts
- Engage with meaning and organization in texts
- Show a critical awareness of language usage in texts
- Identify and respond to aesthetic, emotive, cultural and social aspects of texts
- Understand the use of conventions and structures in texts

Unit Standard: Write/Sign for a variety of different purposes (119636).

- Produce texts appropriate to purpose, audience and context
- Use grammatical structures to organize texts
- Use writing/signing conventions to organize texts
- Plan, draft and edit own writing/signing

Module 3: Keyboard Skills

Unit Standard: Develop and use keyboard skills to enter text (9357).

- Develop keyboard techniques to key-in alpha and numeric text, symbols, and special characters
- Identify and remedy technique errors
- Apply keyboard techniques and ergonomic practices to avoid overuse injuries
- Produce sentences and paragraph containing alpha and numeric text, symbols and special characters

Description of the modules, learning objectives and their relationship to the Unit Standards *Conti.*

Module 4 : Computer Skills

Unit Standard: Use generic functions in a Graphical User Interface (GUI)-environment (117902).

- Use the desktop of a Graphical User Interface (GUI)-based operating system
- Use the features of a GUI Window
- Use of the Help facility in a GUI environment
- Use a pointing device in a GUI environment
- Use generic print options in a GUI environment

Unit Standard: Operate a personal computer system (116932).

- Start up and shut down a personal computer system using standard and non standard methods
- Change the configuration of a personal computer
- Use personal computer operating system functions
- Use operating system utilities

Unit Standard: Managing files in a Graphical User Interface (GUI) environment (117867).

- Identify the different storage devices on a computer
- Explain the concepts of files on a computer in a GUI environment
- Locate files in a GUI environment
- Work with computer files in a GUI environment
- Protect computer files in a GUI environment

Unit Standard: Install a Personal Computer (PC) peripheral device, in a GUI environment (117943).

- Explain why drivers were developed
- Describe the relevant peripheral device
- List the things required for a peripheral to work
- Give the advantages of different kinds of peripherals
- Identify the consumables needed for the device
- Describe the effect of the consumables on the environment
- Set up the peripheral device drivers in a GUI environment
- Install the peripheral drivers through the use of an automatic installation according to manufacturer specification
- Install the peripheral drivers manually
- Alter the device properties
- Test the installation to ensure that the output matches the requirement

Module 7: Word

Unit Standard: Use a Graphical User Interface (GUI)-based word processor to create and edit documents (116938).

- Demonstrate an understanding of the principles of word processing
- Create, open and save documents
- Produce a document from given text
- Format a document
- Edit a document
- Check spelling and grammar in a document
- Adjust the display characteristics

Description of the modules, learning objectives and their relationship to the Unit Standards *Conti*.

Module 5 : Mathematical Literacy 1

Unit Standard: Describe and represent objects in terms of shape, space and measurement (119373).

- Describe and interpret the environment geometrically
- Use scales to interpret maps and to draw simple maps to scale
- Draw different views of objects in real life situations
- Solve measurement problems in the contexts of perimeter, areas and volumes by the selection and use of appropriate formulae

Unit Standard: Describe, interpret and represent mathematical patterns, functions and algebra in different contexts (119368).

- Recognize, create and describe various patterns and functional relationships
- Investigate observed patterns and analyze mathematical situations and structures
- Investigate problems in mathematical and real-life situations
- Determine, analyze and interpret equivalence of different descriptions of the same relationships

Unit Standard: Process, analyze and communicate numerical data (110083).

- Process and check numerical data
- Classify, Order and Display organized numerical data
- Extract, interpret and evaluate numerical data from various formats of displays

Unit Standard: Work with numbers; operations with numbers and relationships between numbers (119362).

- Recognize, order, describe and compare numbers
- Perform calculations to solve realistic and abstract problems
- Use different techniques and strategies to calculate efficiently and accurately
- Solve problems in contexts (social, economic, environmental, human rights)
- Describe and illustrate the development of number systems in different cultures e.g. Babylonian (base 60) or Mayan (base 20)

Module 6 Basic Finance

Unit Standard: Manage personal finances (243189).

- Understand personal finance
- Plan and prepare a personal budget
- Operate a personal bank account

Unit Standard: Demonstrate an understanding of basic accounting practices (13999).

- Explain the cycle of recording transactions and relevant terminology
- Explain and demonstrate an understanding of source documents
- Explain the purpose of each subsidiary journal
- Prepare subsidiary journals
- Post subsidiary journals to the general ledger
- Prepare the final statements

Description of the modules, learning objectives and their relationship to the Unit Standards *Conti*.

Module 7 : Entrepreneurship

Unit Standard: Demonstrate an understanding of entrepreneurship and develop entrepreneurial qualities (10006).

- Discuss entrepreneurship
- Identify and describe the characteristics of a successful entrepreneur
- Identify, assess and improve individual entrepreneurial characteristics
- Discuss business ethics and social responsibility

Unit Standard: Identify and discuss different types of business and their legal implications (13994).

- Identify, discuss and compare types of businesses
- Discuss procedures and essentials in starting a business
- Identify, discuss and explain the legal implications of types of business

Unit Standard: Identify, analyze and select business opportunities (10007).

- Identify business ideas
- Eliminate inappropriate business ideas
- Analyze and select viable business opportunities

Unit Standard: Demonstrate an understanding of entrepreneurship and develop entrepreneurial qualities (10009).

- Discuss entrepreneurship
- Identify and describe the characteristics of a successful entrepreneur
- Identify, assess and improve individual entrepreneurial characteristics
- Discuss business ethics and social responsibility

Unit Standard: Demonstrate an understanding of a general business plan and adapt it to a selected business idea (14444).

- Explain and discuss the purpose of a business plan
- Outline and analyze the components of a business plan
- Design and present a business plan relevant to the selected business idea

Module 8 : Customer Service and Ethics in Business

Unit Standard: Understand the impact of customer service on a business (110082).

- Explain the relationship between the business and the customer
- Define and provide customer satisfaction
- Demonstrate the ability to effectively handle problems that would lead to customer dissatisfaction
- Display acceptable behavior when interacting with customers

Unit Standard: Identify personal values and ethics in the workplace (12537).

A person assessed as competent against this Unit Standard will be able to:

- Reflect upon a value system
- Explore the need for ethics in the workplace
- Respect the values of others in the workplace
- Identify areas where value conflicts could occur in a specific context



Description of the modules, learning objectives and their relationship to the Unit Standards *Conti.*

Module 9: Healthy Living

Unit Standard: Practice good health and grooming habits (243193).

- Deal with common health conditions to help prevent the spread of illness
- Practice good hygiene habits
- Practice good grooming and dress habits

Unit Standard: Demonstrate an understanding of sexuality and sexually transmitted infections including HIV/AIDS (14656).

- Demonstrate an understanding of sexuality
- Demonstrate an understanding of the nature, transmission and prevention of sexually transmitted infections including HIV/AIDS
- Describe means to cope and deal with sexually transmitted infections including HIV/AIDS
- Describe human rights of individuals living with HIV/AIDS and other sexually transmitted infections

Module 10: Additional Computer Electives

Unit Standard: Use a Graphical User Interface (GUI)-based web-browser to search the Internet (116931).

- Understand the concepts and terms of the Internet
- Explain legal and ethical issues in relation to Internet use
- Use a GUI-based browser to display a given Web Page
- Adjust settings to customize the view and preferences of the browser application
- Navigate on the Internet
- Use a Search Engine to locate given information specifications
- Obtain information from a Web site

Unit Standard: Use electronic mail to send and receive messages (116945).

- Understand the concepts and terms of electronic messaging
- Create and send an E-mail message
- Receive and respond to e-mails
- Work with multiple E-mail messages
- Adjust settings to customize the view and preferences of the E-mail application



Module	US No.	Name	Level	Core/ Fundamental/ Elective	Credits
Learning Strategies and Managing Time Module 1	119361	Explore and use a variety of strategies to learn	Level 1	Fundamental	5
	15091	Plan and manage one's time	Level 1	Core	3
Communication Module 2	119635	Engage in a range of speaking/signing and listening interactions for a variety of purposes	Level 1	Fundamental	6
	119640	Read/view and respond to a range of text types	Level 1	Fundamental	6
	119636	Write/Sign for a variety of different purposes	Level 1	Fundamental	6
Keyboard Skills Module 3	9357	Develop and use keyboard skills to enter text	Level 1	Core	4
Computer Skills Module 4	117902	Use generic functions in a graphical user interface (GUI)-environment	Level 1	Core	4
	116932	Operate a personal computer system	Level 1	Core	3
	117867	Managing files in a graphical user interface (GUI) environment	Level 1	Core	3
	117943	Install a personal computer (PC) peripheral device, in a GUI environment	Level 1	Elective	2
	116938	Use a graphical user interface (GUI)-based word processor to create and edit documents	Level 1	Elective	4
Maths Literacy Module 5	119373	Describe and represent objects in terms of shape, space and measurement	Level 1	Fundamental	5
	119368	Describe, interpret and represent mathematical patterns, functions and algebra in different contexts	Level 1	Fundamental	6
	110083	Process, analyze and communicate numerical data	Level 1	Fundamental	4
	119362	Work with numbers; operations with numbers and relationships between numbers	Level 1	Fundamental	4
Basic Finance Module 6	243189	Manage personal finances	Level 1	Core	8
	13999	Demonstrate an understanding of basic accounting practices	Level 1	Core	4

Module	US No.	Name		Core/ Fundamental/ Elective	Credits
Entrepreneurship Module 7	10006	Demonstrate an understanding of entrepreneurship and develop entrepreneurial qualities	Level 1	Core	2
	13994	Identify and discuss different types of businesses and their legal implications	Level 1	Core	4
	10007	Identify, analyze and select business opportunities	Level 1	Core	3
	10009	Demonstrate the ability to start and run a business and adapt to a changing business environment	Level 1	Elective	3
	14444	Demonstrate an understanding of a general business plan and adapt it to a selected business idea	Level 1	Core	7
Customer Service & Ethics in Business Module 8	110082	Understand the impact of customer service on a business	Level 1	Core	6
	12537	Identify personal values and ethics in the workplace	Level 1	Elective	4
Healthy Living Module 9	243193	Practice good health and grooming habits	Level 1	Elective	4
	14656	Demonstrate an understanding of sexuality and sexually transmitted infections including HIV/AIDS	Level 1	Elective	5
Additional Computer Electives Module 10	116931	Use a graphical user interface (GUI)-based web browser to search the Internet	Level 2	Elective	4
	116945	Use electronic mail to send and receive messages	Level 2	Elective	2
Total Credit Value					121

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