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GOVERNMENT NOTICE

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

No. 754

25 June 2004



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

Entrepreneurship and Small Business Development

Registered by NSB 03, Business, Commerce and Management Studies, publishes the following Qualifications 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 upon which qualifications are based. The qualification and unit standards can be accessed via the SAQA web-site at www.saga.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 26 July 2004*. All correspondence should be marked **Standards Setting – SGB for Entrepreneurship and Small Business Development** and addressed to

The Director: Standards Setting and Development
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JOE SAMUELS

DIRECTOR: STANDARDS SETTING AND DEVELOPMENT



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:

National Certificate: Small Business Advising: Information Support

SAQA QUAL ID	QUALIFICATION TITLE	
48883	National Certificate: Small Business Advising: Information Support	
SGB NAME	SGB Entrepreneurship & Small Business Development	
ABET BAND	PROVIDER NAME	
Undefined		
QUALIFICATION CODE	QUAL TYPE	SUBFIELD
BUS-4-National Certificate	National Certificate	Generic Management
MINIMUM CREDITS	NQF LEVEL	QUALIFICATION CLASS
120	Level 4	Regular-Unit Stds Based
SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE

PURPOSE OF THE QUALIFICATION

The purpose of this Qualification is to develop learner competence in performing Small Business Advising Information Support. The Qualification is for any individual who is or wishes to be involved in the Small Business Advising industry.

Learners working towards this Qualification will find that the acquisition of competence in the Unit Standards, which make up the Qualification, will add value to their job. This Qualification is intended to enhance the provision of entry-level service within the Small Business Advising industry. Learners obtaining this Qualification will be able to advance the interests of their employers via their interaction with the public who come into contact with the organisation.

It will provide the broad knowledge; skills and values needed in the Small Business Advising industry and will facilitate access to, and mobility and progression within, education and training and to progress along a learning path for learners who:

- > Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training.
- > Have worked in the Business Advising industry for many years, but have no formal Qualification in this area.
- > Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in the Business Advising industry.

The Unit Standards included in the Qualification are intended as building blocks for the further development of skills that will make the learner a more fulfilled, informed and efficient Small Business Advisor. The knowledge and skills acquired by the learner will also enable him/her to operate in the general Business Advisory sector as well. The Qualification will also lead to a more defined Business Advising learning path at more complex NQF levels. It focuses on the skills, knowledge, values and attitudes required to progress further. The intention is:

- > To promote the development of knowledge, skills and values that are required in the Business Advising industry.
- > To release the potential of people, in order for them to grow and develop.
- > To provide opportunities for people to advance their knowledge and skills so enabling them to move up the career path in Business Advising.

Learners completing this Qualification could follow a career in:

- > Direct Sales.
- > Sales Representing.
- > Accounting and Bookkeeping.
- > Financial Advising.

- > Business Administration.
- > Human Resources.
- > Systems and Resources Operations.
- > Quality Control.
- > Small Business Advising.
- > Training and Development for Small Businesses.
- > Marketing for Small Businesses.
- > Computing and Information Processing.
- > Entrepreneurship.

Rationale of the Qualification

The National Certificate in Small Business Advising: Information Support: NQF Level 4 is designed to meet the needs of learners who are already involved in the field of business and who now wish to pursue a career in the Business Advising Industry, particularly with regard to small businesses. The Business Advising Industry is an essential industry and by its very nature is assured of a constant supply of customers, as people in business and those wishing to start a business require advice on how to start up businesses or what to do to make the business more profitable and viable. This is particularly so for the small business sector. The advice needs to be specific, professional and related to the real needs of the business and this in turn creates the need for well-trained, professional, knowledgeable and skilled business advisors at all levels. This means there is a need to develop career paths in this field and a learning pathway to provide the necessary knowledge and skills to those learners already in the sector or those wishing to enter the sector.

This Qualification is the first in a learning pathway in Small Business Advising Services that starts at NQF Level 4 and ends with a National Certificate at NQF Level 7. It is intended to provide the necessary skills, knowledge, values and attitudes to those learners at the entry level to the Small Business Advising sector.

South Africa is in the process of building its people and creating jobs for thousands of its citizens. This National Qualification is designed to assist those learners who can provide an efficient and effective advice service to people, which will have a positive effect on the viability of their businesses.

The National Certificate in Small Business Advising: Information Support at NQF Level 4 supports the objectives of the NQF in that it gives the learner access to a National Qualification that recognises their knowledge and skills. It will also ensure that the quality of education and training in this sector is enhanced and of a world class standard. The focus is on basic information gathering, analysis, evaluation, presentation and the ability to apply knowledge of the sub-field to solve common problems within a familiar context.

The Qualification will allow both those in formal education and those already employed in organisations in the Business Advising industry access to a Qualification that can be used as a benchmark to gauge their competence against local and international standards.

RECOGNIZE PREVIOUS LEARNING?

Y

LEARNING ASSUMED TO BE IN PLACE

It is assumed that learners accessing this Qualification are competent in Communication at NQF Level 3.

Recognition of Prior Learning

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible. Learners who are able to demonstrate competence in the knowledge, skills, values and attitudes implicit in this Business Advising Qualification and/or its constituent Unit Standards will receive recognition for such prior knowledge. Recognition of Prior Learning will be done by means of Integrated Assessment.

This Recognition of Prior Learning may allow for:

- > Accelerated access to further learning.
- > Gaining of credits towards a Unit Standard.
- > Obtaining this Qualification in whole or in part.

Assessment for the Recognition of Prior Learning will be done in a way jointly determined by the learner and the assessor and will be done through integrated assessment methods and can include evidence of competence contained in certificates of achievement, testimonials, portfolios, etc. The emphasis is on giving the learner every opportunity to demonstrate competence.

All Recognition of Prior Learning is subject to quality assurance by the relevant accredited Education and Training Quality Assurance Body and is conducted by a registered workplace assessor.

QUALIFICATION RULES

Level and credits of Unit Standards contained in the Qualification:

Fundamental component

Unit Standards to the value of twenty credits have been allocated to Communication in a first language at level 4 and additional Unit Standards to the value of 20 credits to a second language at NQF Level 3. Unit Standards to the value of 16 credits have been allocated to Mathematical Literacy. These unit standards will enable learners to operate as literate and numerate individuals in the global village of which South Africa is an integral part.

All unit standards are compulsory.

Core Component

There are Unit Standards totalling 48 credits in this component, which introduce the learner to the basic knowledge and skills required by a person supplying information support in a Small Business Advising context.

All the Unit standards are compulsory.

Elective Component

There are Unit Standards totalling 33 credits in this component and learners should select Unit Standards totalling 16 credits. These Standards provide the learner with a choice of knowledge and skills in which to gain specialist knowledge. They all relate in one way or another to the knowledge and skills needed by a learner providing the type of service covered by the Qualification.

Learners may also choose Elective Unit Standards from any field or sub-field that relate to the learner's work or in which he/she has a particular interest.

EXIT LEVEL OUTCOMES

1. Communicate effectively with others in a personal or business environment in two languages.
2. Do work-related calculations and respond to financial data.
3. Analyse and develop business plans and financial statements in order to ensure that the business functions effectively.
4. Provide an information and administrative service within a business.
5. Deal with potential and current clients in such a way as to provide them with an effective, efficient and professional advisory service.
6. Build relationships with clients so as to advance the effectiveness of the business.

ASSOCIATED ASSESSMENT CRITERIA

1.
 - > Meaningful oral communication is engaged in as a result of careful listening and evaluation of what is being said by other parties.
 - > A variety of texts are read, analysed and responded to in the appropriate format, using the correct register and language.
 - > Written communication is done correctly in required formats e.g. reports, memorandums, letters, etc which relate to the audience and the purpose of the communication.
2.
 - > Calculations required for completion of work tasks are performed accurately and quickly so as to enhance the efficiency and effectiveness of the business organisation.
 - > Statistics are used to analyse situations related to the organisation and to produce answers to problems.
 - > Graphs, are used to supply information when required.
3.
 - > Business plans for a business are developed and used effectively to operate the business.
 - > Financial statements are analysed and used to make deductions concerning the financial viability of the business.

4.
 - > Office administrative systems are utilized to ensure business efficiency.
 - > Office administration systems are evaluated to ensure that the most optimal systems are in place.
 - > Basic research in an office environment is planned and conducted to enhance the future of the business.
 - > Data is processed and disseminated according to requirements.
5.
 - > Customers and clients are dealt with professionally and a cultural awareness is maintained at all times.
 - > Clients are communicated with in order to resolve queries and provide insight into planned processes.
6.
 - > Positive client relations are maintained and fostered through application of professional standards of conduct and behaviour.
 - > Negotiations are conducted which lead to agreement from all parties.

Integrated Assessment

Because assessment practices must be open, transparent, fair, valid, and reliable and ensure that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated in the Qualification.

Learning, teaching and assessment are inextricably linked. Whenever possible, the assessment of knowledge, skills, attitudes and values shown in the Unit Standards should be integrated.

Assessment of communication, language, literacy and numeracy should be conducted in conjunction with other aspects and should use authentic Business Advising contexts wherever possible.

A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working. Where it is not possible to assess the learner in the workplace or on-the-job, simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term 'Integrated Assessment' implies that theoretical and practical components should be assessed together. During integrated assessments the assessor should make use of formative and summative assessment methods and assess combinations of practical, applied, foundational and reflective competencies.

Assessors and moderators should make use of a range of formative and summative assessment methods. Assessors should assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience.

Assessment should ensure that all specific outcomes, embedded knowledge and critical cross-field outcomes are evaluated. The assessment of the critical cross-field outcomes should be integrated with the assessment of specific outcomes and embedded knowledge.

INTERNATIONAL COMPARABILITY

The Business Advising industry is a discipline with globally recognised best practices, standards and Qualifications. This Qualification and its associated unit standards are well-aligned with international recognised best practice and standards in the practices of running and conducting business advice.

Benchmarking was done by comparison to Unit Standards/Outcomes of learning against:

The New Zealand Qualifications Authority -

- > National Diploma in Small Business Management - Level 5.
- > National Diploma in Business - Level 6.

New Zealand Unit Standards:

- > Apply marketing concepts within a small business - 7 credits - Level 5.
- > Establish costs, prices and conditions for provision of products and services for a small business - 5 credits - Level 5
- > Establish human resource needs of the small business operation- 5 credits - Level 5.
- > Manage financial resources for a small business enterprise - 5 credits - Level 5.
- > Produce establishment plans for small business ventures - 5 credits - Level 5.
- > Investigate and evaluate small business franchising options - 10 Credits - Level 6.

- > Manage small business operations - 5 Credits - Level 6.
- > Manage the development of small business ventures - 5 Credits - Level 6.
- > Develop Strategies to foster innovation and entrepreneurship for small business enterprises - 10 Credits - Level 7.
- > Identify and assess business development opportunities for a small business enterprise - 10 Credits - Level 7.

A direct comparison with each Unit Standard was undertaken and the best practice points were highlighted and incorporated into each Unit Standard. However the points incorporated were written in a South African context.

Because of the difference in levels across the different countries, difficulty was found in making actual direct comparisons, level to level. It was found that the South African Unit Standards seem to contain more detail.

ARTICULATION OPTIONS

This Qualification articulates with the following Qualifications:

- > National Certificate in Small Business Advising: NQF Level 5.
- > National Diplomas in Labour Relations Practice NQF Level 5.

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 Education and Training Quality Assurance (ETQA) Body 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 ETQA's policies and guidelines for assessment and moderation; in terms of agreements reached around assessment and moderation between ETQAs
- > Moderation must include both internal and external moderation of assessments at 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 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.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

For an applicant to register as an assessor, the applicant needs to be:

- > Registered as an assessor with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.
- > In possession of a Qualification in Business Advising, Management, or Business Management at NQF level 5 or above.

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	7177 Attend to customer enquiries face-to-face and on the telephone in a banking environment	Level 3	4	Reregistered
Core	7782 Analyse a business and determine the way it functions	Level 4	3	Reregistered
Core	7791 Display cultural awareness in dealing with customers and colleagues	Level 4	4	Reregistered

04/06/15

Qual ID

48883

SAQA: NLRD Report "Qualification Detail"

Core	7873 Manage one's own development	Level 4	3	Reregistered
Core	8553 Operate in a business	Level 4	4	Registered
Core	8559 Plan and conduct research	Level 4	6	Registered
Core	10385 Develop a business plan for a small business	Level 4	5	Registered
Core	10388 Interpret basic financial statements	Level 4	3	Registered
Core	115498 Resolve client requests and queries	Level 4	4	Draft - Prep for P Comment
Core	115499 Gather, record and interpret business related information	Level 4	4	Draft - Prep for P Comment
Core	115500 Inform client of planned process and follow-up on requests	Level 4	4	Draft - Prep for P Comment
Core	8664 Examine social features as pertaining to the workplace	Level 5	4	Registered
Elective	7825 Process financial transactions	Level 4	16	Reregistered
Elective	8555 Contribute to information distribution regarding HIV/AIDS in the workplace	Level 4	4	Registered
Elective	8612 Demonstrate an understanding of societal values and ethics	Level 4	4	Registered
Elective	10025 Handle a range of customer complaints	Level 4	4	Registered
Elective	13948 Negotiate an agreement or deal in an authentic work situation	Level 4	5	Registered
Fundamental	8968 Accommodate audience and context needs in oral communication	Level 3	5	Registered
Fundamental	8969 Interpret and use information from texts	Level 3	5	Registered
Fundamental	8970 Write texts for a range of communicative contexts	Level 3	5	Registered
Fundamental	8972 Interpret a variety of literary texts	Level 3	5	Registered
Fundamental	8974 Engage in sustained oral communication and evaluate spoken texts	Level 4	5	Registered
Fundamental	8975 Read analyse and respond to a variety of texts	Level 4	5	Registered
Fundamental	8976 Write for a wide range of contexts	Level 4	5	Registered
Fundamental	9014 Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 4	6	Registered
Fundamental	9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6	Registered
Fundamental	9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4	Registered
Fundamental	12153 Use the writing process to compose texts required in the business environment	Level 4	5	Registered



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Inform client of planned process and follow-up on requests

SAQA US ID	UNIT STANDARD TITLE		
115500	Inform client of planned process and follow-up on requests		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Entrepreneurship & Small Business Development		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Generic Management	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-GMT-0-SGB EntSBD	Regular	Level 4	4

Specific Outcomes:**SPECIFIC OUTCOME 1**

Communicate the steps of the process that will be followed to the client.

SPECIFIC OUTCOME 2

Update the client on the progress of their request.

SPECIFIC OUTCOME 3

Perform follow-up process on requests and queries.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Resolve client requests and queries

SAQA US ID	UNIT STANDARD TITLE		
115498	Resolve client requests and queries		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Entrepreneurship & Small Business Development	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Business, Commerce and Management Studies	Generic Management		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-GMT-0-SGB EntSBD	Regular	Level 4	4

Specific Outcomes:

SPECIFIC OUTCOME 1

Identify customer service problems.

SPECIFIC OUTCOME 2

Select the best solution to resolve customer service problems.

SPECIFIC OUTCOME 3

Implement the solution to customer service problems.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Gather, record and interpret business related information

SAQA US ID	UNIT STANDARD TITLE		
115499	Gather, record and interpret business related information		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Entrepreneurship & Small Business Development		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Generic Management	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-GMT-0-SGB EntSBD	Regular	Level 4	4

Specific Outcomes:**SPECIFIC OUTCOME 1**

Collect business related information for a client.

SPECIFIC OUTCOME 2

Process business related information in the correct format.

SPECIFIC OUTCOME 3

Interpret business related information from a client.