



	New ID	Old ID	UNIT STANDARD TITLE	LEVEL	CREDIT	ACCREDITED WITH	Short Courses	Training days
Elective	7177	7177	Attend to customer enquiries face-to-face and on the telephone in a banking environment	NQF3	4	SERVICES SETA		1.0
Elective	7401	7401	Making ECD Learning Resources	NQF2	8			2.0
Elective	7402	7402	Facilitating Learning Through Play	NQF2	12			3.0
Elective	7403	7403	Facilitating Learning Through Stories, Songs and Rhymes	NQF3	8			2.0
Elective	7404	7404	Facilitating Language Development Bilingual/Multilingual ECD Programmes	NQF3	8			2.0
Elective	7405	7405	Facilitating Creative Art Activities in ECD Programmes	NQF3	8			2.0
Elective	7406	7406	Managing a Small-Scale ECD service	NQF3	12			3.0
Fund Numeracy	7447	7447	Working with numbers in various contexts	NQF1	6			1.5
Fund Numeracy	7449	7449	Critically analyse how mathematics is used in social, political and economic relations	NQF1	2			0.5
Fund Numeracy	7450	7450	Work with measurement in a variety of contexts	NQF1	2			0.5
Fund Numeracy	7451	7451	Collect, analyse, use and communicate numerical data	NQF1	2			0.5
Fund Numeracy	7453	7453	Use algebraic notation, conventions and terminology to solve problems	NQF1	3			0.8
Fund Numeracy	7455	7455	Identify and work with simple forms of complex numbers	NQF3	1	SERVICES SETA		0.3
Fund Numeracy	7456	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	NQF3	5	SERVICES SETA		1.3
Fund Numeracy	7461	7461	Use maps to access and communicate information concerning routes, location and direction	NQF1	1			0.3
Fund Numeracy	7463	7463	Describe and represent objects and the environment in terms of shape, space, time and motion	NQF1	2			0.5
Fund Numeracy	7464	7464	Analyse cultural products and processes as representations of shape, space and time	NQF1	2			0.5
Fund Numeracy	7467	7467	Collect and use data to establish basic statistical and probability models and solve related problems	NQF2	5	SERVICES SETA		1.3
Fund Numeracy	7468	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	NQF4	6	SERVICES SETA	Numeracy	1.5
Fund Numeracy	7469	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	NQF2	2	SERVICES SETA		0.5
Fund Numeracy	7479	7479	Describe, represent and informally analyse shape and motion in 2- and 3-dimensional space	NQF2	4	SERVICES SETA		1.0
Fund Numeracy	7480	7480	Demonstrate understanding of rational and irrational numbers and number systems	NQF2	3	SERVICES SETA		0.8
	15091	7503	Plan to Manage One's Time	NQF1	2	SERVICES SETA	Capacity Building	0.5
Fund Numeracy	7524	7524	Show a critical awareness of language usage	NQF1	3			0.8
Fund Numeracy	7526	7526	Engage with aesthetic, affective, cultural and social values in texts	NQF1	3			0.8
Fund Numeracy	7528	7528	Identify, access, analyse, use and present information	NQF1	4			1.0
Fund Literacy	7530	7530	Use appropriate communication skills, conventions and structures for specific purposes and situations	NQF1	4			1.0
Fund Literacy	7535	7535	Engage with meaning, organisation and structure of texts	NQF1	3			0.8
	116932	7547	Operate a Personal Computer System	NQF2	6	SERVICES SETA	Computer Training	1.5
Core	116940	7567	Produce and use spreadsheets for business	NQF3	5	SERVICES SETA	Computer Training	1.3
Elective	7568	7568	Demonstrate knowledge of and produce word processing documents using basic functions	NQF2	3			0.8
Core	117924	7570	MS Word Course	NQF2	5	SERVICES SETA	Computer Training	1.3
Elective	116945	7571	Use electronic mail to send and receive messages 116945/ 116936	NQF2	3	SERVICES SETA	Computer Training	0.8
	116937	7572	Excell Course	NQF2	3		Computer Training	0.8
Core	116931	7573	Internet Course	NQF2	3	SERVICES SETA	Computer Training	0.8
Elective	116930	7575	Produce presentation documents for business	NQF3	5	SERVICES SETA	Computer Training	1.3
	117927	7576	Demonstrate the ability to use a database for business purposes	NQF3	5		Computer Training	1.3
Core	7706	7706	Maintain a Booking System	NQF3	3	SERVICES SETA		0.8
	7782	7782	Analyse a business and determine the way it functions	NQF4	3			0.8



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Elective	7177	7177	Attend to customer enquiries face-to-face and on the telephone in a banking environment	NQF3	4	SERVICES SETA		1.0
Core	7785	7785	Function in a business environment	NQF3	4	SERVICES SETA		1.0
Elective	14348	7790	Process incoming and outgoing telephone calls	NQF3	3	SERVICES SETA		0.8
Core	7791	7791	Display cultural awareness in dealing with customers and colleagues	NQF4	4	SERVICES SETA		1.0
Core	113852	7796	Maintain a secure working environment	NQF3	1	SERVICES SETA		0.3
Elective	7798	7798	Process cheque, credit card and bank transactions	NQF3	14	SERVICES SETA		3.5
	7812	7812	Perform Basic Calculations	NQF2	3		Capacity Building	0.8
Elective	13999	7825	Process financial transactions (use 13999 as basis)	NQF4	4	SERVICES SETA	Basic Accounting	1.0
Elective	7836	7836	Monitor customer satisfaction	NQF4	3			0.8
	7859	7859	Lead and Manage Teams of People	NQF6	6			1.5
Core	7860	7860	Introduce new staff to the workplace	NQF3	1	SERVICES SETA		0.3
Elective	7869	7869	Maintain a preventative maintenance programme	NQF4	3			0.8
Core	7876	7876	Conduct on-the-Job-Training	NQF5	8			2.0
Elective	7911	7911	Manage the float	NQF3	4	SERVICES SETA		1.0
Elective	8000	8000	Applying basic business principles	NQF3	9	SERVICES SETA		2.3
Core	8256	8256	Handling stock	NQF2	16		Warehouse	4.0
Core	8275	8275	Handling cash	NQF2	12		Capacity Building	3.0
Core	114597	8420	Operate in a team	NQF2	4	SERVICES SETA		1.0
Core	8493	8493	Maintain occupational health and safety	NQF2	2			0.5
	8553	8553	Operate in a Business	NQF4	4		FDC	1.0
Core	8555	8555	Contribute to information distribution regarding HIV/AIDS in the workplace	NQF4	4	SERVICES SETA	Life Skills	1.0
	8559	8559	Plan and conduct research	NQF4	6		FDC	1.5
Elective	114597	8561	Function in a Team	NQF4	4	SERVICES SETA		1.0
Elective	115214	8607	Arrange a Special Event	NQF4	20			5.0
	8612	8612	Demonstrate and understanding of societal values and et	NQF4	4		FDC	1.0
Fund Literacy	119454	8962	Maintain and adapt oral communication	NQF2	5	SERVICES SETA	Literacy	1.3
Fund Literacy	119463	8963	Access and use information from texts	NQF2	5	SERVICES SETA	Literacy	1.3
Fund Literacy	119456	8964	Write for a defined context	NQF2	5	SERVICES SETA	Literacy	1.3
Fund Literacy	119464	8965	Respond to literary texts	NQF2	5	SERVICES SETA	Literacy	1.3
Fund Literacy	119455	8966	Respond to selected literary texts	NQF2	5	SERVICES SETA	Literacy	1.3
Fund Literacy	119460	8967	Use language and communication in occupational learning programmes	NQF2	5	SERVICES SETA	Literacy	1.3
Fund Literacy	119472	8968	Accommodate audience and context needs in oral communication	NQF3	5	SERVICES SETA	Literacy	1.3
Fund Literacy	119457	8969	Interpret and use information from texts	NQF3	5	SERVICES SETA		1.3
	119465			NQF3	5	SERVICES SETA		
Fund Literacy		8970	Write texts for a range of communicative contexts					1.3
Fund Literacy	119466	8972	Interpret a variety of literary texts	NQF3	5	SERVICES SETA	Literacy	1.3
Fund Literacy	119462	8974	Engage in sustained oral communication and evaluate spoken texts	NQF4	5	TETA SETA	Literacy	1.3
Fund Literacy	119469	8975	Read analyse and respond to a variety of texts	NQF4	5	SERVICES SETA	Literacy	1.3
Fund Literacy	119459	8976	Write for a wide range of contexts	NQF4	5	SERVICES SETA	Literacy	1.3
Fund Literacy	119471	8979	Use language and communication in occupational learning programmes	NQF4	5	SERVICES SETA	Literacy	1.3
Fund Numeracy	9007	9007	Work with a range of patterns and functions and solve problems	NQF2	2	SERVICES SETA		0.5
Fund Numeracy	9008	9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	NQF2	3	SERVICES SETA		0.8
Fund Numeracy	9009	9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	NQF2	4	SERVICES SETA		1.0
Fund Numeracy	9010	9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	Level 3	2			0.5
Fund Numeracy	9012	9012	Investigate life and work related problems using data and probabilities	Level 3	5			1.3
Fund Numeracy	9013	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	NQF3	5	SERVICES SETA		1.3
Fund Numeracy	9014	9014	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	NQF4	6			1.5
Fund Numeracy	9015	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	NQF4	6	SERVICES SETA	Numeracy	1.5
Fund Numeracy	9016	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	NQF4	4	SERVICES SETA		1.0
Core	9242	9242	Analyse external factors influencing people who have special needs	NQF5	4			1.0

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Elective	7177	7177	Attend to customer enquiries face-to-face and on the telephone in a banking environment	NQF3	4	SERVICES SETA		1.0
Elective	243951	9244	Plan and conduct meetings	NQF4	4			1.0
Elective	9302	9302	Access information in order to respond to client enquiries in a financial services environment	NQF3	2	SERVICES SETA		0.5
Elective	9303	9303	Communicate verbally with clients in a financial environment	NQF3	3	SERVICES SETA		0.8
Core	13915	9356	Recognise the effects of HIV/AIDS in the workplace	NQF3	4	SERVICES SETA		1.0
	9357	9357	Develop and Use Keyboard Skills to Enter Text	NQF1	4	SERVICES SETA	Computer Training	1.0
	117867	9532	Demonstrate basic knowledge of computers	NQF3	6	SERVICES SETA	Computer Training	1.5
Core	9533	9533	Use communication skills to handle and resolve conflict in the workplace	NQF3	3	SERVICES SETA	Literacy	0.8
Core	9823	9823	Perform basic life support and/or first aid procedures in emergencies	NQF1	5			1.3
Core	9824	9824	Assess the inter-relationships between the individual, family and community in terms of Primary Health Care (PHC)	NQF1	10			2.5
Core	9826	9826	Assist community members to access services in accordance with their health related human rights	NQF1	5			1.3
Core	9827	9827	Assess the client's situation and assist and support both client and family to manage home based health care	NQF1	12			3.0
Fund Literacy	9960	9960	Communicate verbally and non-verbally in the workplace	NQF3	8	SERVICES SETA	Literacy	2.0
Elective	9964	9964	Apply health and safety to a work area	NQF2	3	SERVICES SETA		0.8
	10006	10006	Demonstrate Understanding of Entrepreneurship	NQF1	2	SERVICES SETA	SMME	0.5
	10007	10007	Identify, analyse and select Business Opportunities	NQF1	3	SERVICES SETA	SMME	0.8
	10008	10008	Write and present a simple Business Plan	NQF1	7		SMME	1.8
	10009	10009	Demonstrate ability to start and run a business	NQF1	3	SERVICES SETA	SMME	0.8
Core	252201	10011	Work as a member of a marketing team	NQF4	5	SERVICES SETA		1.3
Core	252194	10012	Meet marketing performance standards	NQF4	4	SERVICES SETA		1.0
Core	252197	10013	Identify and utilise marketing resources to meet objectives	NQF4	4	SERVICES SETA		1.0
Core	252196	10014	Describe features, advantages and benefits of a range of products	NQF4	6	SERVICES SETA		1.5
Core	252193	10015	Identify customers of the business	NQF4	4	SERVICES SETA		1.0
Core	252206	10016	Demonstrate an understanding of product positioning	NQF4	4	SERVICES SETA		1.0
Core	252216	10017	Comply with legal requirements and understand implications	NQF4	4	SERVICES SETA		1.0
Core	252202	10018	Deal with brand, product and service promotions	NQF4	4	SERVICES SETA		1.0
Core	252203	10019	Demonstrate an understanding of the target market	NQF4	4	SERVICES SETA		1.0
Core	252211	10020	Demonstrate an understanding of the competitive environment	NQF4	4	SERVICES SETA		1.0
Core	252209	10021	Instil in myself a personal marketing culture	NQF4	4	SERVICES SETA		1.0
Core	252217	10022	Comply with organisational ethics	NQF4	4	SERVICES SETA		1.0
Core	252191	10023	Identify internal and external stakeholders	NQF4	4	SERVICES SETA		1.0
Core	252218	10024	Liaise with a range of customers of a business	NQF4	4	SERVICES SETA		1.0
Core	252210	10025	Handle a range of customer complaints	NQF4	4	SERVICES SETA		1.0
Elective	252195	10026	Identify expertise and resources	NQF4	3	SERVICES SETA		0.8
Core	252204	10027	Monitor marketing information flow and collect process marketing data	NQF4	4	SERVICES SETA		1.0
Elective	252205	10028	Follow sampling requirements	NQF4	9	SERVICES SETA		2.3
Elective	252207	10029	Attend briefing and return work on deadline	NQF4	7	SERVICES SETA		1.8
Elective	252208	10030	Record raw data	NQF4	3	SERVICES SETA		0.8
Elective	252190	10031	Edit, Code and Capture data	NQF4	5	SERVICES SETA		1.3
Elective	10032	10032	Demonstrate an understanding of and define the nature, role and history of marketing communication	NQF4	3			0.8
Elective	10033	10033	Demonstrate an understanding of ethical, cultural and legal issues in marketing communication	NQF4	3			0.8
Elective	252192	10034	Demonstrate an understanding and define the nature and role of marketing communications	NQF4	6	SERVICES SETA		1.5
Elective	252198	10035	Demonstrate an understanding of creative principles of marketing communications	NQF4	4	SERVICES SETA		1.0
Elective	10036	10036	Operate an inter-departmental traffic system	NQF4	8			2.0
Elective	10037	10037	Take orders from customers to fulfil a need for goods and/or service	NQF4	10			2.5
Core	252214	10038	Conduct follow-up with customers to evaluate satisfaction levels	NQF4	14	SERVICES SETA		3.5
Core	10043	10043	Develop, implement and manage a project / activity plan	NQF5	5			1.3
Core	10053	10053	Manage customer requirements and needs and implement action plans	NQF5	8			2.0



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Elective	7177	7177	Attend to customer enquiries face-to-face and on the telephone in a banking environment	NQF3	4	SERVICES SETA		1.0
Core	120384	10131	Develop a simple schedule to facilitate effective project execution	NQF4	8	SERVICES SETA		2.0
Core	120386	10133	Schedule project activities to facilitate effective project execution	NQF4	8	SERVICES SETA		2.0
Core	120375	10134	Participate in the estimation and preparation of cost budgets for an element of work and monitor and control actual cost against budget	NQF4	6	SERVICES SETA		1.5
Core	120379	10135	Work as a project team member	NQF4	8	SERVICES SETA		2.0
Core	120382	10136	Plan, organise and support project meetings and workshops	NQF4	4	SERVICES SETA		1.0
Core	120376	10137	Conduct project documentation management to support project processes	NQF4	6	SERVICES SETA		1.5
Elective	120381	10139	Implement project administration processes according to requirements	NQF4	5	SERVICES SETA		1.3
Core	120385	10140	Apply a range of project management tools	NQF4	8	SERVICES SETA		2.0
Core	120374	10141	Contribute to the management of project risk within own field of expertise	NQF4	5	SERVICES SETA		1.3
Core	120387	10143	Monitor, evaluate and communicate project schedules	NQF4	4	SERVICES SETA		1.0
Core	120377	10144	Identify, suggest and implement corrective actions to improve quality	NQF4	6	SERVICES SETA		1.5
Elective	120388	10146	Supervise a project team of a developmental project to deliver project objectives	NQF5	14	SERVICES SETA		3.5
Elective	120378	10149	Support the project environment and activities to deliver project objectives	NQF5	14			3.5
Core	120383	10150	Provide assistance in implementing and assuring project work is conducted in accordance with the project quality plan	NQF3	6	SERVICES SETA		1.5
Core	10170	10170	Demonstrate understanding of employment relations in an organisation	NQF3	3	SERVICES SETA		0.8
Elective	10171	10171	Manage the capture, storage and retrieval of human resources information using an information system	NQF5	3			0.8
	10299	10299	Designing Learning Programmes	NQF6	20		ETDP	5.0
Elective	10324	10324	Describe features, advantages and benefits of a range of products or services	NQF4	6			1.5
Elective	10331	10331	Identify and analyse customer and market related trends impacting on Contact Centres	NQF4	10			2.5
Core	10348	10348	Identify and respond to customer needs in a Contact Centre	NQF2	12	SERVICES SETA		3.0
Core	10349	10349	Input data received onto appropriate computer packages within a Contact Centre	NQF2	12	SERVICES SETA		3.0
Core	10350	10350	Collect and record a customer's information, queries and requests from customers	NQF2	8	SERVICES SETA		2.0
Core	10353	10353	Meet performance standards within a Contact Centre	NQF2	6	SERVICES SETA		1.5
Core	10354	10354	Contribute to a diverse working environment in a Contact Centre	NQF2	8	SERVICES SETA		2.0
Elective	10358	10358	Apply in-bound Contact Centre Operations within a commercial environment	NQF2	8	SERVICES SETA		2.0
Elective	117241	10385	Develop a business plan for a small business	NQF4	5	SERVICES SETA		1.3
Elective	117244	10386	Investigate the possibilities of establishing and running a small business enterprise (SMME)	NQF4	3	SERVICES SETA		0.8
Core	117156	10388	Interpret basic financial statements	NQF4	3	SERVICES SETA		0.8
	119915	10712	Manage personal expenditure	NQF3	3		Capacity Building	0.8
	119914	10713	Identify possible employment prospects	NQF3	3		Capacity Building	0.8
Elective	119916	10717	Examine the applications of the Basic Conditions of Employment Act and its effect on earnings in own contract	NQF2	2	SERVICES SETA		0.5
	119913	10718	Personal Budget	NQF2	3		Capacity Building	0.8
Core	10978	10978	Recruit and select candidates to fill defined positions	NQF4	10			2.5
Elective	10980	10980	Induct a new employee	NQF4	6		Capacity Building	1.5
Elective	10981	10981	Supervise work unit to achieve work unit objectives (individuals and teams)	NQF4	12		Capacity Building	3.0
Elective	10983	10983	Participate in the implementation and utilisation of equity related processes	NQF4	5			1.3
Fund Numeracy	11241	11241	Perform Basic Business Calculations	NQF3	6	SERVICES SETA		1.5
Core	11473	11473	Manage individual and team performance	NQF4	8			2.0
Elective	120308	11813	Apply knowledge of self in order to make a life decision	NQF2	3	SERVICES SETA		0.8
Core	120309	11816	Demonstrate knowledge and understanding of the rights and responsibilities of the individual under the South African Constitution	NQF2	2	SERVICES SETA		0.5

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Elective	7177	7177	Attend to customer enquiries face-to-face and on the telephone in a banking environment	NQF3	4	SERVICES SETA		1.0
Core	120312	11817	Demonstrate knowledge and understanding of the structures that reinforce and support human rights in South Africa	NQF2	3	SERVICES SETA		0.8
Core	120313	11818	Investigate work opportunities in order to make a personal career/employment decision	NQF2	2	ETDP SETA	Life Skills	0.5
Core	11911	11911	Manage individual careers	NQF5	5			1.3
Fund Literacy	12153	12153	Use the writing process to compose texts required in the business environment	NQF4	5	SERVICES SETA	Literacy	1.3
Elective	12154	12154	Apply comprehension skills to engage oral texts in a business environment	NQF4	5		Literacy	1.3
Elective	12155	12155	Apply comprehension skills to engage written texts in a business environment	NQF4	5	TETA SETA	Literacy	1.3
Elective	12181	12181	Demonstrate knowledge and understanding of basic investment techniques	NQF4	2			0.5
Core	12352	12352	Demonstrate knowledge of the roles and responsibilities of a community committee	NQF2	4			1.0
Fund Numeracy	12417	12417	Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities	NQF4	4	SERVICES SETA	Numeracy	1.0
Fund Literacy	119635	12462	Engage in a range of speaking/signing and listening interactions for a variety of purposes	Level 1	6	SERVICES SETA		1.5
Fund Literacy	12469	12469	Read and respond to a range of text types	NQF1	6			1.5
Fund Literacy	12470	12470	Write for a variety of different purposes	NQF1	6			1.5
Fund Literacy	7534	12471	Explore and use a variety of strategies to learn	NQF1	5			1.3
	12509	12509	Personal Budget	NQF1	8		Life Skills	2.0
	12537	12537	Identify personal values and ethics in the workplace	Level 1	4	SERVICES SETA		1.0
Elective	12834	12834	Care for babies and toddlers in ECD settings	NQF2	12			3.0
Elective	12835	12835	Facilitate the learning and development of babies (0-24 months) in ECD settings	NQF3	12			3.0
Elective	12835	12835	Facilitate the learning and development of babies (0-24 months) in ECD settings	NQF3	12			3.0
Elective	12836	12836	Facilitate the learning and development of toddlers (18-36 months) in ECD settings	NQF3	12			3.0
Elective	12836	12836	Facilitate the learning and development of toddlers (18-36 months) in ECD settings	NQF3	12			3.0
Elective	12838	12838	Create an inclusive anti-bias learning environment in ECD settings	NQF3	12			3.0
Elective	12839	12839	Support children and adults living with HIV/AIDS in ECD settings	NQF3	8			2.0
Elective	12840	12840	Include children experiencing barriers to learning and development in ECD settings	NQF3	12			3.0
Elective	12841	12841	Compile a portfolio in ECD practice	NQF3	8			2.0
	12988	12988	Record Income and Receipts	NQF5	10		Basic Accounting	2.5
	12989	12989	Make and Record Payments	NQF5	8		Basic Accounting	2.0
	13202	13202	Apply Learning and Study Techniques	NQF2	3			0.8
Elective	13418	13418	Demonstrate knowledge and understanding of a mortgage bond as a form of debt security	NQF4	6			1.5
Elective	13420	13420	Demonstrate knowledge and understanding of the bond registration process	NQF4	6			1.5
Elective	13443	13443	Manage Service Providers	NQF4	5			1.3
Core	120373	13835	Contribute to project initiation, scope definition and scope change control	NQF4	9	SERVICES SETA		2.3
Core	13847	13847	Support active learning in ECD programmes	NQF1	24			6.0
Core	13848	13848	Support healthy development in ECD programmes	NQF1	12			3.0
Core	13849	13849	Assist with managing the ECD learning programme	NQF1	12			3.0
Elective	13869	13869	Involve family members in ECD programmes	NQF3	12			3.0
Elective	13869	13869	Involve family members in ECD programmes	NQF3	12			3.0
Core	13872	13872	Instil in myself a personal Contact Centre culture	NQF4	4	SERVICES SETA		1.0
Core	13873	13873	Handle a range of customer complaints in Contact Centres	NQF4	4	SERVICES SETA		1.0
Core	13874	13874	Work as a member of a Contact Centre Team	NQF4	5	SERVICES SETA		1.3
Elective	13883	13883	Apply out-bound Contact Centre Operations within a commercial environment	NQF3	8	SERVICES SETA		2.0
Core	13885	13885	Provide information to customers in a Contact Centre	NQF2	12	SERVICES SETA		3.0
Core	13886	13886	Gather and provide relevant information to contribute to project problem solving	NQF3	5	SERVICES SETA		1.3
Core	242812	13911	Induct a new member into a team	NQF3	3	SERVICES SETA		0.8
Elective	13912	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	NQF3	5	SERVICES SETA		1.3
Core	242816	13914	Conduct a formal meeting	NQF3	3	SERVICES SETA		0.8

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Elective	7177	7177	Attend to customer enquiries face-to-face and on the telephone in a banking environment	NQF3	4	SERVICES SETA		1.0
Core	242820	13916	Identify and keep the records that a team manager is responsible for keeping	NQF3	4	SERVICES SETA		1.0
Core	242821	13917	Indicate the role of a team leader ensuring that a team meets an organisation's standards	NQF3	6	SERVICES SETA		1.5
Core	242811	13918	Manage time and the work process in a business environment	NQF3	4	SERVICES SETA		1.0
Core	242814	13919	Investigate and explain the structure of a selected workplace or organisation	NQF3	10	SERVICES SETA		2.5
Elective	13928	13928	Monitor and control reception area	NQF3	4	SERVICES SETA		1.0
Elective	13929	13929	Co-ordinate meetings, minor events and travel arrangements	NQF3	3	SERVICES SETA		0.8
Elective	13930	13930	Monitor and control the receiving and satisfaction of visitors	NQF3	4	SERVICES SETA		1.0
Core	13931	13931	Monitor and control the maintenance of office equipment	NQF3	4	SERVICES SETA		1.0
Elective	13932	13932	Prepare and process documents for financial and banking processes	NQF3	5	SERVICES SETA		1.3
Elective	13933	13933	Plan, monitor and control an information system in a business environment	NQF3	3	SERVICES SETA		0.8
Elective	13934	13934	Plan and prepare meeting communications	NQF3	4	SERVICES SETA	LG Seta	1.0
Core	13935	13935	Plan and conduct basic research in an office environment	NQF3	6	SERVICES SETA		1.5
Elective	13936	13936	Outline the legal environment of a selected industry	NQF3	2	SERVICES SETA		0.5
Core	13937	13937	Monitor and control office supplies	NQF3	2	SERVICES SETA		0.5
Core	14357	13938	Demonstrate an understanding of a selected business environment	NQF3	10	SERVICES SETA		2.5
Core	242655	13940	Demonstrate knowledge and application of ethical conduct in a business environment	NQF4	4	SERVICES SETA		1.0
Core	242810	13941	Apply the budget function in a business unit	NQF4	5	SERVICES SETA		1.3
Core	242813	13942	Demonstrate a basic understanding of the role of a business strategy in managing a small business or a business unit	NQF4	5	SERVICES SETA		1.3
Core	13943	13943	Analyse new developments reported in the media that could impact on a business sector or industry	NQF4	10	SERVICES SETA		2.5
Core	242818	13944	Describe the relationship of junior management to the general management function	NQF4	5	SERVICES SETA		1.3
Core	13945	13945	Describe and apply the management of stock and fixed assets in a business unit	NQF4	2	SERVICES SETA	Warehouse	0.5
Elective	242819	13947	Motivate a team	NQF4	6	SERVICES SETA		1.5
	13948	13948	Negotiate an agreement in a Work situation	NQF4	5	SERVICES SETA	Capacity Building	1.3
	13949	13949	Apply Technical Knowledge and skill to align business unit performance to business goals	NQF4	5	SERVICES SETA		1.3
Elective	13951	13951	Demonstrate knowledge and understanding of the Occupational Health and Safety Act 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	NQF4	4	SERVICES SETA		1.0
Elective	13952	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	NQF4	8	SERVICES SETA		2.0
Elective	242824	13953	Apply the principles of situational leadership to a business unit	NQF4	5	SERVICES SETA		1.3
Core	119265	13954	Manage Risk in Own Lives 13954/ 10387 and 119265/ 117158	NQF4	6	SERVICES SETA	Capacity Building	1.5
Core	13994	13994	Identify and discuss different types of business and their legal implications	NQF1	4	SERVICES SETA	SMME	1.0
Core	13995	13995	Demonstrate an understanding of contracts and their sources	NQF1	2	SERVICES SETA	SMME	0.5
Core	13998	13998	Demonstrate an understanding of the principles of supply and demand, and the concept: production	NQF1	2	SERVICES SETA		0.5
Core	14042	14042	Demonstrate knowledge of environmental health and community hygiene practices	NQF2	6	SERVICES SETA		1.5
Core	14051	14051	Collect and record data for patients	NQF2	3	SERVICES SETA		0.8
Fund Numeracy	14084	14084	Demonstrate an understanding of and use the numbering system	NQF1	1	SERVICES SETA		0.3
Core	120380	14214	Evaluate and improve the project team's performance	NQF5	8	SERVICES SETA	Leadership	2.0
Elective	14342	14342	Manage time and work processes within a business environment	NQF2	4	SERVICES SETA		1.0
Elective	14359	14359	Behave in a professional manner in a business environment	NQF2	5	SERVICES SETA		1.3
	14444	14444	Demonstrate an understanding of a general business plan and adapt it to a selected business idea	Level 1	7	SERVICES SETA		1.8
Core	14445	14445	Frame and implement an individual action plan to improve productivity within an organisational unit	NQF1	3	SERVICES SETA		0.8

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Elective	7177	7177	Attend to customer enquiries face-to-face and on the telephone in a banking environment	NQF3	4	SERVICES SETA		1.0
Core	242867	14552	Contract service providers	NQF4	3	SERVICES SETA		0.8
Core	14656	14656	Demonstrate an understanding of sexuality and sexually transmitted infections including HIV/AIDS	NQF1	5	SERVICES SETA		1.3
Elective	14659	14659	Demonstrate an understanding of factors that contribute towards healthy living	NQF1	4			1.0
Core	14665	14665	Interpret current affairs related to a specific business sector	NQF3	10	SERVICES SETA		2.5
Core	14667	14667	Describe and apply the management functions of an organization	NQF4	10	SERVICES SETA		2.5
Fund Literacy	14947	14947	Describe data communications	NQF3	4			1.0
Elective	15089	15089	Identify and apply property, asset and investment management principles	NQF4	5			1.3
Fund Life Skills	15093	15093	Demonstrate insight into democracy as a form of governance and its implications for a diverse society	NQF5	5			1.3
Elective	15094	15094	Demonstrate insight into the application of theories of Emotional and Spiritual Intelligence in personal development	NQF5	5			1.3
Elective	15096	15096	Demonstrate an understanding of stress in order to apply strategies to achieve optimal stress levels in personal and work situations	NQF5	5			1.3
	15221	15221	Skills Development in an Organization	NQF5	4			1.0
Core	15224	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	NQF5	4			1.0
Core	15226	15226	Implement systems to meet the flow of information in a team, department or division	NQF5	3			0.8
Core	15233	15233	Harness diversity and build on strengths of a diverse working environment	NQF5	3			0.8
Core	15234	15234	Apply efficient time management to the work of a department/division/section	NQF5	4		Leadership	1.0
Fund Life Skills	15238	15238	Devise and apply strategies to establish and maintain relationships	NQF5	3			0.8
Core	109999	109999	Manage service providers in a selected organisation	NQF4	5	SERVICES SETA		1.3
Elective	110003	110003	Develop administrative procedures in a selected organisation	NQF4	8	SERVICES SETA		2.0
Core	110009	110009	Manage administration records	NQF4	4			1.0
Core	110017	110017	Provide information about Tuberculosis and directly observed treatment (DOTS)	NQF1	3			0.8
Core	110021	110021	Achieve personal effectiveness in business environment	NQF4	6			1.5
Core	110023	110023	Present information in report format	NQF4	6			1.5
Core	110026	110026	Describe and assist in the control of fraud in an office environment	NQF4	4			1.0
Elective	110042	110042	Understand the foundations of transformative development practice	NQF1	12			3.0
	110042	110042	Understand the foundations of transformative development practice	NQF1	12			3.0
Core	110044	110044	Collect information to support a community needs assessment	NQF1	12			3.0
	110081	110081	Understand the role of Transport Logistics	NQF1	5			1.3
	252244	110082	Understand the impact of customer service on a business	Level 1	6	SERVICES SETA		1.5
	110083	110083	Process, analyse and communicate numerical data	Level 1	4	SERVICES SETA		1.0
Core	113827	113827	Operate the fleet	NQF4	12	TETA SETA		3.0
Core	113833	113833	Manage customer satisfaction in a road transport activity	NQF4	9	TETA SETA		2.3
Core	113834	113834	Apply standard operating procedures and practices	NQF4	9	TETA SETA		2.3
Elective	113835	113835	Manage logistics operations	NQF4	12	TETA SETA		3.0
Core	113839	113839	Manage road transport work teams	NQF4	10	TETA SETA		2.5
Elective	113841	113841	Transport freight	NQF4	10	TETA SETA		2.5
Core	113852	113852	Apply occupational health, safety and environmental principles	NQF3	10	TETA SETA		2.5
Core	113853	113853	Apply strategic road transport management principles	NQF5	12	TETA SETA		3.0
Core	113924	113924	Apply basic business ethics in a work environment	NQF2	2	SERVICES SETA		0.5
	242860	113955	Apply the Batho Pele principles to own work role and context	NQF3	5			1.3
Core	113966	113966	Identify security, safety and environmental risks in the local environment	NQF1	6			1.5
	114215	114215	Mentor a Colleague	NQF4	3	ETDP SETA	ETDP	0.8
Core	114226	114226	Interpret and manage conflicts within the workplace	NQF5	8			2.0



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Elective	7177	7177	Attend to customer enquiries face-to-face and on the telephone in a banking environment	NQF3	4	SERVICES SETA		1.0
Core	114583	114583	Develop, implement and evaluate a marketing strategy for a new venture	NQF4	8	SERVICES SETA		2.0
Core	114584	114584	Finance a new venture	NQF4	5	SERVICES SETA		1.3
Core	263456	114585	Plan strategically to improve business performance	NQF4	4	SERVICES SETA		1.0
Core	263474	114586	Manage finances of a new venture-	NQF4	5	SERVICES SETA	Leadership Basic Accounting	1.3
Core	114587	114587	Determine and manage the human resource needs of a new venture	NQF4	4	SERVICES SETA		1.0
Core	114588	114588	Develop, implement and monitor a quality policy for a new venture	NQF4	4	SERVICES SETA		1.0
Core	114589	114589	Manage time productively	NQF4	4	SERVICES SETA		1.0
Core	114590	114590	Mobilise resources for a new venture	NQF4	4	SERVICES SETA		1.0
Core	114591	114591	Implement an action plan for business operations	NQF4	4	SERVICES SETA	Leadership	1.0
Core	114592	114592	Produce business plans for a new venture	NQF4	8	SERVICES SETA		2.0
Core	114593	114593	Tender to secure business for a new venture	NQF4	5	SERVICES SETA		1.3
Core	263455	114594	Apply the principles of costing and pricing to a business venture	NQF4	6	SERVICES SETA	Basic Accounting	1.5
Core	114595	114595	Demonstrate an understanding of the function of the market mechanisms in a new venture	NQF4	5	SERVICES SETA		1.3
Core	114596	114596	Research the viability of new venture ideas/opportunities	NQF4	5	SERVICES SETA		1.3
Core	114598	114598	Demonstrate an understanding of an entrepreneurial profile	NQF4	5	SERVICES SETA		1.3
Core	114600	114600	Apply innovative thinking to the development of a small business	NQF4	4	SERVICES SETA	Leadership	1.0
Core	114607	114607	Negotiate in a new venture	NQF4	4	SERVICES SETA		1.0
Core	263434	114618	Monitor productivity in a business venture	NQF4	5	SERVICES SETA	Leadership	1.3
Elective	114887	114887	Prepare a vehicle for deliveries	NQF3	8			2.0
Elective	114888	114888	Perform cleaning functions within a Wholesale and Retail outlet	NQF1	3			0.8
Core	114889	114889	Record transactions	NQF2	8			2.0
Elective	114890	114890	Perform office functions in a wholesale and retail outlet	NQF2	4			1.0
Core	114891	114891	Count stock for a stock-take	NQF2	5			1.3
Elective	114892	114892	Dispatch stock	NQF3	10			2.5
Elective	114893	114893	Pack customer purchases at point of sales	NQF2	3			0.8
Core	114894	114894	Process payment at a Point of Sales (POS)	NQF2	10			2.5
Core	114895	114895	Define the core concepts of the wholesale and retail environment	NQF2	10			2.5
Elective	114896	114896	Receive stock	NQF3	12			3.0
Elective	114897	114897	Administer deliveries	NQF2	10			2.5
Elective	114898	114898	Minimise defaulting customer accounts	NQF3	5			1.3
Elective	114899	114899	Maintain the customer's account	NQF2	5			1.3
Elective	114900	114900	Sell products to customers in a Wholesale and Retail outlet	NQF3	12			3.0
Elective	114902	114902	Operate a computer in a Wholesale/Retail outlet	NQF2	6			1.5
Core	114903	114903	Interact with customers	NQF2	8			2.0
Elective	114904	114904	Implement promotional instructions	NQF2	6			1.5
Elective	114905	114905	Administer day-end cashing up procedures	NQF3	8			2.0
Core	114906	114906	Mark merchandise and maintain displays	NQF2	10			2.5
Elective	114908	114908	Apply food safety practices in a wholesale and retail outlet	NQF2	7			1.8
Elective	114909	114909	Administer and control the organisation's deposits and floats	NQF3	8			2.0
Elective	114910	114910	Implement food-handling practices in wholesale and retail outlet	NQF2	8			2.0
Elective	114911	114911	Resolve customer queries / complaints	NQF3	8			2.0
Elective	114912	114912	Maintain a safe and secure wholesale and retail environment	NQF2	10			2.5
Elective	114919	114919	Offer a credit facility	NQF2	8			2.0
Core	114959	114959	Behave in a professional manner in a business environment	NQF2	4	SERVICES SETA		1.0
Core	114974	114974	Apply basic skills of customer service	NQF2	2	SERVICES SETA		0.5
	115091	115091	Monitor compliance to safety, health and environmental requirements in a workplace	Level 2	2	SERVICES SETA		0.5
	115212	115212	Profile a successful fundraiser	NQF4	6			1.5
	115215	115215	Analyse the fundraising strategies of a successful non-profit organisation	NQF4	7			1.8
Core	115391	115391	Demonstrate an understanding of the principles of the internet and the world-wide-web	NQF4	3		Computer Training	0.8
	115404	115404	Understand the Business of Consulting	NQF5	8			2.0
	115498	115498	Resolve client request and queries	NQF4	4			1.0
	115499	115499	Gather, record and interpret business related information	NQF4	5			1.3
	115500	115500	Inform client of planned process and follow-up on request	NQF4	4			1.0
	115753	115753	Conduct Outcomes Based Assessments	NQF5	15	ETDP SETA	ETDP	3.8
	115759	115759	Moderate Outcomes Based Assessments	NQF6	10	ETDP SETA	ETDP	2.5
Fund Literacy	115790	115790	Write and present for a wide range of purposes, audiences and contexts	NQF5	5			1.3

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Elective	7177	7177	Attend to customer enquiries face-to-face and on the telephone in a banking environment	NQF3	4	SERVICES SETA		1.0
	115816	115816	Identify Success Issues for SMME's	NQF1	5			1.3
Fund Literacy	115855	115855	Create, maintain and update record keeping systems	NQF5				1.3
	116164	116164	Demonstrate an understanding of the importance of marketing	Level 1	2	SERVICES SETA		0.5
	116280	116280	Demonstrate understanding of warehouse manufacturing and inventory assembly	NQF4	20		Warehouse	5.0
Core	116484	116484	Evaluate a specified code of ethics and/or code of conduct	NQF5	6			1.5
Fund Life Skills	116494	116494	Explain ethical principles for equality of opportunity	NQF5	6			1.5
Fund Life Skills	116495	116495	Apply ethical principles for practice of non-discrimination	NQF5	4			1.0
	116511	116511	Carry out basic first aid treatment in the workplace	NQF1	1			0.3
	116527	116527	Maintain Health and Safety in the Workplace		5			1.3
	116534	116534	Provide First Aid	NQF3	2			0.5
	116923	116923	Implement an EE plan in a company	NQF5	14			3.5
Elective	116925	116925	Implement an effective change management programme to achieve specified objectives	NQF5	12			3.0
Elective	116926	116926	Implement skills development as workplace learning to support organisational transformation	NQF5	12			3.0
Elective	116927	116927	Apply the principles of employment equity to organisational transformation	NQF5	10			2.5
Core	116936	116936	Use a Graphical User Interface (GUI)-based database application to work with simple databases	NQF3	3		Computer Training	0.8
Fund Life Skills	116938	116938	Use a Graphical User Interface (GUI)-based word processor to create and edit documents Demonstrate knowledge of and produce word processing documents using basic functions	NQF1	4	SERVICES SETA	Computer Training	1.0
Core	116942	116942	Use a GUI-based word processor to create merged documents	NQF3	3		Computer Training	0.8
Core	116943	116943	Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph /charts to a spreadsheet	NQF4	3		Computer Training	0.8
Elective	116948	116948	Develop a programme that demonstrates effective ways of dealing with the effects of terminal and chronic illnesses, particularly HIV/Aids, in a workplace	NQF5	12			3.0
Core	116987	116987	Apply active listening skills in the care and support environment	NQF3	6			1.5
Core	116991	116991	Assist in establishing a disability friendly environment	NQF2	8			2.0
Core	116993	116993	Promote awareness of rights and responsibilities	NQF2	2			0.5
Core	116995	116995	Participate in health promotion activities	NQF2	8			2.0
Core	116999	116999	Apply accurate information about HIV & AIDS to everyday life	NQF1	2			0.5
Core	117007	117007	Assist in the establishment of good nutrition	NQF2	12			3.0
Elective	117029	117029	Provide care to a frail person	NQF1	12			3.0
	117127	117127	Describe and Apply the basic principles of Personal Income Tax	NQF4	3			0.8
Core	117493	117493	Provide information about HIV and AIDS and treatment options in community care and support situations	NQF3	6			1.5
Core	117854	117854	Facilitate meetings to deal with conflict situations	NQF5	8			2.0
	117871	117871	Facilitate learning using a variety of given methodologies	NQF5	10	ETDP SETA	ETDP	2.5
	117877	117877	Perform one-to-one training on the job	NQF3	10	ETDP SETA	ETDP	2.5
Elective	117887	117887	Complete basic business calculations	NQF2	5			1.3
Elective	117891	117891	Despatch stock from a distribution centre	NQF3	12			3.0
Elective	117892	117892	Maintain a safe and secure environment in a distribution centre	NQF2	12			3.0
Elective	117897	117897	Maintain stock balances in a distribution centre	NQF3	8			2.0
Core	117898	117898	Move, pack and maintain stock in a distribution centre/warehouse	NQF2	12			3.0
Core	117899	117899	Pick stock in a distribution centre/warehouse	NQF2	12			3.0
Elective	117900	117900	Plan self development	NQF2	10			2.5
Elective	117901	117901	Receive stock in a DC/Warehouse	NQF3	15		Warehouse	3.8
	117902	117902	Use generic functions in a Graphical User Interface (GUI)-environment	Level 1	4	SERVICES SETA		1.0
Core	117923	117923	Use a Graphical User Interface (GUI)-based presentation application to prepare and produce a presentation according to a given brief	NQF2	5	SERVICES SETA	Computer Training	1.3
Elective	118028	118028	Supervise Customer Service Standards	NQF4	8			2.0
Core	118029	118029	Supervise housekeeping and hygiene in a store	NQF4	6			1.5
	118030	118030	Supervise POS Operations	NQF4	8			2.0
Elective	118033	118033	Supervise promotional activities	NQF4	8			2.0

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Elective	7177	7177	Attend to customer enquiries face-to-face and on the telephone in a banking environment	NQF3	4	SERVICES SETA		1.0
Core	118037	118037	Supervise sales performance	NQF4	8			2.0
Core	118043	118043	Supervise stock counts	NQF4	8			2.0
Core	118045	118045	Supervise implementation of loss control measures	NQF4	8			2.0
Core	119078	119078	Use a GUI-based word processor to enhance a document through the use of tables and columns	NQF3	5		Computer Training	1.3
Fund Numeracy	119362	119362	Work with numbers; operations with numbers and relationships between numbers	Level 1	4	SERVICES SETA		1.0
Fund Numeracy	119368	119368	Describe, interpret and represent mathematical patterns, functions and algebra in different contexts	Level 1	6	SERVICES SETA		1.5
Fund Numeracy	119373	119373	Describe and represent objects in terms of shape, space and measurement	Level 1	5	SERVICES SETA		1.3
Fund Literacy	119467	119467	Use language and communication in occupational learning programmes	NQF3	5	TETA SETA	Literacy	1.3
Core	119559	119559	Demonstrate knowledge of the provision and implementation of primary health care	NQF1	10			2.5
Core	119560	119560	Promote an awareness of Sexually Transmitted Infections (STIs) in the community	NQF2	4			1.0
Core	119563	119563	Engage in basic health promotion	NQF1	8			2.0
Core	119564	119564	Assist the community to access services in accordance with their health related human rights	NQF1	5			1.3
Elective	119566	119566	Explain preventive measures to reduce the potential impact of disasters	NQF1	5			1.3
Core	119567	119567	Perform basic life support and first aid procedures	NQF1	5			1.3
	119631	119631	Explore and use a variety of strategies to learn	Level 1	5	SERVICES SETA		1.3
Fund Literacy	119636	119636	Write/Sign for a variety of different purposes	Level 1	6	SERVICES SETA		1.5
Fund Literacy	119640	119640	Read/view and respond to a range of text types	Level 1	6	SERVICES SETA		1.5
Core	119666	119666	Determine financial requirements of a new venture	NQF2	8	SERVICES SETA		2.0
Core	119667	119667	Identify the composition of a selected new venture's industry/sector and its procurement systems	NQF2	8	SERVICES SETA		2.0
Core	119668	119668	Manage business operations	NQF2	8	SERVICES SETA		2.0
Core	119669	119669	Match new venture opportunity to market needs	NQF2	6	SERVICES SETA		1.5
Core	119670	119670	Produce a business plan for a new venture	NQF2	8	SERVICES SETA		2.0
Core	119672	119672	Introduction to Marketing	NQF2	7	SERVICES SETA	Marketing	1.8
Core	119673	119673	Identify and demonstrate entrepreneurial ideas and opportunities	NQF2	7	SERVICES SETA		1.8
Core	119674	119674	Manage finances for a new venture	NQF2	10	SERVICES SETA		2.5
	119681	119681	Research costs associated with marriage, birth, divorce and death in own circumstances	NQF3	4			1.0
	119957	119957	Clean and Maintain Premises and Equipment	NQF3	5			1.3
	119958	119958	Implement Requirements of the Cold Chain	NQF3	5			1.3
	119959	119959	Prepare Food for Sale	NQF3	16			4.0
Elective	119960	119960	Merchandise chillers and freezers in a retail store	Level 3	3			0.8
	119961	119961	Implement Personal Hygiene for Perishable Food Stores	NQF3	3			0.8
	119962	119962	Mark and Label Perishable Foods	NQF3	3			0.8
Elective	120300	120300	Analyse leadership and related theories in a work context	NQF5	8			2.0
Core	120372	120372	Explain fundamentals of project management	NQF4	5	SERVICES SETA		1.3
Core	120492	120492	Demonstrate the application of performance management	NQF5	6			1.5
Fund Life Skills	230070	230070	Present an informed argument on a current issue in a business sector	NQF5	5			1.3
Core	242584	242584	Demonstrate an Understanding of FAIS	NQF2	2			0.5
Core	242593	242593	Explain South African Money Laundering Legislation	NQF4	3			0.8
	242840	242840	Make Oral Presentations	NQF4	2			0.5
	243189	243189	Manage personal finances	Level 1	8	SERVICES SETA		2.0
	243193	243193	Practice good health and grooming habits	Level 1	4	SERVICES SETA		1.0
Elective	243671	243671	Deliver stock to stores	Level 2	10			2.5
	243672	243672	Maintain the Stockroom	NQF3	10			2.5
Elective	243673	243673	Identify the role of the fast moving consumer goods merchandiser in the wholesale and retail industry	Level 2	8			2.0
Elective	243676	243676	Source and collect products for resale	Level 2	12			3.0
Elective	243678	243678	Grant credit to customers	Level 3	8			2.0
Elective	243679	243679	Recommend orders for clients in a fast moving consumer goods environment	Level 3	8			2.0
	243680	243680	Take Orders from Customers	NQF3	12			3.0
Elective	243681	243681	Uplift stock for return	Level 3	5			1.3
Elective	243712	243712	Address customer queries in a wholesale environment	Level 3	10			2.5
	243807	243807	Maintain a Safe and Secure Environment in a Retail Business	NQF3	8			2.0
Core	244585	244585	Coach people with disabilities	NQF5	15			3.8



	New ID	Old ID	UNIT STANDARD TITLE	LEVEL	CREDIT	ACCREDITED WITH	Short Courses	Training days
Elective	7177	7177	Attend to customer enquiries face-to-face and on the telephone in a banking environment	NQF3	4	SERVICES SETA		1.0
	244587	244587	Creating a Work Environment for an Employee with a Disability	NQF5	10			2.5
Core	244594	244594	Identify and recommend support needs of people with disabilities	NQF5	8			2.0
Core	244596	244596	Recruit and select a person with a disability into an organisation	NQF5	8			2.0
Core	244600	244600	Facilitate equitable representation of people with a disability in the workplace	NQF5	8			2.0
Core	244610	244610	Refer a person with a disability to specialised services	NQF5	8			2.0
Core	244617	244617	Facilitate compliance to relevant legislation impacting on disability employment practice	NQF5	8			2.0
Core	246733	246733	Demonstrate knowledge of and apply the law applicable to Real Estate practice	NQF4	12			3.0
	252259	252259	Plan, organise and manage own activities in the organisation	NQF1	2			0.5
	252894	252894	Use non-verbal communication in extension and development	NQF6	5			1.3
Elective	254594	254594	Handle help desk queries	Level 2	12			3.0
	256154	256154	Interpret and implement instructions	Level 1	8	SERVICES SETA		2.0
Core	258155	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	Level 3	10			2.5
Core	258156	258156	Build customer relations in an operational unit	Level 3	10			2.5
Core	258161	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	Level 3	8			2.0
Elective	12835	12835	Facilitate the learning and development of babies (0-24 months) in ECD settings	NQF3	12			3.0
Elective	12836	12836	Facilitate the learning and development of toddlers (18-36 months) in ECD settings	NQF3	12			3.0
	242890	242890	Display an understanding of core municipal processes and Ward Committee participation in these processes	NQF3	10		LG Seta	2.5
	242891	242891	Apply communication, interpersonal and conflict management principles in Ward Committee functions, processes	NQF2	10		LG Seta	2.5
	242892	242892	Display an understanding of the Constitution, structure of Ward Committees and the roles and responsibilities of committee members	NQF2	6		LG Seta	1.5
Core	246734	246734	Apply financial planning principles to the real estate transactions	NQF4	6			1.5
Core	246735	246735	Demonstrate an understanding of the Real Estate environment	NQF4	8			2.0
Core	246736	246736	Market, sell and lease residential properties	NQF4	20			5.0
Core	246737	246737	Demonstrate knowledge of Real Estate Code of Conduct and Ethics	NQF5	6			1.5
Core	246738	246738	Apply business principles to the Real Estate function	NQF4	8			2.0
Core	246739	246739	Manage self-development in a Real Estate environment	NQF4	8			2.0
Elective	252199	252199	Explain and implement the direct mail production process	NQF4	6	SERVICES SETA		1.5
Elective	252200	252200	Implement activity plans to meet agreed deadlines	NQF4	6	SERVICES SETA		1.5
Elective	252212	252212	Set up mechanisms for response handling	NQF4	6	SERVICES SETA		1.5
Elective	252213	252213	Carry out marketing administration within agreed parameters	NQF4	6	SERVICES SETA		1.5
Elective	252215	252215	Liaise and interact with direct marketing role players	NQF4	6	SERVICES SETA		1.5
Elective	252219	252219	Describe and apply conceptual processes in a marketing communication context	NQF5	8	SERVICES SETA		2.0