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SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Human Resource Management and Practices

Registered by NSB 03, Business, Commerce and Management Studies, publishes the following qualification and unit standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the qualification and unit standards. The qualification and unit standards can be accessed via the SAQA web-site at www.saqa.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, Hatfield Forum West, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the unit standards should reach SAQA at the address ***below and no later than 5 July 2004***. All correspondence should be marked **Standards Setting – SGB for Human Resource Management and Practices** and addressed to

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:

National Certificate: Business Consulting Practice (Enterprise Resource Planning)

| SAQA QUAL ID | QUALIFICATION TITLE | |
|----------------------------|---|-------------------------|
| 48874 | National Certificate: Business Consulting Practice (Enterprise Resource Planning) | |
| SGB NAME | SGB Human Resource Management and Practices | |
| ABET BAND | PROVIDER NAME | |
| Undefined | | |
| QUALIFICATION CODE | QUAL TYPE | SUBFIELD |
| BUS-5-National Certificate | National Certificate | Human Resources |
| MINIMUM CREDITS | NQF LEVEL | QUALIFICATION CLASS |
| 137 | Level 5 | Regular-Unit Stds Based |
| SAQA DECISION NUMBER | REGISTRATION START DATE | REGISTRATION END DATE |
| | | |

PURPOSE OF THE QUALIFICATION

The purpose of this Qualification is to provide learners with the necessary skills and knowledge to enter the field of Business Consulting (ERP). It also contains the knowledge and skills required to be successful with the next Qualification in the learning pathway in Business Consulting (ERP).

The qualifying learner will be able to:

1. Understand the importance of forming trusted advisor relationships with customers on ERP strategic issues
2. Understand the importance of participating in teamwork
3. Assist with, and provide input into, ERP strategic studies
4. Assist in defining customers' strategies
5. Assist in creating business cases
6. Understand the concepts of Business Solutions requirements in respect of:
 - > Knowledge of market and competitors
 - > Knowledge of partners
 - > Knowledge of Bid and Risk management
 - > Knowledge of Project Management
 - > Service and Support concepts
 - > Sales
 - > Documentation generation and control
7. Understand the importance of the concept of Business Process alignment i.e. product knowledge and business knowledge
8. Understand the phases of the ERP Implementation Methodology:
 - > Project preparation
 - > Business blueprint
 - > Project realisation
 - > Final project preparation
 - > Project implementation.

The Qualification provides the learner with a solid understanding of the business and technical knowledge and skills required to be able to assist in providing BCP (ERP) services, to be able to communicate effectively with clients, and to provide support to clients/users.

The Qualification provides learners with a solid grounding in the field. This will enable them to understand the South African and global ERP arena and will underpin their ability to use this learning in various business

environments. The development of competence in this field will lead to better service delivery, company longevity, the promotion of wealth and job creation.

It can further stimulate and support skills development in the SMME sector.

This Qualification recognises the fact that knowledge and the application of Enterprise Resource Planning is a business imperative, necessary for the success of any organisation, both strategically and operationally. This Certificate in BCP (ERP) is thus designed to enable individuals to develop the theoretical competencies and the practical skills to operate effectively in the field.

This Qualification also reflects some of the needs of the BCP (ERP) sector both now and in the future.

The impact of the Qualification on society and the economy is reflected in the multiple job roles and careers that can stem from the Qualification, including self-employment opportunities, job creation opportunities and the development of, or entry to, learners who are employed within the private or public sector. It provides an entry point into the BCP (ERP) career path, which was not available before, and for which there is a growing demand, especially in the SMME environment.

This Certificate may be acquired in the traditional way by formal study through an accredited provider, as well as in the work place through a Learnership.

Specifically the purpose of this Certificate Qualification is to:

- > Equip learners to understand and apply the underlying principles of the Enterprise Resource Planning sector using BCP skills
- > Provide career paths through associated learnerships at various levels and areas of the Business Consulting Practice (ERP) environment
- > Provide for mobility of learning into associated areas
- > Equip learners to become effective employees, employers and/or self-employed members of society
- > Develop a richer learning environment in the field of BCP (ERP) through high quality life-long learning
- > Improve the ERP skills of employees in the sector
- > Enable the learner to assist within his/her community and thereby ensure social and economic transformation.
- > Ensure the development of competence in the BCP and ERP fields.

This learning supports the objectives of the NQF through increased portability and articulation of learning and career path progression. By concentrating on the link between theory and practice, the quality of education and training as well as the personal development of the learner will be elevated.

Rationale for the Qualification:

Traditionally Enterprise Resource Planning (ERP) consultants are trained within particular ERP modules (e.g. Materials Management, Finance, Controlling, and Supply Chain Management), which correspond to particular functions within a business. Such expertise can be limiting in developing enterprise solutions for clients. With experience most consultants find it necessary to broaden their scope of understanding to meet the demands of clients seeking efficient holistic business solutions.

This Qualification is aimed at developing consultants with a solid understanding of the entire enterprise model. Such consultants can operate beyond their specific discipline because they understand the underlying business enterprise model. This allows the consultant to bridge the gap between the client's business strategy and the underlying technology that can best be customised to provide the client's strategic advantage.

Beyond the specific technical or functional discipline of an ERP consultant, the Qualification extends to the broad range of skills necessary for the development of successful consultants including:

- > Solution Development - Systematic ERP overview and ERP fundamentals
- > Consulting - The role of the consultant and managing a client relationship
- > Business Conduct - Ethics and etiquette in a business environment
- > Sales Management - Awareness of the sales cycle and the marketing of consulting as a service-based product

- > Project Management - Understanding the project lifecycle, project roles, project documentation and key project concepts e.g. scope, risk management and stakeholders
- > Change Management - Understanding the definition, principles and methodologies
- > Communication skills - Usage of and exposure to business communication methods
- > Knowledge Management - Knowledge sharing and intellectual capital
- > Personal Development - Life skills, self-driven development and growth, concepts and application of life-long learning

The wide range of skills gives the learner a holistic understanding of the business environment in which consultants operate, and provides the industry and clients with fundamentally competent professionals.

This Qualification is the first Qualification in a learning pathway in ERP consulting, which is designed as follows:

- > The National Certificate: Level 5 in ERP Consulting for trainee consultants or those new to the profession who are given grounding in the consulting and ERP discipline, and the necessary exposure to the business environment.
- > The National Diploma: Level 5 for assistant consultants who are developing proficiency in a key business area and receiving exposure to the corresponding ERP modules and applications while still ensuring broad understanding..
- > Bachelors degree in ERP Consulting: Level 6, for consultants, which assists the learner to assume major responsibilities within a project or client environment and to manage resources.
- > Honours degree in ERP Consulting: Level 7, which focus on broadening the proficiency of learners such that they are able to assume responsibility for a project or client (i.e. an account) and to manage resources and budgets.
- > Masters degree: Level 8 for programme managers, who usually have vast experience in project management, and can assume responsibility for large, complex, unusual global programmes with major budget, scope and political management responsibilities.

Such a career path allows individuals to work in the business area and industry of their choosing. Business consulting skills developed in this learning path would have a bias towards ERP enterprise solutions. However, the training is such that individuals can apply the learning to consulting in businesses where the solutions are based on a variety of other technologies.

Consultants who successfully complete this Qualification also develop entrepreneurial and marketing skills. They will understand the value of intellectual capital and the various methods of harnessing their skills and knowledge in this regard. Such expertise is necessary in the South African economy to develop the people who are able to create business opportunities and unlock the potential of South African citizens.

The Qualification is aimed at graduates with first degrees or persons who have worked in the field for a number of years and provides the opportunity for such individuals to pursue a career in ERP consulting and to progress along a learning pathway in ERP.

This Qualification is also ideal for the development of a number of learnerships leading to the attainment of the Qualification and so to improved career opportunities for employed and unemployed learners.

RECOGNIZE PREVIOUS LEARNING?

Y

LEARNING ASSUMED TO BE IN PLACE

Learners accessing this Qualification should be competent in:

- > Communication at NQF Level 4
- > Mathematical Literacy at NQF Level 4
- > Computer Literacy at NQF level 3.

Recognition of Prior Learning (RPL):

This Qualification can be achieved wholly or in part through the Recognition of Prior Learning. The Qualification may be granted to learners who have acquired the skills and knowledge without attending formal courses providing they can demonstrate competence in the Specific Outcomes of the individual Unit

Standards and the Exit Level Outcomes of the Qualification.

An RPL process may also be used to credit learners with Unit Standards in which they have developed the necessary competency as a result of workplace and experiential learning

Learners submitting themselves for RPL should be thoroughly briefed prior to the assessment, and will be required to submit a Portfolio of Evidence in the prescribed format to be assessed for formal recognition. While this is primarily a workplace-based Qualification, evidence from other areas of endeavour may be introduced if pertinent to any of the exit level outcomes.

The approach taken to RPL in this Qualification reflects the objectives of the NQF in that it will allow access to Qualifications for a large section of previously disadvantaged persons who were marginalised from mainstream education and training. RPL will also provide access for the youth and unemployed to embark on learning and career path progression. However RPL is perhaps more relevant to provide recognition of experience acquired over many years in the workplace for those already employed. RPL will allow these persons to accumulate credits for experiential learning gained.

QUALIFICATION RULES

This Certificate in BCP (ERP) is at NQF Level 5 as the complexity of learning required to master the skills, knowledge, attitudes and values required by the practitioners for whom it is designed is at that level. The credits allocated to this Qualification are grouped as follows:

Fundamental:

Level 4 - 5 credits

Level 5 - 15 credits

Core:

Level 4 - 14 credits

Level 5 - 93 credits

Elective:

Level 5 - 40 credits (minimum 10)

Total:

Level 4 - 19 credits

Level 5 - 148 credits

Total credits: 167 (minimum 137)

Fundamental Component:

While SAQA does not lay down a minimum number of credits to be assigned to the Fundamental Component, the Certificate contains a number of Fundamental Unit Standards that are essential for any learner to function effectively in their designated workplaces and to ensure success with the Core and Elective components.

> All of these Unit Standards are compulsory.

Core Component:

The Core Component of the Qualification consists of Unit Standards designed to equip the learner with the necessary functional skills and knowledge required to operate competently within the BCP (ERP) environment. These competencies relate directly to the actual work performed by employees in the sector.

> All of these Unit Standards are compulsory.

Elective Component:

A wide range of Unit Standards has been identified for inclusion in the Elective Component of the Qualification. They relate to the range of areas in which the consultant can work. The range of possibilities embodied in the list means that both individual and company choice are readily possible. This also enhances the possibility of any learnership that is registered based on this Qualification being demand-led rather than supply-driven.

> The learner is required to select Unit Standards to a value of at least 10 credits for this Component.

EXIT LEVEL OUTCOMES

Qualifying learners will be able to:

1. Use effective communication in a business consulting environment.
2. Work as a consultant under the supervision of senior consultants within a consulting organisation.
3. Understand and assist the sales process in a consulting organization.
4. Assist with solution development tasks within an ERP deployment and implementation project.
5. Perform basic project management activities in an ERP consulting interaction.

Critical Cross-Field Outcomes:

The various constituent parts of the Qualification, namely Consulting, Sales, Solution Development and Management as well as the Fundamental and Elective Components, present numerous opportunities to develop each of the Critical Cross-Field Outcomes.

The following Critical Cross-Field Outcomes are addressed in this Qualification:

1. Creative problem-solving is explicitly required by the learner owing to the nature of the Exit Level Outcomes and Associated Assessment Criteria.
2. Team and group work is a functional necessity and the Associated Assessment Criteria specify this.
3. The individual learner is required to manage and organise him/herself and his/her activities responsibly and effectively as this is a functional necessity for the Assessment Criteria of the Unit Standards to be assessed.
4. The learner is required to collect, analyse, organise and critically evaluate information when participating in defining a solution to business problems at hand.
5. Communicating effectively is explicitly part of the requirements built into the Fundamental Component of the Qualification.
6. A systemic approach is encouraged throughout ERP development within an organisational setting.

ASSOCIATED ASSESSMENT CRITERIA

1.
 - > The writing process is used to compose texts required in the business environment
 - > Workplace data is analysed and communicated using clearly understandable language and different data display tools (e.g. diagrams and charts)
 - > Oral and listening communication skills are applied in the workplace
2.
 - > An understanding of the business of consulting is demonstrated and contextualized within an organization
 - > A consulting service ethic is developed and applied to consulting interaction and when dealing with fellow workers
 - > A knowledge of the client is achieved within a consulting contract, demonstrating an understanding of the client organisation, business context and relevant issues
 - > Assistance in researching the problem and the solution is given within a consulting context
 - > Administrative support is provided to a team within a consulting context
 - > Post-contract support, service and client follow-up is performed in a well-planned, meticulous manner
3.
 - > The concept of the consulting service as a commodity to market/sell is understood and can be clearly communicated, either verbally, or in writing
 - > The process of lead generation is understood in terms of identifying, discussing and feeding back potential sales leads
4.
 - > The generic business process and value chain model of an organisation are understood and related to the best-practice business processes
 - > The findings of a Business Requirements Gathering Session are observed and accurately recorded using data gathering techniques
 - > A basic knowledge of ERP solutions and modules can be applied against a specific ERP solution
 - > The transactions within an ERP solution module are understood and are documented and explained

clearly

> Assistance in the configuration of an ERP module is given according to identified business requirements

5.

> Documentation templates can be accurately populated with information gathered during consulting interactions, following the correct review processes to ensure quality

> Aspects of project management, including project life cycle, measurements, project terminology and project roles and responsibilities, are understood and can be explained in simple language

> Methods of knowledge sharing are used in the course of a project or consulting interaction

> Basic principles of Issue Management are applied to issues arising in a consulting interaction

> The principles of change management are understood, identifying possible inhibitors to change in the client organisation

Integrated Assessment:

The Qualification and its associated assessment criteria have been designed so that assessment is fully integrated with the learning. The learner must, in an authentic setting:

> Demonstrate competence by means of the practical application of the embedded knowledge in a manner that meets the required performance standards required;

> Illustrate a clear understanding of the concepts, theory and principles that underpin the practical action taken.

The emphasis throughout the Qualification should be on continuous, formative assessment. Much of this is achieved in "sites of application" and involves a range of assessment tools, which will include a degree of self and peer assessment. A number of appropriate summative assessments should be planned at specific times, by assessor and learner jointly, throughout the learning process.

As a result of a range of ongoing assessment approaches in terms of testing and evaluating the fundamental, practical and reflexive competence of the learner, a skills matrix should be produced. This will clearly indicate not only the knowledge gaps and skills deficits of the individual, but also highlight the learner's strengths and weaknesses related to the other elements of applied competence, namely:

> Information processing and the power of analysis

> Problem solving and a decision-making capacity

> Communication skills.

The assessment process should be capable of being applied to RPL.

INTERNATIONAL COMPARABILITY

Enterprise Resource Planning (ERP) is a combination of business management best practice and technology, where Information Technology integrates with a company's core business processes to enable the achievement of specific business objectives. This business process was pioneered in Germany in 1972 and the SAP Consulting Skills and Competencies Framework developed there, is the international system in use in 120 countries with training in those countries being done against this framework. Trainees from these programmes service 17 500 customers who in turn have 10 million users.

This Certificate aligns very well with the SAP Business Application Consultant Qualification. Reference can be made to the National Skills Standards Board Website: www.nssb.org

Other Websites referred to:

> www.nssb.org

> www.Ittoolbox.com

> www.TechnologyEvaluation.com

> www.express-computer.com

> www.cio.com

> www.thespot4sap.com

> www.networkcomputing.com

> www.erp-consulting.com

- > www.sun.com
- > www.acm.org
- > www.ed-gov/G2K/standard.html
- > www.bitpipe.com
- > www.consulting.tiv.net
- > www.erpevaluation.com
- > www.knowledgestorm.com
- > www.intelligententerprise.com
- > www.intelinfo.com
- > www.business.com

ARTICULATION OPTIONS

There is ready articulation of this Qualification across a range of areas. The Qualification will articulate horizontally with:

- > The National Diploma in Human Resource Management: Level 5
- > The National Certificate in Management: Level 5
- > National Certificate in Labour Relations Practice: Level 5
- > National Diploma in Business Advising Level 5.

The Qualification should articulate vertically with level 6 qualifications in the following fields:

- > Management
- > Human Resource Management
- > Labour Relations
- > Business advising
- > Organisational transformation and Change Management.
- > Organisational Development

MODERATION OPTIONS

> Anyone assessing a learner, or moderating the assessment of a learner, against this Qualification must be registered as an assessor with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.

> Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.

> Assessment and moderation of assessment will be overseen by the relevant ETQA according to the policies and guidelines for assessment and moderation of that ETQA, in terms of agreements reached around assessment and moderation between various ETQAs (including professional bodies).

> Moderation must include both internal and external moderation of assessments at all exit points of the Qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual Unit Standards as well as the integrated competence described in the Exit Level Outcomes of the Qualification.

Anyone wishing to be assessed against this Qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.

Assessment and moderation must be done in such a way that they are transparent, affordable, valid, reliable and non-discriminatory.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

Assessors and moderators of this Qualification should:

- > Hold a qualification in ERP and/or Human Resource Management at NQF Level 6 or above, or an equivalent Qualification.
- > Be registered as an assessor with the relevant ETQA, or an ETQA that has a Memorandum of Understanding with the relevant ETQA.

NOTES

N/A

UNIT STANDARDS**(Note: A blank space after this line means that the qualification is not based on Unit Standards.)**

| | UNIT STANDARD ID AND TITLE | LEVEL | CREDITS | STATUS |
|-------------|---|--------------|----------------|----------------------------|
| Core | 10131 Identify, organise and co-ordinate project life cycle phases for control purposes | Level 4 | 5 | Registered |
| Core | 13835 Contribute to project initiation, scope definition and scope change control | Level 4 | 9 | Registered |
| Core | 115394 Develop a consulting service ethic | Level 5 | 5 | Draft - Prep for P Comment |
| Core | 115395 Apply and explain the generic business process and value chain model | Level 5 | 12 | Draft - Prep for P Comment |
| Core | 115397 Understand and apply the concept of the consulting service as a product | Level 5 | 5 | Draft - Prep for P Comment |
| Core | 115398 Observe and record the findings of a business requirements gathering session | Level 5 | 8 | Draft - Prep for P Comment |
| Core | 115399 Apply the process of lead generation | Level 5 | 5 | Draft - Prep for P Comment |
| Core | 115400 Demonstrate and apply a basic knowledge of ERP solutions and modules | Level 5 | 10 | Draft - Prep for P Comment |
| Core | 115402 Assist in researching the problem and the solution within a consulting context | Level 5 | 6 | Draft - Prep for P Comment |
| Core | 115403 Know the client within a consulting contract | Level 5 | 6 | Draft - Prep for P Comment |
| Core | 115404 Understand the business of consulting | Level 5 | 8 | Draft - Prep for P Comment |
| Core | 115408 Apply and explain knowledge of the transactions within an ERP module | Level 5 | 8 | Draft - Prep for P Comment |
| Core | 115411 Assist in the configuration of an ERP module | Level 5 | 12 | Draft - Prep for P Comment |
| Core | 115412 Populate documentation templates | Level 5 | 8 | Draft - Prep for P Comment |
| Elective | 115396 Support post-contract service and client follow-up | Level 5 | 8 | Draft - Prep for P Comment |
| Elective | 115401 Apply the basic principles of issue management | Level 5 | 8 | Draft - Prep for P Comment |
| Elective | 115405 Apply Principles of Knowledge Management to Organisational Transformation | Level 5 | 10 | Draft - Prep for P Comment |
| Elective | 115406 Provide administrative support within a consulting context | Level 5 | 5 | Draft - Prep for P Comment |
| Elective | 115407 Apply the principles of change management in the workplace | Level 5 | 10 | Draft - Prep for P Comment |
| Fundamental | 12153 Use the writing process to compose texts required in the business environment | Level 4 | 5 | Registered |
| Fundamental | 8647 Apply workplace communication skills | Level 5 | 10 | Registered |
| Fundamental | 8662 Analyse and communicate workplace data | Level 5 | 5 | Registered |



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

1

Apply Principles of Knowledge Management to Organisational Transformation

| SAQA US ID | UNIT STANDARD TITLE | | |
|---|---|----------------------|---------|
| 115405 | Apply Principles of Knowledge Management to Organisational Transformation | | |
| SGB NAME | ABET BAND | PROVIDER NAME | |
| SGB Human Resource Management and Practices | Undefined | | |
| FIELD DESCRIPTION | | SUBFIELD DESCRIPTION | |
| Business, Commerce and Management Studies | | Human Resources | |
| UNIT STANDARD CODE | UNIT STANDARD TYPE | NQF LEVEL | CREDITS |
| BUS-HRS-0-SGB HRMP | Regular | Level 5 | 10 |

Specific Outcomes:**SPECIFIC OUTCOME 1**

Analyse the essential elements of the Knowledge Economy.

SPECIFIC OUTCOME 2

Identify the essential features of the Human Capital in an organisation.

SPECIFIC OUTCOME 3

Provide an analysis of the Structural Capital in an organisation.

SPECIFIC OUTCOME 4

Indicate how an organisation uses its Customer Capital.

SPECIFIC OUTCOME 5

Establish the relationship between Intellectual Capital and Knowledge Management.

SPECIFIC OUTCOME 6

Demonstrate the relationship between Knowledge Management and Organisational Transformation.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

2

Apply and explain knowledge of the transactions within an ERP module

| SAQA US ID | UNIT STANDARD TITLE | | |
|---|--|---------------|---------|
| 115408 | Apply and explain knowledge of the transactions within an ERP module | | |
| SGB NAME | ABET BAND | PROVIDER NAME | |
| SGB Human Resource Management and Practices | Undefined | | |
| FIELD DESCRIPTION | SUBFIELD DESCRIPTION | | |
| Business, Commerce and Management Studies | Human Resources | | |
| UNIT STANDARD CODE | UNIT STANDARD TYPE | NQF LEVEL | CREDITS |
| BUS-HRS-0-SGB HRMP | Regular | Level 5 | 8 |

Specific Outcomes:**SPECIFIC OUTCOME 1**

Navigate to the relevant transactions.

SPECIFIC OUTCOME 2

Populate the relevant transaction fields with meaningful data and execute the required operations.

SPECIFIC OUTCOME 3

Document the sequence of transactions to be executed within a business process.

SPECIFIC OUTCOME 4

Document and explain the impact of completing a transaction on subsequent steps in the business.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

3

Apply and explain the generic business process and value chain model

| SAQA US ID | UNIT STANDARD TITLE | | |
|---|--|----------------------|---------------|
| 115395 | Apply and explain the generic business process and value chain model | | |
| SGB NAME | | ABET BAND | PROVIDER NAME |
| SGB Human Resource Management and Practices | | Undefined | |
| FIELD DESCRIPTION | | SUBFIELD DESCRIPTION | |
| Business, Commerce and Management Studies | | Human Resources | |
| UNIT STANDARD CODE | UNIT STANDARD TYPE | NQF LEVEL | CREDITS |
| BUS-HRS-0-SGB HRMP | Regular | Level 5 | 12 |

Specific Outcomes:**SPECIFIC OUTCOME 1**

Explain the underlying principles and theory that underpin a functional area.

SPECIFIC OUTCOME 2

Explain the best-practice business process associated with an ERP functional area.

SPECIFIC OUTCOME 3

Compare the client's business processes with best-practice business processes.

SPECIFIC OUTCOME 4

Draw a basic business process flow.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

4

Apply the basic principles of issue management

| SAQA US ID | UNIT STANDARD TITLE | | |
|---|--|----------------------|---------------|
| 115401 | Apply the basic principles of issue management | | |
| SGB NAME | | ABET BAND | PROVIDER NAME |
| SGB Human Resource Management and Practices | | Undefined | |
| FIELD DESCRIPTION | | SUBFIELD DESCRIPTION | |
| Business, Commerce and Management Studies | | Human Resources | |
| UNIT STANDARD CODE | UNIT STANDARD TYPE | NQF LEVEL | CREDITS |
| BUS-HRS-0-SGB HRMP | Regular | Level 5 | 8 |

Specific Outcomes:**SPECIFIC OUTCOME 1**

Assist in the identification of project related issues, following the appropriate process.

SPECIFIC OUTCOME 2

Assist in the resolution of the identified project issue.

SPECIFIC OUTCOME 3

Assist to provide constant feedback on the status of the issue resolution.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

5

Apply the principles of change management in the workplace

| SAQA US ID | UNIT STANDARD TITLE | | |
|---|--|---------------|---------|
| 115407 | Apply the principles of change management in the workplace | | |
| SGB NAME | ABET BAND | PROVIDER NAME | |
| SGB Human Resource Management and Practices | Undefined | | |
| FIELD DESCRIPTION | SUBFIELD DESCRIPTION | | |
| Business, Commerce and Management Studies | Human Resources | | |
| UNIT STANDARD CODE | UNIT STANDARD TYPE | NQF LEVEL | CREDITS |
| BUS-HRS-0-SGB HRMP | Regular | Level 5 | 10 |

Specific Outcomes:**SPECIFIC OUTCOME 1**

Explain why change management is an important process for organisations to achieve trading results.

SPECIFIC OUTCOME 2

Identify examples of planned change and reactive change in an organisation.

SPECIFIC OUTCOME 3

Describe a model for effective change management and its management.

SPECIFIC OUTCOME 4

Identify reasons for resistance to change and indicate ways to overcome them.

SPECIFIC OUTCOME 5

Identify the risks inherent in any change management programme and indicate ways to manage them.

SPECIFIC OUTCOME 6

Identify and apply the competencies of an effective change agent.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

6

Apply the process of lead generation

| SAQA US ID | UNIT STANDARD TITLE | | |
|---|--------------------------------------|----------------------|---------|
| 115399 | Apply the process of lead generation | | |
| SGB NAME | ABET BAND | PROVIDER NAME | |
| SGB Human Resource Management and Practices | Undefined | | |
| FIELD DESCRIPTION | | SUBFIELD DESCRIPTION | |
| Business, Commerce and Management Studies | | Human Resources | |
| UNIT STANDARD CODE | UNIT STANDARD TYPE | NQF LEVEL | CREDITS |
| BUS-HRS-0-SGB HRMP | Regular | Level 5 | 5 |

Specific Outcomes:**SPECIFIC OUTCOME 1**

Identify the types of project/client issues that can be converted into potential sales leads.

SPECIFIC OUTCOME 2

Understand the correct procedures for feeding back potential sales leads to the consulting firm.

SPECIFIC OUTCOME 3

Confirm potential leads.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

7

Assist in researching the problem and the solution within a consulting context

| SAQA US ID | UNIT STANDARD TITLE | | |
|---|--|----------------------|---------------|
| 115402 | Assist in researching the problem and the solution within a consulting context | | |
| SGB NAME | | ABET BAND | PROVIDER NAME |
| SGB Human Resource Management and Practices | | Undefined | |
| FIELD DESCRIPTION | | SUBFIELD DESCRIPTION | |
| Business, Commerce and Management Studies | | Human Resources | |
| UNIT STANDARD CODE | UNIT STANDARD TYPE | NQF LEVEL | CREDITS |
| BUS-HRS-0-SGB HRMP | Regular | Level 5 | 6 |

Specific Outcomes:**SPECIFIC OUTCOME 1**

Obtain a clear, accurate understanding of the problems affecting a client's business.

SPECIFIC OUTCOME 2

Assess the symptoms of the problems identified.

SPECIFIC OUTCOME 3

Identify the core source of the problem(s).

SPECIFIC OUTCOME 4

Identify all possible ways of eliminating the problem.

SPECIFIC OUTCOME 5

Apply a suitable consulting model to the task of selecting the appropriate solution.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

8

Assist in the configuration of an ERP module

| SAQA US ID | UNIT STANDARD TITLE | | |
|---|--|---------------|---------|
| 115411 | Assist in the configuration of an ERP module | | |
| SGB NAME | ABET BAND | PROVIDER NAME | |
| SGB Human Resource Management and Practices | Undefined | | |
| FIELD DESCRIPTION | SUBFIELD DESCRIPTION | | |
| Business, Commerce and Management Studies | Human Resources | | |
| UNIT STANDARD CODE | UNIT STANDARD TYPE | NQF LEVEL | CREDITS |
| BUS-HRS-0-SGB HRMP | Regular | Level 5 | 12 |

Specific Outcomes:

SPECIFIC OUTCOME 1

Demonstrate an understanding of the fundamental techniques of configuring an ERP module.

SPECIFIC OUTCOME 2

Assist in configuring an ERP module according to the identified business requirements.

SPECIFIC OUTCOME 3

Demonstrate an awareness of the integration points between the relevant ERP modules.

SPECIFIC OUTCOME 4

Carry out procedures to test and verify the accuracy of the module configuration.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

9

Demonstrate and apply a basic knowledge of ERP solutions and modules

| SAQA US ID | UNIT STANDARD TITLE | | |
|---|--|----------------------|---------------|
| 115400 | Demonstrate and apply a basic knowledge of ERP solutions and modules | | |
| SGB NAME | | ABET BAND | PROVIDER NAME |
| SGB Human Resource Management and Practices | | Undefined | |
| FIELD DESCRIPTION | | SUBFIELD DESCRIPTION | |
| Business, Commerce and Management Studies | | Human Resources | |
| UNIT STANDARD CODE | UNIT STANDARD TYPE | NQF LEVEL | CREDITS |
| BUS-HRS-0-SGB HRMP | Regular | Level 5 | 10 |

Specific Outcomes:**SPECIFIC OUTCOME 1**

Demonstrate a basic knowledge of the different modules that make up an ERP system.

SPECIFIC OUTCOME 2

Navigate seamlessly within an ERP system.

SPECIFIC OUTCOME 3

Provide an explanation of the system architecture that supports an ERP system.

SPECIFIC OUTCOME 4

Explain the benefits of implementing a real-time ERP system.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

10

Develop a consulting service ethic

| SAQA US ID | UNIT STANDARD TITLE | | |
|---|------------------------------------|----------------------|---------|
| 115394 | Develop a consulting service ethic | | |
| SGB NAME | ABET BAND | PROVIDER NAME | |
| SGB Human Resource Management and Practices | Undefined | | |
| FIELD DESCRIPTION | | SUBFIELD DESCRIPTION | |
| Business, Commerce and Management Studies | | Human Resources | |
| UNIT STANDARD CODE | UNIT STANDARD TYPE | NQF LEVEL | CREDITS |
| BUS-HRS-0-SGB HRMP | Regular | Level 5 | 5 |

Specific Outcomes:**SPECIFIC OUTCOME 1**

Develop a service ethic for a consulting organisation.

SPECIFIC OUTCOME 2

Determine how the client sees the organisation and the relevant issues.

SPECIFIC OUTCOME 3

Determine recommendations that would add value to the client's organisation.

SPECIFIC OUTCOME 4

Determine the affective dimensions of any change project.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

11

Know the client within a consulting contract

| SAQA US ID | UNIT STANDARD TITLE | | |
|---|--|---------------|---------|
| 115403 | Know the client within a consulting contract | | |
| SGB NAME | ABET BAND | PROVIDER NAME | |
| SGB Human Resource Management and Practices | Undefined | | |
| FIELD DESCRIPTION | SUBFIELD DESCRIPTION | | |
| Business, Commerce and Management Studies | Human Resources | | |
| UNIT STANDARD CODE | UNIT STANDARD TYPE | NQF LEVEL | CREDITS |
| BUS-HRS-0-SGB HRMP | Regular | Level 5 | 6 |

Specific Outcomes:**SPECIFIC OUTCOME 1**

Obtain an accurate picture of the client and his/her organisation.

SPECIFIC OUTCOME 2

Assess the personal and professional motivations of clients and customers.

SPECIFIC OUTCOME 3

Assist the client to engage in clear and directed thinking with regard to problem diagnosis.

SPECIFIC OUTCOME 4

Establish a long-term relationship of trust and collaboration between consultant and client.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

12

Observe and record the findings of a business requirements gathering session

| SAQA US ID | UNIT STANDARD TITLE | | |
|---|--|---------------|---------|
| 115398 | Observe and record the findings of a business requirements gathering session | | |
| SGB NAME | ABET BAND | PROVIDER NAME | |
| SGB Human Resource Management and Practices | Undefined | | |
| FIELD DESCRIPTION | SUBFIELD DESCRIPTION | | |
| Business, Commerce and Management Studies | Human Resources | | |
| UNIT STANDARD CODE | UNIT STANDARD TYPE | NQF LEVEL | CREDITS |
| BUS-HRS-0-SGB HRMP | Regular | Level 5 | 8 |

Specific Outcomes:**SPECIFIC OUTCOME 1**

Understand and participate in the process of defining and documenting the project scope.

SPECIFIC OUTCOME 2

Understand and participate in the process of determining client business requirements.

SPECIFIC OUTCOME 3

Assist in documenting the findings of the business requirements gathering sessions.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

13

Populate documentation templates

| SAQA US ID | UNIT STANDARD TITLE | | |
|---|----------------------------------|---------------|---------|
| 115412 | Populate documentation templates | | |
| SGB NAME | ABET BAND | PROVIDER NAME | |
| SGB Human Resource Management and Practices | Undefined | | |
| FIELD DESCRIPTION | SUBFIELD DESCRIPTION | | |
| Business, Commerce and Management Studies | Human Resources | | |
| UNIT STANDARD CODE | UNIT STANDARD TYPE | NQF LEVEL | CREDITS |
| BUS-HRS-0-SGB HRMP | Regular | Level 5 | 8 |

Specific Outcomes:**SPECIFIC OUTCOME 1**

Understand the purpose and content of the different documentation templates.

SPECIFIC OUTCOME 2

Identify the appropriate sources of information for the completion of the templates.

SPECIFIC OUTCOME 3

Produce a project document by completing the relevant template.

SPECIFIC OUTCOME 4

Follow the correct document review process to ensure document quality.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

14

Provide administrative support within a consulting context

| SAQA US ID | UNIT STANDARD TITLE | | |
|---|--|---------------|---------|
| 115406 | Provide administrative support within a consulting context | | |
| SGB NAME | ABET BAND | PROVIDER NAME | |
| SGB Human Resource Management and Practices | Undefined | | |
| FIELD DESCRIPTION | SUBFIELD DESCRIPTION | | |
| Business, Commerce and Management Studies | Human Resources | | |
| UNIT STANDARD CODE | UNIT STANDARD TYPE | NQF LEVEL | CREDITS |
| BUS-HRS-0-SGB HRMP | Regular | Level 5 | 5 |

Specific Outcomes:**SPECIFIC OUTCOME 1**

Address administrative issues to foster ongoing improvement in service delivery.

SPECIFIC OUTCOME 2

Perform administrative support functions to promote the image of the consulting firm.

SPECIFIC OUTCOME 3

Contribute to the formulation of administrative policies, norms and procedures.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

15

Support post-contract service and client follow-up

| SAQA US ID | UNIT STANDARD TITLE | | |
|---|--|----------------------|---------|
| 115396 | Support post-contract service and client follow-up | | |
| SGB NAME | ABET BAND | PROVIDER NAME | |
| SGB Human Resource Management and Practices | Undefined | | |
| FIELD DESCRIPTION | | SUBFIELD DESCRIPTION | |
| Business, Commerce and Management Studies | | Human Resources | |
| UNIT STANDARD CODE | UNIT STANDARD TYPE | NQF LEVEL | CREDITS |
| BUS-HRS-0-SGB HRMP | Regular | Level 5 | 8 |

Specific Outcomes:**SPECIFIC OUTCOME 1**

Help the senior consultants determine the effectiveness of the implemented solution.

SPECIFIC OUTCOME 2

Collect and record data on the client's after-sales requirements.

SPECIFIC OUTCOME 3

Assist in developing an optimising model for the change project.

SPECIFIC OUTCOME 4

Assist the senior consultants in maintaining the changes.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

16

Understand and apply the concept of the consulting service as a product

| SAQA US ID | UNIT STANDARD TITLE | | |
|---|---|----------------------|---------------|
| 115397 | Understand and apply the concept of the consulting service as a product | | |
| SGB NAME | | ABET BAND | PROVIDER NAME |
| SGB Human Resource Management and Practices | | Undefined | |
| FIELD DESCRIPTION | | SUBFIELD DESCRIPTION | |
| Business, Commerce and Management Studies | | Human Resources | |
| UNIT STANDARD CODE | UNIT STANDARD TYPE | NQF LEVEL | CREDITS |
| BUS-HRS-0-SGB HRMP | Regular | Level 5 | 5 |

Specific Outcomes:**SPECIFIC OUTCOME 1**

Explain how a consulting firm generates revenue through the sale of consulting hours.

SPECIFIC OUTCOME 2

Explain the difference between billable and non-billable hours and how they are accounted for.

SPECIFIC OUTCOME 3

Understand the relation between the consultant's skills levels and the billable rates.

SPECIFIC OUTCOME 4

Invoice a client based on completed timesheets.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

17

Understand the business of consulting

| SAQA US ID | UNIT STANDARD TITLE | | |
|---|---------------------------------------|---------------|---------|
| 115404 | Understand the business of consulting | | |
| SGB NAME | ABET BAND | PROVIDER NAME | |
| SGB Human Resource Management and Practices | Undefined | | |
| FIELD DESCRIPTION | SUBFIELD DESCRIPTION | | |
| Business, Commerce and Management Studies | Human Resources | | |
| UNIT STANDARD CODE | UNIT STANDARD TYPE | NQF LEVEL | CREDITS |
| BUS-HRS-0-SGB HRMP | Regular | Level 5 | 8 |

Specific Outcomes:**SPECIFIC OUTCOME 1**

Define the concept "consulting" and the roles of the consultant.

SPECIFIC OUTCOME 2

Explain the scope of the consulting industry.

SPECIFIC OUTCOME 3

Identify key qualities of an effective consultant.

SPECIFIC OUTCOME 4

Apply basic business management principles to the setting up of a consulting practice.