



11 June 2018

## **2018-19 Discretionary Grants: Call for Applications from Industries within the Management and Business Services Chamber**

The Services Sector Education and Training Authority (Services SETA) invites suitable entities to apply for discretionary grant funding aimed at training employed and unemployed learners from the industries that fall within the Management and Business Services Chamber. These grants are intended to meet the sector needs as set out in the Sector Skills Plan (SSP), and Strategic Plan of the Services SETA in support of the priorities set out in the National Skills Development Strategy III (NSDSIII).

The allocation of funds is intended for programmes that improve the supply of qualified and competent people for scarce and critical skills within the Management and Business Services Chamber's industries, PIVOTAL programmes (Professional, Vocational, Technical and Academic learning programmes that result in occupational qualifications or part qualifications on the National Qualifications Framework), as well as a focus on skills with high potential for employment or contribution to entrepreneurship. Furthermore, it is also intended for programmes that include practical and theoretical components that are meaningful for the development of the individual and achieve substantial progress towards a qualification.

### **2018-19 Discretionary Grant Specifications**

The Services SETA is looking for credible organisations/institutions to partner with in delivering the following Learning interventions:

- LP01**      Learnership Unemployed (18.2)
- LP02**      Learnership Employed (18.1)
- LP05**      Internships: Graduates from HET Institutions with Full Qualifications at NQF Level 5 and above
- LP06**      Internships: Learners seeking workplace experience to complete the NATED (N6 only) National Diploma
- LP07**      Internships: Graduates who have achieved a National Certificate Vocational (NCV) from a TVET College
- LP11**      Recognition of Prior Learning
- LP12**      Skills Programmes for Employed Learners



In evaluating this call for applications preference will be given to Employers, Industry Associations, and or Professional Bodies that fall within the Management and Business Services Chamber's industries earmarked for **Targeted Approach**, and scarce and critical skills within the said Chamber, as outlined in the Services SETA Sector Skills Plan (SSP). Joint venture applications are encouraged to take part in this Discretionary Grant.

### Who can apply?

The Services SETA is a public institution and is therefore obliged to avail skills development training opportunities to all South Africans who meet its requirements. The stakeholders within the Management and Business Services Chamber industries with requisite capacity and good legal standing may apply:

SIC CODE	INDUSTRY
99014	Quality management and related services
99015	Economic Empowerment/ BBBEE agencies and related services industry
99015	Business Advising industry
99039	Generic project management industry
99055	Event and conference management excluding the operation of convention centres
99056	Event Management



Given the special nature of skills development broadly and with regard to SETAs specifically, this Services SETA's discretionary grant funding is applicable to:

- Services SETA levy paying companies.
- Non-levy paying companies in the services sector.
- Services SETA accredited training providers.
- Non-Government Organisations and Non-Profit Organisations.
- Community-Based Organisations.
- Public Institutions, including public Technical Vocational Education and Training (TVET).
- Colleges and Higher Education and Training (HET) Institutions.
- Preference will be given to the following:
  - Employer companies and industry associations or bodies in the above named industries; and
  - Training Providers who are in joint venture partnerships and consortium.

**Note:**

- The term '*employed*' in this documents refers to persons employed by an organisation as well as the *owner(s)* of the organization.
- Stakeholders who applied in any previous Discretionary Grant Allocation windows are welcome to apply during this new window of funding whether their previous applications were successful or not.

**Budget guidelines**

The Services SETA seeks to manage the costs of developing learners across its learning programmes. This is necessitated by the varying prices that are charged across the industry for the same qualifications. As such, the SETA has determined unit costs per learning intervention to assist applicants in the preparation of their budget plans.

**Note:**

**Successful entities will not be required to administer the payment of stipends as these will be paid directly to learners by the Services SETA every month for the duration of the programme. The utilisation of the Services SETA biometric attendance monitoring system will be mandatory and devices for this purpose must be acquired from the Services SETA. More details will be provided during contracting.**



## **Projects or activities not eligible for funding**

The Services SETA will not fund:

- Projects that have already commenced prior to the approval of the application
- Set-up costs, e.g. start-up costs.
- Capital expenditure, e.g. building costs, equipment such as computers, etc.
- Existing operating expenses of funded entities e.g. salaries of current employees undergoing training.
- Organisational policy development.
- Interventions that result only in “awareness” for participants.
- Learners who are already engaged in other funded interventions.
- Learners that do not meet the criteria specified in this advert.

## **Application Process**

- The application window will open on 11 June 2018 at 08:00 am and will close on 10 July 2018 at 07:00 pm.
- To register and access the online application form please visit <http://sseta18.grantsportal.org/MBS/>
- Applications submitted, in part or full, via email or in hard copy will not be accepted.
- Late, draft or incomplete applications will not be considered for evaluation.
- The deadline will not be extended.
- The Services SETA provincial offices are available to help with information and facilities for the lodging of applications, for entities that do not have access to internet or where such assistance is required.

## **Mandatory compliance documents**

In order to be considered for this Discretionary Grant, the following mandatory supporting documents need to be completed and submitted with this application. Failure to do so may lead to immediate disqualification:

- Valid Tax Clearance or Exemption Certificate and Tax Pin
- Company Registration Documents
- Declaration of Interest (Form 1a)
- Declaration of Authorised Person (Form 1b)



A checklist indicating the complete list of documents to be submitted by applicants is available on the application website: [www.sseta18.grantsportal.org/MBS/](http://www.sseta18.grantsportal.org/MBS/)

**Note:**

Allocation of Discretionary Grant funding is at the sole discretion of the Services SETA. Applications undergo evaluation according to a set of criteria including, but not limited to:

- The capacity to deliver the programme/s applied for, and
- Programmes that meet the transformational imperatives of South Africa

**Additional documentation**

Applicants that pass the first stage of evaluation will be subjected to due diligence and may be required to provide, but not limited to, the following documentation:

- Financial information – latest 1 year reviewed/audited financial statements or latest management accounts and 3 month's bank statements
- Lease agreement or title conferring documents in respect of the applicant's operating address
- PAYE documentation – latest EMP201 showing number of employees
- COID – letter of good standing



## Annexure A

### 2018-19 Discretionary Grant Specification Details of the interventions on offer

The Services SETA invites applicants to partner with in developing specific skills, qualifications and trades across 5 Learning Interventions with each intervention targeting specific skills, qualifications and or trades. The application form for the interventions below is available on the Services SETA website.

#### 1. LP01 Learnership Unemployed (18.2)

This is a structured learning programme which includes theoretical and practical workplace experiential learning over a period of at least 12 months and which leads to a Services SETA occupationally related qualification registered on the National Qualifications Framework. Learners are allocated a monthly stipend for the duration of the programme. For workplace experience these learners are to be placed in workplaces appropriate to the qualification being implemented.

This call for application is targeted at funding training on the following accredited full qualifications;

Qualification Name	Qualification ID	NQF Level	Credits
National Certificate: Quality Management Systems	66189	5	120
Further Education and Training Certificate (FETC): Management and Administration	61595	4	140
National Certificate: Management and Administration	84226	5	129
Further Education and Training Certificate: Generic Management	57712	4	150
National Certificate: Generic Management	59201	5	162
Further Education and Training Certificate: Small Business Advising (Information Support)	48883	4	120



National Certificate: Business Advising	79886	5	146
National Certificate: Business Consulting Practice	48874	5	137
National Certificate: Project Management	58395	5	120
Further Education and Training Certificate: Project Support Services	58800	4	126
National Certificate: Project Support Service	50398	3	136
Further Education and Training Certificate: Project Management	50080	4	136
Further Education and Training Certificate: Event Support	67461	4	149
Further Education and Training Certificate (FETC): Trade Exhibitions	49276	4	138
National Certificate: Trade Exhibition Support	49447	3	132

**LP01 Learnership Unemployed Budget is as follows:**

Budget cost per learner (payable to Skills Development Provider)	R20 000
Stipend per learner (to be administered by SSETA)	R24 000
Stipend administration (withheld by SSETA)	R1 500
<b>Total budget cost per learner</b>	<b>R45 500</b>



## 2. LP02 Learnership Employed (18.1)

This is a structured learning programme for already employed learners, which includes theoretical and practical workplace experiential learning over a period of at least 12 months and which leads to a Services SETA occupationally related qualification registered on the National Qualifications Framework.

This call for application is targeted at funding training on the following accredited full qualifications;

Qualification Name	Qualification ID	NQF Level	Credits
National Certificate: Quality Management Systems	66189	5	120
Further Education and Training Certificate (FETC): Management and Administration	61595	4	140
National Certificate: Management and Administration	84226	5	129
Further Education and Training Certificate: Generic Management	57712	4	150
National Certificate: Generic Management	59201	5	162
Further Education and Training Certificate: Small Business Advising (Information Support)	48883	4	120
National Certificate: Business Advising	79886	5	146
National Certificate: Business Consulting Practice	48874	5	137
National Certificate: Project Management	58395	5	120
Further Education and Training Certificate: Project Support Services	58800	4	126
National Certificate: Project Support Service	50398	3	136





Further Education and Training Certificate: Project Management	50080	4	136
Further Education and Training Certificate: Event Support	67461	4	149
Further Education and Training Certificate (FETC): Trade Exhibitions	49276	4	138
National Certificate: Trade Exhibition Support	49447	3	132

**LP02 Learnership employed budget is as follows:**

Budget cost per learner (payable to Skills Development Provider)	R20 000
<b>Total budget cost per learner</b>	<b>R20 000</b>

**3. LP05 Internships: Graduates from HET Institutions with Full Qualifications at NQF Level 5 and above**

An internship is a **structured and monitored workplace experience** gained through exposure and interactions within a real work environment. This is a **12-month** workplace experience programme designed for candidates who have already **completed an NQF Level 5 and higher qualification** that is relevant for employment in the services sector, but have not yet gathered the necessary practical experience to enable them to obtain employment.

Applications for this intervention are for occupations that learners will be undergoing their internships in. Learners must be placed in a Management and Business Services Industry employer. Preference will be given to applications for learners in Scarce or Critical occupations, or in occupations related to Scarce and Critical Skills as per the Services SETA Sector Skills Plan (SSP).

Interns with qualifications in Business, Management and or related fields will be given preference.

**LP05 Internships Budget is as follows:**

Budget cost per learner (payable to the entity)	R6 600
Stipend per learner (to be administered by SSETA)	R48 000



Stipend administration (withheld by SSETA)	R1 500
<b>Total budget cost per learner</b>	<b>R56 100</b>

#### 4. LP06: Internships: Learners seeking workplace experience to complete the NATED (N6 only) National Diploma

This is an 18-month workplace experience programme designed for candidates who have already completed an N6 qualification relevant for employment in the services sector, but have not yet gathered the necessary practical experience to enable them to obtain a National Diploma.

Applications for this intervention are for occupations that learners will be undergoing their internships in. Learners must be placed in a Management and Business Services Industry employer. Preference will be given to applications for learners in Scarce or Critical occupations, or in occupations related to Scarce and Critical Skills as per the Services SETA Sector Skills Plan (SSP).

Interns with qualifications in Business, Management and or related fields will be given preference.

#### LP06 Internships Budget is as follows:

Budget cost per learner (payable to the entity)	R10 000
Stipend per learner (to be administered by SSETA)	R54 000
Stipend administration (withheld by SSETA)	R1 500
<b>Total budget cost per learner</b>	<b>R65 500</b>

#### 5. LP07 Internship: TVET Full Qualification (NCV)

Graduates who have achieved a National Certificate Vocational (NCV) from a TVET college qualify for this Internship. An internship is a **structured and monitored workplace experience** gained through exposure and interactions within a real work environment. This is a **12-month** workplace experience programme designed for candidates who have already **completed an NQF level 1, 2, 3 or 4 national vocational qualification** that is relevant for employment in the services sector, but have not yet gathered the necessary practical experience to enable them to obtain employment.



Applications for this intervention are for occupations that learners will be undergoing their internships in. Learners must be placed in a Management and Business Services Industry employer. Preference will be given to applications for learners in Scarce or Critical occupations, or in occupations related to Scarce and Critical Skills as per the Services SETA Sector Skills Plan (SSP).

Interns with qualifications in Business, Management and or related fields will be given preference.

**LP07 Internships Budget is as follows:**

Budget cost per learner (payable to the entity)	R6 600
Stipend per learner (to be administered by SSETA)	R36 000
Stipend administration (withheld by SSETA)	R1 500
<b>Total budget cost per learner</b>	<b>R44 100</b>

**6. LP11 Recognition of Prior Learning**

Applications for this intervention are for any NQF-aligned qualification with a legitimate SAQA ID. This refers to principles and processes through which the prior knowledge and skills acquired by a person are identified, mediated and assessed for purposes of admission to a formal course of study, recognition and certification. This is for a maximum of 12 months.

Qualifications that support the industries targeted for this window will be given preference. These are qualifications in Business, Management and or related fields.

**7. LP12 Skills Programmes Employed**

This learning intervention has been designed to be an occupationally based, short- term learning programme. When successfully completed by the learner, it constitutes credits towards a qualification registered on the NQF. The Skills Programme comprises of a cluster of unit standards derived from the same qualification. Skills Programme will be funded at a **minimum of 25 credits and a maximum of 60 credits** with at least 3 core unit standards and an elective.

Applications for this intervention are only open for entities that fall within the Management and Business Services Chamber wishing to implement skills programmes derived from any of the



following listed NQF-aligned unit standards from one qualification with a legitimate SAQA ID. Funding for this intervention will only be provided for skills programmes covering the combinations listed in annexures **B, C, D, E, F, G, H, I, J, and K**, taking into account that the **minimum number of credits should be 25** and the **maximum 60** credits. The unit standards selected must comprise of core, fundamentals and electives as per the annexures. Applications for skills programmes that are not aligned to the unit standards listed in the annexures **B – K** will be disqualified.

**LP12 Skills Programmes Employed Budget Cost per learner: R8 100\***

*\* Please note that utilisation of a SSETA biometric attendance monitoring system will be mandatory and devices for this purpose will be provided. More details will be provided during contracting.*

For further information refer to the Services SETA website <http://www.serviceseta.org.za> or apply directly on the grants portal <http://sseta18.grantsportal.org/MBS/>

*\*Discretionary grants are allocated at the discretion of Services SETA depending on funding availability, specific criteria as per the Services SETA discretionary grants policy and guidelines*



## ANNEXURE B

### QUALITY MANAGEMENT SYSTEMS SKILLS PRORGRAMME (66189 - National Certificate: Quality Management Systems NQF 5)

**Identify and Solve Problems through the effective use of a Quality Management System**  
**A combination of any of the below listed unit standards**

<b>Focus</b>	Identify and solve problems through the effective use of a Quality Management system
<b>Credits</b>	A combination of any of the below unit standards, with minimum of 25 credits and a maximum of 60

**This is a credit bearing Skills Programme, and the following Unit Standards will be covered:**

US ID	US Title	NQF Level	Number of Credits	Type of Unit Standard
263376	Improve the effectiveness and efficiency of quality management system	5	8	Core
243812	Monitor and control the execution of the project management plan for a simple to moderately complex project	5	12	Core
263379	Explain the business processes in quality management	5	8	Core
263397	Explain the regulatory framework for quality management systems	5	5	Core
252032	Develop, implement and evaluate an operational plan	5	8	Elective
15219	Develop and implement a strategy and action plans for a team, department or division	5	4	Elective
263376	Improve the effectiveness and efficiency of quality management system	5	8	Core
243980	Manage risks on a simple to moderately complex project	5	6	Core
263377	Demonstrate an understanding of quality requirements for a quality management system		12	Fundamental
115823	Gather and manage information for decision-making	5	5	Fundamental



## ANNEXURE C

### MANAGEMENT SKILLS PROGRAMME (59201 - National Certificate: Generic Management NQF 5)

#### Manage to Achieve Goals and Improve Effectiveness

<b>Focus</b>	<p>An effective organisation structure, with goal alignment at all levels is needed for effective management.</p> <p>Effectiveness means everyone knows what should be achieved, they are engaged in thinking about improvements and implementing these.</p>
<b>Credits</b>	A combination of any of the below unit standards, with minimum of 25 credits and a maximum of 60

**This is a credit bearing Skills Programme, and is restricted to the following Unit Standards:**

US ID	US Title	NQF Level	Number of Credits	Type of Unit Standard
252037	Build teams to achieve goals and objectives	5	6	Core
252034	Monitor and evaluate team members against performance standards	5	8	Core
252020	Create and manage an environment that promotes innovation	5	6	Core
252021	Formulate recommendations for a change process	5	8	Core
15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	5	4	Elective



## ANNEXURE D

### Sustainably host a safe and successful event (67461 - FETC: Event Support NQF 4)

#### A combination of any of the below unit standards – minimum of 25 credits

<b>Focus</b>	<p>Sustainability and safety are key to hosting successful events</p> <p>Sustainability is avoidance of the depletion of natural resources in order to maintain an ecological balance. In the context of event management, it refers to incorporating principles of sustainability such as recycling, energy efficiency, and hosting of events in a manner to avoid degrading the environment</p>
<b>Credits</b>	A combination of any of the below unit standards, with minimum of 25 credits and a maximum of 60

This is a credit bearing Skills Programme, and the following Unit Standards will be covered:

US ID	US Title	NQF Level	Number of Credits	Type of Unit Standard
9849	Maintain health, safety and security within the internal environment	3	4	Core
13936	Outline the legal environment of a selected industry	3	2	core
117825	Implement the co-ordination of an exhibition	4	5	Core
117839	Monitor the implementation of safety and security policies and procedures	4	4	Core
117826	Co-ordinate exhibition launches, briefing meetings and functions	4	3	Core
115869	Interpret, implement and supervise event site plans	4	11	Core
117824	Prepare an exhibition design	4	3	elective
10981	Supervise work unit to achieve work unit objectives (individuals and teams)	4	12	elective
11515	Monitor, control and direct crowds at special events	4	10	Core



## ANNEXURE E

### Effectively support the hosting of a successful event (49447 - National Certificate: Trade Exhibition Support NQF 3)

<b>Focus</b>	Effective event support is essential for hosting of a successful event  Effectiveness means everyone knows what should be achieved, they are engaged in thinking about improvements and implementing these.
<b>Credits</b>	A combination of any of the below unit standards, with minimum of 25 credits and a maximum of 60

**This is a credit bearing Skills Programme, and the following Unit Standards will be covered:**

US ID	US Title	NQF Level	Number of Credits	Type of Unit Standard
119165	Describe the features of the exhibition industry	3	2	Core
119152	Explain Exhibition Services	3	4	Core
119134	Explain the sequence of exhibition build up and breakdown	3	3	Core
119157	Produce venue and exhibition floor plans	3	8	Core
119136	Provide on-site exhibition support	4	3	Core
119158	Control and maintain venue equipment and assets	3	3	Core
8025	Controlling and locating stock	3	8	Elective
14357	Demonstrate an understanding of a selected business environment	4	10	Core
119165	Describe the features of the exhibition industry	3	2	Core





## ANNEXURE F

### Effectively support hiring for successful events (48887 - National Certificate: Hiring Services and Support NQF 3)

<b>Focus</b>	Effective hiring support is essential for hosting of successful events  Effectiveness means everyone knows what should be achieved, they are engaged in thinking about improvements and implementing these
<b>Credits</b>	A combination of any of the below unit standards, with minimum of 25 credits and a maximum of 60

**This is a credit bearing Skills Programme, and the following Unit Standards will be covered:**

US ID	US Title	NQF Level	Number of Credits	Type of Unit Standard
115848	Perform build up and break down functions	3	7	Elective
115862	Maintain Occupational Health, Safety & General Housekeeping	3	4	Core
115880	Interact with customers to provide a complete hire service	3	5	Core
242811	Prioritise time & work for self and team	4	5	Elective
115858	Receive and store new stock for hire	3	3	Core
8420	Operate in a team	2	4	Core
8016	Maintaining occupational health, safety and general housekeeping	3	8	Core
14341	Keep informed about current affairs related to one`s own industry	2	4	Core
13918	Manage time and the work process in a business environment	3	4	Core



## ANNEXURE G

### Managing successful projects for strategic impact (58395 - National Certificate: Project Management NQF 5)

<b>Focus</b>	Implementing business strategy through projects is increasingly becoming a norm in organisations  Managing projects successfully is a major contributor to the success of business strategy
<b>Credits</b>	A combination of any of the below unit standards, with minimum of 25 credits and a maximum of 60

This is a credit bearing Skills Programme, and the following Unit Standards will be covered:

US ID	US Title	NQF Level	Number of Credits	Type of Unit Standard
243815	Manage stakeholder relations in a project	5	12	Core
243823	Develop a preliminary project scope statement for a simple to moderately complex project	5	12	Fundamental
243811	Determine the work required to accomplish the objectives and organize the scope of a simple to moderately complex project	5	7	Core
243820	Develop an optimized work and resource schedule for a simple to moderately complex project	5	12	Core
243813	Develop a project cost management plan for a simple to moderately complex Project	5	12	Core
243824	Develop an integrated Project Management plan for a simple to moderately complex project	5	8	Core
243815	Manage stakeholder relations in a project	5	12	Core
243823	Develop a preliminary project scope statement for a simple to moderately complex project	5	12	Elective
243811	Determine the work required to accomplish the objectives and organize the scope of a simple to moderately complex project	5	7	Core



## ANNEXURE H

### Business advising for economic growth (79886 - National Certificate: Business Advising NQF 5)

<b>Focus</b>	<p>The growth of businesses is increasingly dependent on access to credible business advising services</p> <p>Business advising skills are a major enabler for economic growth</p>
<b>Credits</b>	<p>A combination of any of the below unit standards, with minimum of 25 credits and a maximum of 60</p>

**This is a credit bearing Skills Programme, and the following Unit Standards will be covered:**

US ID	US Title	NQF Level	Number of Credits	Type of Unit Standard
115824	Appraise the SMME business owner and or manager	5	5	Core
115815	Conduct an analysis of business opportunities and develop future rehabilitation strategies	5	10	Core
115854	Determine and negotiate terms of reference of business appraisal service to SMMEs	5	7	Core
115830	Develop own ability to provide a business advisory service for SMMEs	5	10	Core
10223	Implement strategies for behaviour change and lifestyle coaching	5	20	Core
252025	Monitor, assess and manage risk	5	8	Core



## ANNEXURE I

### Business consulting skills for economic growth (48874 - National Certificate: Business Consulting Practice NQF 5)

<b>Focus</b>	<p>The growth of businesses is increasingly dependent on access to credible business consulting services</p> <p>Business consulting skills are a major enable for economic growth</p>
<b>Credits</b>	<p>A combination of any of the below unit standards, with minimum of 25 credits and a maximum of 60</p>

This is a credit bearing Skills Programme, and the following Unit Standards will be covered:

US ID	US Title	NQF Level	Number of Credits	Type of Unit Standard
13835	Contribute to project initiation, scope definition and scope change control	Level 4	9	Core
115395	Apply and explain the generic business process and value chain model	Level 5	12	Core
115400	Demonstrate and apply a basic knowledge of ERP solutions and modules	Level 5	10	Core
12153	Use the writing process to compose texts required in the business environment	Level 4	5	Fundamental
8662	Analyse and communicate workplace data	Level 5	5	Fundamental
8647	Apply workplace communication skills	Level 5	10	Fundamental
115396	Support post-contract service and client follow-up	Level 5	8	Elective
13835	Contribute to project initiation, scope definition and scope change control	Level 4	9	Core



## ANNEXURE J

### Business Administration skills for impact (61595 - FETC: Management and Administration Services NQF 4)

<b>Focus</b>	Modern organisations are increasingly concerned with impact  Sound business administration skills are essential for organisations wishing to make an impact
<b>Credits</b>	A combination of any of the below unit standards, with minimum of 25 credits and a maximum of 60

**This is a credit bearing Skills Programme, and the following Unit Standards will be covered:**

US ID	US Title	NQF Level	Number of Credits	Type of Unit Standard
110021	Achieve personal effectiveness in business environment	NQF Level 04	6	Core
13941	Apply the budget function in a business unit	NQF Level 04	5	Core
10022	Comply with organisational ethics	NQF Level 04	4	Core
14552	Contract service providers	NQF Level 04	3	Core
13945	Describe and apply the management of stock and fixed assets in a business unit	NQF Level 04	2	Core
110003	Develop administrative procedures in a selected organisation	NQF Level 04	8	Core
7791	Display cultural awareness in dealing with customers and colleagues	NQF Level 04	4	Core
110009	Manage administration records	NQF Level 04	4	Core
15234	Apply efficient time management to the work of a department/division/section	Level TBA: Pre-2009 was L5	4	Core
8970	Write texts for a range of communicative contexts	NQF Level 03	5	Fundamental
8975	Read analyse and respond to a variety of texts	NQF Level 04	5	Fundamental
12153	Use the writing process to compose texts required in the business environment	NQF Level 04	5	Fundamental
13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	NQF Level 03	5	Elective



## ANNEXURE K

### Effective business advising for small businesses (48883 - FETC: Small Business Advising (Information Support))

<b>Focus</b>	The growth of businesses is increasingly dependent on access to credible business advising services  Business advising skills are a major enabler for economic growth
<b>Credits</b>	A combination of any of the below unit standards, with minimum of 25 credits and a maximum of 60

This is a credit bearing Skills Programme, and the following Unit Standards will be covered:

US ID	US Title	NQF Level	Number of Credits	Type of Unit Standard
7177	Attend to customer enquiries face-to-face and on the telephone in a banking environment	Level 3	4	
7782	Analyse a business and determine the way it functions	Level 4	3	
117241	Develop a business plan for a small business	Level 4	5	
115499	Gather, record and interpret business related information	Level 4	4	
115500	Inform client of planned process and follow-up on requests	Level 4	4	
117156	Interpret basic financial statements	Level 4	4	
115498	Resolve client requests and queries	Level 4	4	
8969	Interpret and use information from texts	Level 3	5	
8970	Write texts for a range of communicative contexts	Level 3	5	
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6	
8975	Read analyse and respond to a variety of texts	Level 4	5	
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6	
12153	Use the writing process to compose texts required in the business environment	Level 4	5	