

No. 1205

15 October 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

### Hiring Service

Registered by NSB 11, Services, 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 qualifications and unit standards. The qualifications and unit standards can be accessed via the SAQA web-site at [www.saga.org.za](http://www.saga.org.za). Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, Hatfield Forum, 1067 Arcadia Street, Hatfield.

Comment on the qualifications and unit standards should reach SAQA at the address *below and no later than 14 November 2004*. All correspondence should be marked **Standards Setting – SGB for Hiring Services** and addressed to

The Director: Standards Setting and Development  
SAQA  
*Attention: Mr. D Mphuthing*  
Postnet Suite 248  
Private Bag X06  
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**JOE SAMUELS**  
**DIRECTOR: STANDARDS SETTING AND DEVELOPMENT**



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

18

**Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph /charts to a spreadsheet**

SAQA US ID	UNIT STANDARD TITLE		
116943	Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph /charts to a spreadsheet		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Computer Sciences and Information Systems	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Physical, Mathematical, Computer and Life Sciences	Information Technology and Computer Sciences		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
PHY-ITC-0-SGB CS&IT	Regular	Level 3	3

#### Specific Outcomes:

##### **SPECIFIC OUTCOME 1**

Create and edit a graph charts.

##### **SPECIFIC OUTCOME 2**

Load data from an external data source to produce a given spreadsheet result.

##### **SPECIFIC OUTCOME 3**

Insert and edit objects in a spreadsheet.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### QUALIFICATION:

#### *National Certificate: Hiring Support Services*

SAQA QUAL ID	QUALIFICATION TITLE	
48887	National Certificate: Hiring Support Services	
SGB NAME	SGB Hiring Services	
ABET BAND	PROVIDER NAME	
Undefined		
QUALIFICATION CODE	QUAL TYPE	SUBFIELD
SRV-3-National Certificate	National Certificate	Cleaning, Domestic, Hiring, Property and Rescue Services
MINIMUM CREDITS	NQF LEVEL	QUALIFICATION CLASS
123	Level 3	Regular-Unit Stds Based
SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE

#### **PURPOSE OF THE QUALIFICATION**

The National Certificate: Hiring Support Services has been designed as an entry level Qualification in the field of Hiring Services. It is the first step in a series of Qualifications that is linked to career pathing within the hiring industry.

This Qualification will mean that in future those people involved in the Hiring Services Industry will have the necessary knowledge, skills and attitudes to operate professionally. It will also open a career path for people within Hiring Services who will have improved career opportunities as a result of their increased knowledge of the Hiring Industry, their ability to implement the policies and carry out the procedures required of people in their field of work. This they will be able to achieve with only periodic assistance and supervision.

Learners working towards this National Certificate: Hiring Support Services will find that the acquisition of competence in the Unit Standards, which makes up the Qualification, will add value to their job performance. This Qualification is intended to enhance the provision of entry-level service within the Hiring Support Services Industry. It also enables the learner to use competencies, which will contribute towards the growth of the business and the industry.

It will provide the broad knowledge, skills and values needed in the Hiring Support Services Industry and will facilitate access to, 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 Hiring Support Services Industry for many years, but have no formal Qualification in the Hiring business.
- > Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in the Hiring Support Services Industry.

The National Certificate in Hiring Support Services will also provide the learners with the building blocks for the learning required for the FET Certificate: Hiring Operations at NQF level 4.

#### Rationale for the Qualification

This Qualification will assist learners to contribute meaningfully to the support services required in a hiring enterprise together with self organisational skills and knowledge. This Qualification will result in the development of people with skills and knowledge required to be successful in 'Hiring Support Services' and provide a learning pathway in the 'Hiring' services industry. The Qualification will equip the learner with additional knowledge and skills which they would be able to apply in a variety of industries.

The National Certificate: Hiring Support Services was developed to assist in creating appropriate learning

opportunities, which will contribute towards a safe, effective work place that will benefit the industry at large and open up diverse learning pathways.

The stakeholders involved in the economic activity of Hiring Support Services identified the following learning areas that comprise this Qualification:

- > Appliance and equipment hire
- > Car and truck hire
- > Plant and crane hire (with operator)
- > Construction or demolition equipment hire (with and without operator)
- > Machinery and equipment hire (with and without operator)
- > Small tools hire
- > Video hire
- > Commodity hire (video, cell phone, etc.)
- > Garment and clothing hire
- > Event hire
- > Technical hire

This entry level Qualification will ensure an understanding of the 'Hiring Service Industry' and its application in the South African context.

The Qualification at Level 3 is a building block that can be developed further and will lead to a more defined Hiring Support Services learning path at more complex NQF levels.

It also focuses on the skills, knowledge, values and attitude required to ensure further progression. The intention is:

- > To promote the development of knowledge, skills and values that are required in the Hiring Support Services Industry.
- > To realise the potential of people.
- > To provide opportunities for people to move up the value chain.

The Unit Standards contained in this Qualification cover areas of learning that ensure learners are able to absorb tasks starting with simple activities and becoming more complex as they gain experience and confidence.

The industry's need for clear directives, and market related skills in career advancement will be met in this Qualification.

#### **RECOGNIZE PREVIOUS LEARNING?**

Y

#### **LEARNING ASSUMED TO BE IN PLACE**

The following is the learning assumed to be in place for the learners accessing this Qualification:

- > Communication at NQF level 2.
- > Mathematical Literacy at NQF level 2.
- > Computer Literacy at NQF level 2, which includes the ability to use a personal computer.

#### **Recognition of prior learning**

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible, if the learner is able to demonstrate competence in the knowledge, skills, values and attitudes implicit in this Qualification. Recognition of Prior Learning will be done by means of Integrated Assessment as mentioned in the previous paragraph.

This Recognition of Prior Learning may allow:

- > For accelerated access to further learning.
- > Gaining of credits towards a qualification.

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 assessor.

**QUALIFICATION RULES**

The qualification is made up of a combination of learning outcomes from Fundamental, Core and Elective components, totalling 123 credits (minimum).

- > Fundamental: 40 credits (33%)
- > Core: 64 credits (□52%)
- > Elective: Minimum 19 credits (15%)

Total: 123 credits (minimum)

Motivation for number of credits assigned to fundamental, core and elective

**Fundamental Credits**

At level 3, SAQA stipulates the minimum number of credits allocated to Communication Studies and Languages and Physical, Computer Mathematical and Life Sciences; should total 36 credits however the SGB felt that the additional fundamental unit standards chosen will add value to the Qualification as a whole.

**Core**

64 credits have been allocated to the Core Unit Standards. This is to ensure that the Qualification has a strong Hiring Services focus.

The Core Unit Standards offer a broad contextual understanding and will enable the learners to gain an all round picture of the Hiring Services Industry.

**Electives**

A minimum of 19 credits must be selected by the learner from the Elective Unit Standards. There are a total of 20 credits for the Elective area. They also allow for progression to the next level of learning.

**EXIT LEVEL OUTCOMES**

1. Communicate verbally and in writing using a variety of formats with a range of stakeholders and role-players in the Hiring Services Industry.
2. Explain and use the basics of mathematics in both personal and business situations.
3. Apply and carry out general office administration in a hiring business including the processing of payments and stock control.
4. Situate the theory and practice of Hiring Services in a range of relevant contexts.
5. Work with the customers and clients of the business and ensure that customer satisfaction levels are maintained within the Hiring Service Industry.
6. Demonstrate the use of products and provide instructions and information regarding the products and their uses.
7. Demonstrate an understanding of the transporting of the hire items, equipment and machinery to various locations.
8. Demonstrate an understanding of the Vehicle Hire Industry.
9. Apply safety and security procedures in the working environment.
10. Demonstrate an understanding of the Event Hiring Industry.
11. Demonstrate an understanding of the Commodity and Garment Hire Industry.

**ASSOCIATED ASSESSMENT CRITERIA**

1.
  - > Audience needs and expectations are accommodated in both written and verbal communication.

- > Language and texts are used to interpret and write communications in all contexts
- 2.
- > Mathematics is explained and used in both personal and business contexts.
- 3.
- > General office administration duties are carried out according to organisational requirements.
  - > Payment points are operated and the payments are processed.
  - > Stock is controlled and located in accordance with standard operating procedures.
- 4.
- > Team functions and principles are implemented to maintain team work.
  - > Basic business principles are applied to grow the business.
  - > All safety, health and housekeeping practices are implemented to ensure compliance.
  - > Own time is managed to ensure work is completed on time.
- 5.
- > Client and customer needs are identified and a relevant hire service is provided.
  - > Sales support structures are used to gain maximum customer satisfaction.
- 6.
- > All the requirements of preparing the hire item for use by the customers and clients are explained and applied.
  - > Hire contracts are administered and controlled in accordance with organisational requirements.
- 7.
- > Stock and hire items are received and dispatched in accordance with standard operating procedures.
- 8.
- > Car hire customers are advised about local information.
  - > Basic safety checks are performed on hire vehicles to ensure customer safety.
  - > Hired vehicles are prepared and delivered to the hiring customers.
- 9.
- > Safety and security practices are applied in the working environment according to company procedures.
  - > Safe working practices are applied according to legislative requirements.
- 10.
- > Events are built up and broken down according to company procedures.
  - > Event stock items are monitored and controlled according to company standards.
- 11.
- > Customers' needs are identified and met using selling techniques.
  - > Promotions are implemented and monitored according to company standards.

#### Integrated Assessment

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 the communication, language, literacy and numeracy should be conducted in conjunction with other aspects and should use authentic Hiring contexts wherever possible.

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 credits 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**

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

- > New Zealand Qualifications Authority - Unit Standards
- > Provide snow-sport equipment for hire - Level 2 - 3 Credits
- > Complete customer hire purchase applications - Level 2 - 2 Credits
- > Hire and manage stock of car chains - Level 2 - 2 Credits
- > Hire, fit and maintain car chains - Level 2 - 3 credits

American Rental Association - Courses

The courses offered by the above association did not have credits or levels for comparison purposes. However, the contents were used for benchmarking purposes. The courses are:

- > Certified Event Rental Professional
- > Ware washing
- > Linen Processing
- > Tenting
- > Table Top Design
- > Warehouse Management ]
- > Delivery Procedures / Process / Operations

A direct comparison of the title, specific outcomes, assessment criteria and embedded knowledge was undertaken with each, unit standard and the best practice points were highlighted and incorporated into each Unit Standard. However, where points were incorporated these were written in a South African context and at a level appropriate to South Africa.

Because of the difference in levels across the different countries, difficulty was found in making actual direct comparisons, level to level and unit standard to unit standard.

### **ARTICULATION OPTIONS**

This Qualification lends itself to both vertical and horizontal articulation possibilities. These possibilities ensure both mobility and progression for the learner. The learning areas outlined in the Rationale for the Qualification indicate the articulation possibilities.

Horizontal articulation possibilities lie with other NQF level 3 Qualifications and Unit Standards in the Learning areas of:

- > National Certificate: Procurement, Logistics and Supply Chain Management - NQF Level 3 -NLRD 20246
- > National Certificate: Generic Business Administration Services - NQF Level 3
- > National Certificate: Generic Management - NQF level 3

Vertical progression can be achieved by embarking on the study of related NQF Level 4 Qualifications:

- > National Certificate: Hiring Operations - NQF Level 4
- > National Certificate: Tourism: Car Rental - NQF Level 4 - NLRD 17492

### **MODERATION OPTIONS**

> Anyone assessing a learner or moderating the assessment of a learner against this Qualification must register as an assessor with the relevant Education and Training Quality Assurance (ETQA) Body.

> Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider 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 ETQA's (including professional bodies); and in terms of the moderation guideline detailed immediately below.

> Moderation must include both internal and external moderation of assessments at exit points of the qualification, unless ETQA policies specify otherwise. Moderation should encompass achievement of the competence described in the Qualification.

### CRITERIA FOR THE REGISTRATION OF ASSESSORS

Assessors should keep the following general principles in mind when designing and conducting assessment:

> Focus the initial assessment activities on gathering evidence in terms of the main outcomes expressed in the titles of the unit standards to ensure assessment is integrated rather than fragmented. The aim is to declare the person competent against the qualification purpose. Where assessment across titles or at title level is unmanageable, then focus assessments around each specific outcome, or groups of specific outcomes. Take special note of the need for integrated assessment.

> Make sure evidence is gathered across the entire range, wherever it applies. Assessment activities should be as close to the real performance as possible, and where simulations or role-plays are used, there should be supporting evidence to show that the learner is able to perform in the real situation.

> All assessments should be conducted in line with the following well documented principles of assessment: appropriateness, fairness, manageability, integration into work or learning, validity, direct, authentic, sufficient, systematic, open and consistent.

### 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	8015 Executing general office administration	Level 2	4	Registered
Core	8420 Operate in a team	Level 2	4	Registered
Core	14341 Keep informed about current affairs related to one's own industry	Level 2	4	Registered
Core	14348 Process incoming and outgoing telephone calls	Level 2	3	Registered
Core	7820 Operate a payment point and process payments	Level 3	3	Registered
Core	8000 Applying basic business principles	Level 3	9	Reregistered
Core	8016 Maintaining occupational health, safety and general housekeeping	Level 3	8	Registered
Core	13918 Manage time and the work process in a business environment	Level 3	4	Registered
Core	115858 Receive and store new stock for hire	Level 3	3	Draft - Prep for P Comment
Core	115861 Receive and store returned hired stock	Level 3	4	Draft - Prep for P Comment
Core	115862 Administer the hire contract	Level 3	4	Draft - Prep for P Comment
Core	115872 Demonstrate an understanding of and apply security measures and maintain work area	Level 3	5	Draft - Prep for P Comment
Core	115878 Load and deliver stock	Level 3	5	Draft - Prep for P Comment
Core	115880 Interact with customer to provide a complete hire service	Level 3	4	Draft - Prep for P Comment
Elective	9875 Perform basic safety checks to ensure general vehicle safety	Level 2	8	Registered
Elective	14359 Behave in a professional manner in a business environment	Level 2	5	Registered
Elective	116565 Inform customers about tourist and travel information	Level 2	4	Draft - Prep for P Comment
Elective	9851 Prepare and execute vehicle delivery to the customer	Level 3	8	Registered
Elective	10973 Convey general freight	Level 3	6	Reregistered
Elective	115831 Foster and maintain customer service levels and relations	Level 3	4	Draft - Prep for P Comment
Elective	115848 Perform build up and breakdown functions	Level 3	7	Draft - Prep for P Comment
Elective	115856 Follow and adhere to a code of conduct	Level 3	3	Draft - Prep for P Comment



Elective	115860 Demonstrate an understanding of product and / or service details and information	Level 3	6	Draft - Prep for P Comment
Elective	115863 Demonstrate an understanding of the preparation of the item for hire	Level 3	7	Draft - Prep for P Comment
Elective	115873 Clean and maintain stock	Level 3	5	Draft - Prep for P Comment
Elective	115876 Monitor, control and co-ordinate the flow of stock	Level 3	4	Draft - Prep for P Comment
Elective	115879 Implement promotions for hire products or services	Level 3	5	Draft - Prep for P Comment
Elective	9844 Identify customers and generate selling opportunities	Level 4	8	Registered
Fundamental	8494 Demonstrate an understanding of HIV/AIDS and its implications	Level 2	4	Registered
Fundamental	7456 Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	2	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	8973 Use language and communication in occupational learning programmes	Level 3	5	Registered
Fundamental	9010 Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	Level 3	2	Registered
Fundamental	9012 Investigate life and work related problems using data and probabilities	Level 3	5	Registered
Fundamental	9013 Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4	Registered
Fundamental	14086 Work with a wide range of patterns and basic functions and solve related problems	Level 3	3	Registered



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### QUALIFICATION:

#### Further Education and Training Certificate: Hiring Operations

SAQA QUAL ID	QUALIFICATION TITLE	
48889	Further Education and Training Certificate: Hiring Operations	
SGB NAME	SGB Hiring Services	
ABET BAND	PROVIDER NAME	
Undefined		
QUALIFICATION CODE	QUAL TYPE	SUBFIELD
SRV-4-National Certificate	National Certificate	Cleaning, Domestic, Hiring, Property and Rescue Services
MINIMUM CREDITS	NQF LEVEL	QUALIFICATION CLASS
129	Level 4	Regular-Unit Stds Based
SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE

#### PURPOSE OF THE QUALIFICATION

The FET Certificate: Hiring Operations Level 4 has been designed for people working in the Hiring Industry at operational and supervisory levels. It takes some of the key aspects of 'Hiring Services' introduced at NQF level 3 and requires their practical application in the Hiring environment in general and their own work context in particular. It is the second step in a series of Qualifications that is linked to career pathing within the hiring industry.

This Qualification will mean that in future those people involved in the Hiring Industry will have the necessary knowledge, skills and attitudes to operate professionally at a more senior level. It will also open up further career paths for people within Hiring Services and who will now have improved career opportunities as a result of their increased knowledge of the Hiring Industry, and their ability to implement the policies and carry out the procedures required of people in their field of work.

Learners working towards this FET Certificate: Hiring Operations Level 4 will find that the acquisition of competence in the Unit Standards, which make up the Qualification, will add value to the job performance. This Qualification is intended to enhance the provision of supervisory-level service within the Hiring Industry. It also enables the learner to use competencies, which will help grow the business they work in.

It will provide the broad knowledge, skills and values needed in the Hiring Services 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 Hiring Operations Industry for many years, but have no formal Qualification in the Hiring business.
- > Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in the Hiring Operations Industry.

The FET Certificate in Hiring Operations Level 4 will also provide the learners with the building blocks for the learning required for the National Diploma: Hiring Operations Management at NQF level 5.

#### Rationale for the Qualification

This level 4 Qualification will equip learners with self and team organisational skills and knowledge in order to contribute meaningfully to the operations in the hiring industry. This Qualification will result in the further development of people with the skills and knowledge required to be successful in 'Hiring Operations' and will provide a further learning pathway in the 'Hiring' industry. The Qualification will provide the learner with additional knowledge and skills which they could use in the development of others within the work place.

The FET Certificate: Hiring Operations was developed to assist in creating appropriate learning opportunities, which will contribute towards the control of a safe and effective work place that will benefit other employees and the industry at large.

The stakeholders involved in the economic activity of Hiring Operations identified the following learning areas that comprise this Qualification:

- > Appliance and equipment hire
- > Car and truck hire
- > Plant and crane hire (with operator)
- > Construction or demolition equipment hire (with and without operator)
- > Machinery and equipment hire (with and without operator)
- > Small tools hire
- > Video hire
- > Commodity hire (video, cell phone, etc.)
- > Garment and clothing hire
- > Event hire
- > Technical hire

This Operational Qualification will ensure an advanced understanding of the supervisory role in the 'Hiring Industry' and its application in the South African context.

The Qualification at Level 4 is a building block that can be developed further and will lead to a more defined Hiring Operations and Management learning path at more complex NQF levels.

It also focuses on the skills, knowledge, values and attitudes required to ensure further progression. The intention is:

- > To promote the development of knowledge, skills and values that are required in the Hiring Support and Services Industry.
- > To realise the potential of people.
- > To provide opportunities for people to move up the value chain.

The Unit Standards contained in this Qualification cover areas of learning that ensure learners are able to absorb tasks starting with operational activities and becoming more complex as they lead others in gaining experience and confidence.

The industry's need for clear directives, and market related skills in career advancement will be met in this Qualification.

#### **RECOGNIZE PREVIOUS LEARNING?**

Y

#### **LEARNING ASSUMED TO BE IN PLACE**

The following is the learning assumed to be in place:

- > Communication at NQF Level 3
- > Mathematical Literacy at NQF Level 3
- > A demonstrated understanding of the Hiring Industry and how it operates

#### Recognition of prior learning

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible, if the learner is able to demonstrate competence in the knowledge, skills, values and attitudes implicit in this Qualification. Recognition of Prior Learning will be done by means of Integrated Assessment as mentioned in the previous paragraph.

This Recognition of Prior Learning may allow:

- > For accelerated access to further learning
- > Gaining of credits towards a qualification

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 assessor.

**QUALIFICATION RULES**

The qualification is made up of a combination of learning outcomes from Fundamental, Core and Elective components, totaling 129 credits (minimum).

- > Fundamental: 60 credits (47%)
- > Core: 50 credits (39%)
- > Elective: Minimum 19 credits (14%)

Total: 129 Credits (Minimum) (100%)

Fundamental:

- > 20 credits at Level 3
- > 40 credits at Level 4
- > Total: 60 credits

Core:

- > 4 credits at Level 3
- > 46 credits at Level 4
- > Total: 50 credits

Elective:

- > Learners must select a Minimum of 19 credits from the Elective Unit Standards to make up the 129 credits required.
- > Minimum: 19 Credits (Minimum).

Total credits:

- > 129 credits Minimum
- > 20 credits Fundamental at Level 3
- > 40 credits Fundamental at Level 4
- > 4 credits Core at Level 3
- > 46 credits Core at Level 4
- > 129 credits Minimum Electives
- > Total: 129 Credits (Minimum)

Motivation for number of credits assigned to fundamental, core and elective

**Fundamental Credits**

At level 4, SAQA stipulates the minimum number of credits allocated to Communication Studies and Languages and Physical, Computer Mathematical and Life Sciences; should total 36 credits however the SGB felt that the additional fundamental unit standards chosen will add value to the qualification as a whole.

**Core**

50 credits have been allocated to the Core Unit Standards. This is to ensure that the qualification has a strong Hiring focus.

The Core Unit Standards offer a broad contextual understanding and will enable the learners to gain an all round picture of the Hiring Industry.

**Electives**

A minimum of 19 credits must be selected by the learner from the Elective Unit Standards. There are a total of 20 credits for the Elective area. They also allow for progression to the next level of learning.

**EXIT LEVEL OUTCOMES**

1. Communicate verbally and in writing using a variety of formats with a range of stakeholders and role-players in the Hiring Operations Industry in two languages.
2. Explain and use the basics of mathematics in both personal and business situations.

3. Operate in a hiring business including determining the way it functions and an analysis thereof.
4. Situate the theory and practice of Hiring Operations in a range of relevant contexts
5. Maintain and manage the customers and clients of the business to ensure that customer satisfaction levels are maintained within the Hiring Operations Industry.
6. Demonstrate the use of project activities to ensure all work gets done according to plan.
7. Demonstrate an understanding of the management transport activities of dangerous and abnormal loads to various locations.
8. Demonstrate an understanding of the Vehicle Hire Industry and tourism in South Africa.
9. Demonstrate an understanding of the Event Hire Industry in South Africa.
10. Demonstrate an understanding of the Commodity and Garment Hire Industry in South Africa.

#### **ASSOCIATED ASSESSMENT CRITERIA**

1.
  - > Audience needs and expectations are accommodated in both oral and verbal communication in both languages.
  - > Language and texts are used to interpret and write communications in all contexts.
2.
  - > Mathematics is used and are explained and used in both personal and business contexts.
3.
  - > A hiring business is analysed.
  - > How a business functions is determined.
  - > An understanding of how a business operates is demonstrated, either in the workplace or through work-realistic, out-of-classroom simulation.
4.
  - > Hire items inventory is maintained, processed and documented according to standard operating procedures.
  - > Hire contracts are monitored and controlled to meet organisational objectives.
  - > All safety, health and housekeeping practices are monitored to ensure compliance.
5.
  - > Client and customer needs and concerns and advise is provided which meets these needs.
  - > Sales support structures are communicated to gain maximum customer satisfaction.
  - > Customer service problems are resolved within agreed time frames and procedures.
  - > A cultural awareness is displayed when working with clients, customers and colleagues.
6.
  - > All the Project scheduling activities are explained and applied to a project to ensure completion.
7.
  - > Dangerous goods are transported in accordance with relevant transport legislation and standards operating procedures.
  - > Abnormal Hire items are transported in accordance with standard operating procedures.
  - > Plant and equipment problems are actioned and resolved in line with company standards.
8.
  - > Car hire customer are advised about local information.
  - > Customers are identified in order to improve sales opportunities.
  - > Hired vehicles are handed over to the service customers and their arrival and departure is overseen.
9.
  - > Event hire customers are advised about relevant information.
  - > Customers are identified in order to improve sales opportunities.
  - > Event build up and break down procedures are overseen.

10.

- > Commodity and garment hire customers are advised about relevant information.
- > Customers are identified in order to improve sales opportunities.
- > Commodity and garment items are prepared for hire and quality checked on delivery and return.

#### Integrated Assessment

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 the communication, language, literacy and numeracy should be conducted in conjunction with other aspects and should use authentic Hiring Operations contexts wherever possible.

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 credits 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**

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

- > New Zealand Qualifications Authority - Unit Standards
- > Cost civil plant for purchase or hire for hire - Level 4 - 15 Credits
- > Manage the hire of civil construction plant and equipment - Level 4 - 8 Credits
- > Demonstrate knowledge for transport service license - Level 4 - 3 Credits
- > Recommend rental ranges and manage repairs - Level 4 - 2 credits

#### American Rental Association - Courses

The courses offered by the above association did not have credits or levels for comparison purposes. However, the contents were used for benchmarking purposes. The courses are:

- > Certified Event Rental Professional
- > Ware washing
- > Linen Processing
- > Tenting
- > Table Top Design
- > Warehouse Management ]
- > Delivery Procedures / Process / Operations

No other 'Hiring' Qualifications could be found so a comparison was only done on the above unit standards.

A direct comparison of the title, specific outcomes, assessment criteria and embedded knowledge was undertaken with each and the best practice points were highlighted and incorporated into each Unit Standard. However, where points were incorporated these were written in a South African context and at a level appropriate to South Africa.

Because of the difference in levels across the different countries, difficulty was found in making actual direct comparisons, level to level and unit standard to unit standard.

#### **ARTICULATION OPTIONS**

This Qualification lends itself to both vertical and horizontal articulation possibilities. These possibilities ensure both mobility and progression for the learner. The learning areas outlined in the Rationale for the Qualification indicates the articulation possibilities.

Horizontal articulation possibilities lies with other NQF level 4 Qualifications and Unit Standards in the Learning areas:

- > National Certificate: Procurement, Logistics and Supply Chain Management - NQF Level 4 -NLRD 20247
- > National Certificate: New Venture Creations - NQF Level 4
- > National Certificate in Generic Management - NQF Level 4
- > National Certificate in Event support - NQF Level 4
- > National Certificate in Business Administration Services - NQF Level 4

Vertical progression can be achieved by embarking on the study of related NQF Level 5 Qualifications:

- > National Diploma: Hiring Operations Management - NQF Level 5
- > National Diploma: Retail Travel - NQF Level 5 - NLRD 14122
- > National Diploma: Service Management - NQF Level 5 - NLRD 20613

**MODERATION OPTIONS**

- > Anyone assessing a learner or moderating the assessment of a learner against this Qualification must register as an assessor with the relevant Education and Training Quality Assurance (ETQA) Body.
- > Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider 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 ETQA's (including professional bodies); and in terms of the moderation guideline detailed immediately below.
- > Moderation must include both internal and external moderation of assessments at exit points of the qualification, unless ETQA policies specify otherwise. Moderation should encompass achievement of the competence described in the Qualification.

**CRITERIA FOR THE REGISTRATION OF ASSESSORS**

For an applicant to register as an assessor, the applicant should:

- > Be competent in all the outcomes of the National Assessor Unit Standards as stipulated by the South African Qualifications Authority (SAQA).
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**NOTES**

Exit point for learners who do not complete the Qualification:

- > Learners will be credited with Unit Standards in which they have proved competence.
- > Learners who complete individual Unit Standards but do not complete this Qualification retain their credits. However, should the substance of the Unit Standard change, the validity of the credit towards the Qualification may be reviewed
- > Learners who change their provider or learning site before completing the Qualification may transfer their credits to the new learning site.

**UNIT STANDARDS**

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

	<b>UNIT STANDARD ID AND TITLE</b>	<b>LEVEL</b>	<b>CREDITS</b>	<b>STATUS</b>
Core	9850 Communicate and liaise with internal departments and external sales support structures	Level 3	4	Registered
Core	7791 Display cultural awareness in dealing with customers and colleagues	Level 4	4	Reregistered
Core	9243 Monitor occupational health & safety	Level 4	8	Registered
Core	9845 Identify the needs and concerns of customers and advise customers to optimise choice and benefits	Level 4	7	Registered
Core	10133 Schedule project activities to facilitate effective project execution	Level 4	8	Registered

Core	115859 Monitor and control hire contracts	Level 4	4	Draft - Prep for P Comment
Core	115870 Maintain process and record inventories of all hire items	Level 4	7	Draft - Prep for P Comment
Core	116575 Demonstrate an understanding of and apply hiring business practices	Level 4	4	Draft - Prep for P Comment
Core	116594 Function in a team	Level 4	4	Draft - Prep for P Comment
Elective	10977 Convey abnormal freight	Level 3	8	Reregistered
Elective	13936 Outline the legal environment of a selected industry	Level 3	2	Registered
Elective	9844 Identify customers and generate selling opportunities	Level 4	8	Registered
Elective	9858 Handover vehicles	Level 4	4	Registered
Elective	10230 Convey dangerous goods by road	Level 4	8	Registered
Elective	110009 Manage administration records	Level 4	4	Registered
Elective	115845 Implement sales and marketing strategies	Level 4	5	Draft - Prep for P Comment
Elective	115864 Manage security in a hiring business	Level 4	4	Draft - Prep for P Comment
Elective	115867 Co-ordinate promotional activities	Level 4	6	Draft - Prep for P Comment
Elective	115869 Interpret, implement and supervise event site plans	Level 4	11	Draft - Prep for P Comment
Elective	115871 Resolve plant and equipment customer service problems	Level 4	4	Draft - Prep for P Comment
Elective	115877 Monitor and control the maintenance of equipment	Level 4	6	Draft - Prep for P Comment
Elective	116590 Contribute to sustainable tourism in South Africa	Level 4	4	Draft - Prep for P Comment
Elective	116595 Manage arrival and departure of customers	Level 4	3	Draft - Prep for P Comment
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	8973 Use language and communication in occupational learning programmes	Level 3	5	Registered
Fundamental	7465 Collect and use data to establish complex statistical and probability models and solve related problems	Level 4	5	Registered
Fundamental	7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	2	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	8979 Use language and communication in occupational learning programmes	Level 4	5	Registered
Fundamental	9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	5	Registered
Fundamental	9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4	Registered
Fundamental	9224 Implement policies regarding HIV/AIDS in the workplace	Level 5	4	Registered





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### QUALIFICATION:

#### *National Diploma: Hiring Operations Management*

SAQA QUAL ID	QUALIFICATION TITLE	
48888	National Diploma: Hiring Operations Management	
SGB NAME	SGB Hiring Services	
ABET BAND	PROVIDER NAME	
Undefined		
QUALIFICATION CODE	QUAL TYPE	SUBFIELD
SRV-5-National Certificate	National Certificate	Cleaning, Domestic, Hiring, Property and Rescue Services
MINIMUM CREDITS	NQF LEVEL	QUALIFICATION CLASS
250	Level 5	Regular-Unit Stds Based
SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE

#### **PURPOSE OF THE QUALIFICATION**

The National Diploma: Hiring Operations Management has been designed for people working in the Hiring Industry at operational and management levels. It advances key aspects of 'Hiring Operations and Supervision' introduced at NQF level 4 into management and leadership skills.

This Qualification will mean that in future those people involved in the Hiring Industry will have the necessary knowledge, skills and attitudes to operate professionally at management level. It will also open up further career paths for people within the Hiring Industry and advance career opportunities. Their ability to develop and manage policies and procedures will be enhanced.

Learners working towards this National Diploma: Hiring Operations Management will find that the acquisition of competence in the Unit Standards, which make up the Qualification, will add value to their job performance. This Qualification is intended to enhance the provision of management-level service within the Hiring Industry and enable the learner to use these competencies, which will help to grow themselves and the organisation.

It will provide the broad knowledge, skills and values required to facilitate access to, mobility and progression within education, training and development 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 Hiring Industry for many years, but have no formal Qualification in the Hiring industry.
- > Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in the Hiring Industry.

#### Rationale for the Qualification

This National Diploma Qualification will provide the qualifying learner with the competencies needed to undertake a range of hiring specific processes and align the learner with management functions and develop leadership qualities. This Qualification should result in the development of people in the skills and knowledge required to be successful at management level. This Qualification will equip the learner with advanced knowledge, skills and attitudes required in management functions in all walks of life.

The National Diploma: Hiring Operations Management was also developed to assist in creating learning, which will be safe and applicable to the learner and the industry at large. It will open up diverse learning pathways.

The stakeholders involved in the economic activity of Hiring Operations Management identified the following learning areas that comprise this Qualification:

- > Appliance and equipment hire
- > Car and truck hire
- > Plant and crane hire (with operator)
- > Construction or demolition equipment hire (with and without operator)
- > Machinery and equipment hire (with and without operator)
- > Small tools hire
- > Video hire
- > Commodity hire (video, cell phone, etc.)
- > Garment and clothing hire
- > Event hire
- > Technical hire

This is the third Hiring Qualification which will contribute towards the professional growth of the learner and the local and international hiring industry.

The National Diploma: Hiring Operations Management at Level 5 is a further building block and will lead to a more defined Hiring Operations and Management learning path at a more complex NQF level. It also focuses on the skills, knowledge, values, attitudes and attributes required to ensure that the learner is able to perform at this managerial level with confidence and motivate others for career advancement.

The intention is:

- > To promote the development of knowledge, skills and values that are required in the Hiring Industry.
- > To realise and develop the potential of people, teams and the organisation.
- > To provide opportunities for people to move up the hierarchy of the organisation.

The Unit Standards contained in this National Diploma cover areas of learning that ensure learners are able to master complex tasks and lead others

The industry's need for clear directives, and market related skills in career advancement will be met in this Qualification.

#### **RECOGNIZE PREVIOUS LEARNING?**

Y

#### **LEARNING ASSUMED TO BE IN PLACE**

Learning assumed to be in place

The following is the learning assumed to be in place:

- > Communication at NQF Level 4 in two languages or equivalent
- > A demonstrated understanding of the Hiring Industry and how it operates and how to monitor and supervise functions within the industry.

#### **Recognition of prior learning**

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible, if the learner is able to demonstrate competence in the knowledge, skills, values and attitudes implicit in this Qualification.

Recognition of Prior Learning will be done by means of Integrated Assessment as mentioned in the previous paragraph.

This Recognition of Prior Learning may allow:

- > For accelerated access to further learning
- > Gaining of credits towards a qualification

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 assessor.

#### **QUALIFICATION RULES**

The qualification is made up of a combination of learning outcomes from Fundamental, Core and Elective

components, totaling 248 credits (minimum).

Fundamental: 34 credits (14%)

- > 4 credits at Level 4
- > 10 credits at Level 5
- > 20 credits at Level 6
- > Total: 34 credits

Core: 187 credits (74%)

- > 17 credits at Level 4
- > 105 credits at Level 5
- > 65 credits at Level 6
- > Total: 187 credits

Elective: Minimum 29 credits (12%)

- > Learners must select a Minimum of 29 credits from the Elective Unit Standards to make up the 248 credits required.

TOTAL: 250 - 100%

Motivation for number of credits assigned to Fundamental, Core and Elective

#### Fundamental Credits

At level 5, SAQA does not stipulate the minimum number of credits allocated to Communication Studies and Languages and Physical, Computer Mathematical and Life Sciences; however the SGB felt that the additional Fundamental Unit Standards chosen for 34 credits will add value to the qualification as a whole as they are fundamental to the success of the learner.

#### Core

187 credits have been allocated to the Core Unit Standards. This is to ensure that the qualification has a strong operational and management focus. Also the majority of the credits are at level 5 and 6.

The Core Unit Standards offer a broad contextual understanding and will enable the learners to gain an all round picture of the Hiring Industry, especially the operations and management perspectives.

#### Electives

A minimum of 29 credits must be selected by the learner from one of the Elective category Unit Standards. There are a total of 29 credits for each Elective category. They will allow for specialisation in one of the four Elective categories.

#### **EXIT LEVEL OUTCOMES**

On achieving this qualification, the learner will be able to:

1. Communicate verbally and in writing in the workplace using a variety of communication skills.
2. Explain and implement various types of workplace processes to enhance the relationship of people at work.
3. Operate and control administration practices in an organisation.
4. Manage and control the development of people and performance.
5. Maintain and manage the procedures and processes within the Hiring Service Industry.
6. Manage and implement various strategic plans for the business.
7. Demonstrate an understanding of the legal issues pertaining to a business.
8. Demonstrate an understanding of and apply financial practices to the organisation.
9. Demonstrate an understanding of the equipment and services offered for hire.
10. Monitor and manage freight.
11. Manage issues pertaining to the Vehicle Hire Industry.
12. Demonstrate an understanding of the Plant and Equipment Hire Industry in South Africa.
13. Demonstrate an understanding of the Event Hire Industry in South Africa.
14. Demonstrate an understanding of the Commodity and Garment Hire Industry in South Africa.

#### **ASSOCIATED ASSESSMENT CRITERIA**

1.
  - > Workplace is understood and communications skills are applied to meet workplace communication needs
2.
  - > HIV/AIDS policies are implemented in the workplace
  - > Professional values and ethics are described pertaining to the workplace
  - > Social issues are examined pertaining to the workplace
3.
  - > The information flow in an organisation is managed
  - > A central reservation system is operated according to organisational requirements
4.
  - > Individuals and teams are developed to improve performance
  - > Workplace relations are managed to enhance team workplace relations
  - > The performance of staff is monitored and actions taken to enhance performance
  - > Development and training is provided to employees to improve service levels and performance
5.
  - > The viability of whether to purchase or hire items is undertaken
  - > Hire contracts are explained and drafted for implementation
6.
  - > Customer service strategies are monitored to meet business objectives
  - > The service level to customers is monitored and improvement plans implemented to improve service
  - > Promotional strategies are developed and implemented to increase income
  - > Marketing plans and strategies are developed and managed to meet company objectives
  - > A strategy and action plan is developed and implemented for the organisation
  - > Opportunities are created for innovation to improve/grow the business
7.
  - > Legal knowledge is researched and updated for business compliance
  - > Out of line situations are rectified as required
8.
  - > Basic financial statements are interpreted for the business
  - > Financial analysis tools are applied to the business
  - > A business plan is developed and implemented within a business
9.
  - > Information relating to equipment and service for hire is determined and developed for a specific business
10.
  - > The location of freight is monitored and freight is controlled
11.
  - > The car rental industry and links between various travel and tourism sectors is analysed
  - > The car rental system is understood and operated within guidelines
  - > Car rental products and services are sold
  - > The fundamentals of vehicle finance and insurance are explained and applied
12.
  - > Source and implement new equipment for hire within specific industry
  - > Determine costs of plant and equipment for hire in line with budget restraints
  - > Utilize plant and equipment effectively
13.
  - > Plan, implement and co-ordinate an event in line with specifications
  - > Manage risk within an event to ensure success
  - > Manage work processes before, during and after an event according to company standards
14.
  - > Develop and implement administrative tools within own industry
  - > Develop and implement marketing strategies and monitor their effectiveness

- > Contract and manage service providers within a selected industry

#### Integrated Assessment

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 the communication, language, literacy and numeracy should be conducted in conjunction with other aspects and should use authentic Hiring contexts wherever possible.

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 credits 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**

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

- > New Zealand Qualifications Authority - Unit Standards
- > Cost civil plant for purchase or hire for hire - Level 4 - 15 Credits
- > Manage the hire of civil construction plant and equipment - Level 4 - 8 Credits
- > Demonstrate knowledge for transport service license - Level 4 - 3 Credits
- > Recommend rental ranges and manage repairs - Level 4 - 2 credits

American Rental Association - Courses

The courses offered by the above association did not have credits or levels for comparison purposes. However, the contents were used for benchmarking purposes. The courses are:

- > Certified Event Rental Professional
- > Ware washing
- > Linen Processing
- > Tenting
- > Table Top Design
- > Warehouse Management ]
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A direct comparison of the title, specific outcomes, assessment criteria and embedded knowledge was undertaken with each standard, and the best practice points were highlighted and incorporated into each Unit Standard. However, where points were incorporated these were written in a South African context and at a level appropriate to South Africa.

Because of the difference in levels across the different countries, difficulty was found in making actual direct comparisons, level to level and unit standard/course to unit standard.

#### **ARTICULATION OPTIONS**

This Qualification lends itself to both vertical and horizontal articulation possibilities. These possibilities ensure both mobility and progression for the learner. The learning areas outlined in the Rationale for the Qualification indicates the articulation possibilities.

Horizontal articulation possibilities lie with other NQF level 5 Qualifications and Unit Standards in the Learning areas:

- > National Diploma: Procurement, Logistics and Supply Chain Management - NQF Level 5 -NLRD 20248
- > National Diploma: Customer Management - NQF Level 5 - NLRD 20908

- > National Certificate: General Travel - NQF Level 5 - NLRD 14119
- > National Diploma: Service Management - NQF Level 5 - NLRD 20414

Vertical progression can be achieved by embarking on the study of related NQF Level 6 Qualifications:

- > National First Degree: Customer Management - NQF Level 6 - NLRD 20909
- > National First Degree: Procurement, Logistics and Supply Chain Management - NQF Level 6 -NLRD 20249

#### **MODERATION OPTIONS**

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#### **UNIT STANDARDS**

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

	<b>UNIT STANDARD ID AND TITLE</b>	<b>LEVEL</b>	<b>CREDITS</b>	<b>STATUS</b>
Core	10388 Interpret basic financial statements	Level 4	3	Registered
Core	14319 Explore strategies to retain or expand existing business in the insurance/investment industry	Level 4	3	Registered
Core	110023 Present information in report format	Level 4	6	Registered
Core	110025 Process data using information technology	Level 4	5	Registered
Core	7865 Improve service to customers	Level 5	6	Reregistered
Core	7883 Manage workplace relations	Level 5	5	Reregistered
Core	7885 Research and update the legal knowledge required for business compliance	Level 5	8	Registered
Core	7886 Develop and Implement A Business Plan	Level 5	8	Registered
Core	7948 Operate central reservation or global distribution system	Level 5	16	Reregistered
Core	10046 Provide product training to others in the organisation	Level 5	10	Registered
Core	10054 Identify and manage areas of customer service impact	Level 5	6	Registered
Core	15216 Create opportunities for innovation and lead projects to meet innovative ideas	Level 5	4	Registered

Core	15219 Develop and implement a strategy and action plans for a team, department or division	Level 5	4	Registered
Core	15234 Apply efficient time management to the work of a department/division/section	Level 5	4	Registered
Core	15236 Apply financial analysis	Level 5	4	Registered
Core	115849 Demonstrate an understanding of hire contracts for implementation	Level 5	6	Draft - Prep for P Comment
Core	115868 Develop teams and individuals to enhance performance in the hiring industry	Level 5	10	Draft - Prep for P Comment
Core	115874 Manage the financial aspects of a hiring business	Level 5	10	Draft - Prep for P Comment
Core	7857 Manage information flow	Level 6	4	Reregistered
Core	7859 Lead and manage teams of people	Level 6	6	Registered
Core	7887 Develop and Manage Marketing Plans and Strategies	Level 6	12	Registered
Core	7888 Monitor staff performance	Level 6	5	Reregistered
Core	10090 Develop and manage customer strategies to meet business objectives	Level 6	42	Registered
Elective	10136 Plan, organise and support project meetings and workshops	Level 4	4	Registered
Elective	10141 Contribute to the management of project risk within own field of expertise	Level 4	5	Registered
Elective	14552 Contract service providers	Level 4	3	Registered
Elective	109999 Manage service providers in a selected organisation	Level 4	5	Registered
Elective	110003 Develop administrative procedures in a selected organisation	Level 4	8	Registered
Elective	13482 Co-ordinate an event	Level 5	12	Registered
Elective	13484 Perform successful event administration	Level 5	8	Registered
Elective	15238 Devise and apply strategies to establish and maintain relationships	Level 5	3	Registered
Elective	115828 Develop, implement and monitor promotional strategies	Level 5	5	Draft - Prep for P Comment
Elective	115838 Buy and replace stock for hire	Level 5	5	Draft - Prep for P Comment
Elective	115842 Incorporate new plant and equipment into fleet	Level 5	7	Draft - Prep for P Comment
Elective	115844 Determine and develop information relating to plant and equipment and service for hire	Level 5	6	Draft - Prep for P Comment
Elective	115865 Identify and determine utilization and availability of hire fleet	Level 5	6	Draft - Prep for P Comment
Elective	115866 Cost plant and equipment for purchase or hire	Level 5	10	Draft - Prep for P Comment
Elective	116808 Function within the car rental system	Level 5	10	Draft - Prep for P Comment
Elective	116809 Analyse the car rental industry	Level 5	5	Draft - Prep for P Comment
Elective	117041 Sell car rental products and services and maintain customer satisfaction	Level 5	8	Draft - Prep for P Comment
Elective	7945 Analyse the tourism industry and make recommendations on products and services	Level 6	6	Reregistered
Fundamental	116486 Explain personal and social responsibility in independent decision making contexts	Level 4	5	Registered
Fundamental	9224 Implement policies regarding HIV/AIDS in the workplace	Level 5	4	Registered
Fundamental	116484 Evaluate a specified code of ethics and/or code of conduct	Level 5	6	Registered
Fundamental	8046 Communicating at an advanced level and maintaining interpersonal relations	Level 6	20	Reregistered



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

1

#### Inform customers about tourist and travel information

SAQA US ID	UNIT STANDARD TITLE		
116565	Inform customers about tourist and travel information		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Cleaning, Domestic, Hiring, Property and Rescue Services	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 2	4

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Source information on major events and tourist attractions in the area.

##### **SPECIFIC OUTCOME 2**

Identify location and routes to and from a destination for a customer.

##### **SPECIFIC OUTCOME 3**

Communicate destination, venue and tourist attraction information to customers.

##### **SPECIFIC OUTCOME 4**

Explain restrictions on cross-border travel rentals and related conditions to customers.

##### **SPECIFIC OUTCOME 5**

Inform customers about safety precautions to be applied when travelling.





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

2

## Administer the hire contract

SAQA US ID	UNIT STANDARD TITLE		
115862	Administer the hire contract		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 3	4

**Specific Outcomes:****SPECIFIC OUTCOME 1**

Complete hire contract.

**SPECIFIC OUTCOME 2**

Administer hiring documentation.

**SPECIFIC OUTCOME 3**

Execute hire contract.

**SPECIFIC OUTCOME 4**

Demonstrate knowledge of pricing structures.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

3

#### Clean and maintain stock

SAQA US ID	UNIT STANDARD TITLE		
115873	Clean and maintain stock		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 3	5

#### Specific Outcomes:

##### **SPECIFIC OUTCOME 1**

Develop a cleaning and maintenance schedule.

##### **SPECIFIC OUTCOME 2**

Sort products for cleaning or maintenance.

##### **SPECIFIC OUTCOME 3**

Clean products following specifications.

##### **SPECIFIC OUTCOME 4**

Maintain products for future use.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

4

Demonstrate an understanding of and apply security measures and maintain work area

SAQA US ID	UNIT STANDARD TITLE		
115872	Demonstrate an understanding of and apply security measures and maintain work area		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 3	5

**Specific Outcomes:****SPECIFIC OUTCOME 1**

Implement security measures in the working environment.

**SPECIFIC OUTCOME 2**

Respond to emergency situations.

**SPECIFIC OUTCOME 3**

Maintain a clean and safe working area.

**SPECIFIC OUTCOME 4**

Create a presentable working area.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

5

**Demonstrate an understanding of product and / or service details and information**

SAQA US ID	UNIT STANDARD TITLE		
115860	Demonstrate an understanding of product and / or service details and information		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 3	6

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Prepare equipment for customer use.

##### **SPECIFIC OUTCOME 2**

Determine product / service details and information.

##### **SPECIFIC OUTCOME 3**

Describe the product / service details and specifications.

##### **SPECIFIC OUTCOME 4**

Demonstrate product / service features, benefits, advantages and uses.

##### **SPECIFIC OUTCOME 5**

Record and report product and equipment failures.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

6

**Demonstrate an understanding of the preparation of the item for hire**

SAQA US ID	UNIT STANDARD TITLE		
115863	Demonstrate an understanding of the preparation of the item for hire		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 3	7

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Operate equipment according to manufacturers instructions.

##### **SPECIFIC OUTCOME 2**

Explain functions of equipment.

##### **SPECIFIC OUTCOME 3**

Advise on correct accessories for equipment.

##### **SPECIFIC OUTCOME 4**

Identify and explain corrective measures for equipment failures.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

7

Follow and adhere to a code of conduct

SAQA US ID	UNIT STANDARD TITLE		
115856	Follow and adhere to a code of conduct		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Cleaning, Domestic, Hiring, Property and Rescue Services	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 3	3

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Describe the code of conduct.

##### **SPECIFIC OUTCOME 2**

Explain the results of applying and not applying the code of conduct.

##### **SPECIFIC OUTCOME 3**

Communicate the code of conduct.

##### **SPECIFIC OUTCOME 4**

Apply the code of conduct.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

8

#### Foster and maintain customer service levels and relations

SAQA US ID	UNIT STANDARD TITLE		
115831	Foster and maintain customer service levels and relations		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Cleaning, Domestic, Hiring, Property and Rescue Services	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 3	4

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Accept and process customer order.

##### **SPECIFIC OUTCOME 2**

Distribute orders and or equipment.

##### **SPECIFIC OUTCOME 3**

Follow up on orders placed.

##### **SPECIFIC OUTCOME 4**

Maintain customer satisfaction and relationships.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

9

#### Implement promotions for hire products or services

SAQA US ID	UNIT STANDARD TITLE		
115879	Implement promotions for hire products or services		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 3	5

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Implement a promotional plan/strategy.

##### **SPECIFIC OUTCOME 2**

Set out and display hire products or services.

##### **SPECIFIC OUTCOME 3**

Maintain promotional activities and displays.

##### **SPECIFIC OUTCOME 4**

Monitor a promotional plan/strategy.





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

10

#### Interact with customer to provide a complete hire service

SAQA US ID	UNIT STANDARD TITLE		
115880	Interact with customer to provide a complete hire service		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 3	4

#### Specific Outcomes:

##### **SPECIFIC OUTCOME 1**

Accept and record customers order.

##### **SPECIFIC OUTCOME 2**

Process customer's orders in accordance with organisational requirements.

##### **SPECIFIC OUTCOME 3**

Complete and administer order procedures and documentation.

##### **SPECIFIC OUTCOME 4**

Confirm and distribute orders for equipment.

##### **SPECIFIC OUTCOME 5**

Follow up on orders placed.

##### **SPECIFIC OUTCOME 6**

Maintain customer satisfaction and relationships.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

11

#### Load and deliver stock

SAQA US ID	UNIT STANDARD TITLE		
115878	Load and deliver stock		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Cleaning, Domestic, Hiring, Property and Rescue Services	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 3	5

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Prepare client orders for delivery.

##### **SPECIFIC OUTCOME 2**

Move products to loading area.

##### **SPECIFIC OUTCOME 3**

Load products onto delivery vehicle.

##### **SPECIFIC OUTCOME 4**

Deliver products to client.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

12

## Monitor, control and co-ordinate the flow of stock

SAQA US ID	UNIT STANDARD TITLE		
115876	Monitor, control and co-ordinate the flow of stock		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 3	4

**Specific Outcomes:****SPECIFIC OUTCOME 1**

Move, sort and store stock.

**SPECIFIC OUTCOME 2**

Control stock while in holding.

**SPECIFIC OUTCOME 3**

Receive and despatch stock.

**SPECIFIC OUTCOME 4**

Locate stock.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

13

#### Perform build up and breakdown functions

SAQA US ID	UNIT STANDARD TITLE		
115848	Perform build up and breakdown functions		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 3	7

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Interpret a layout plan for a function.

##### **SPECIFIC OUTCOME 2**

Identify and collect tools and equipment required for build up.

##### **SPECIFIC OUTCOME 3**

Set up the function and check quality of the build up.

##### **SPECIFIC OUTCOME 4**

Hand over to designated supervisor.

##### **SPECIFIC OUTCOME 5**

Break down and clear tools and equipment after the function.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

14

## Receive and store new stock for hire

SAQA US ID	UNIT STANDARD TITLE		
115858	Receive and store new stock for hire		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 3	3

**Specific Outcomes:****SPECIFIC OUTCOME 1**

Obtain documents of goods to be received.

**SPECIFIC OUTCOME 2**

Receive and check new goods.

**SPECIFIC OUTCOME 3**

Store new goods.

**SPECIFIC OUTCOME 4**

Report and record damaged goods received.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

15

#### Receive and store returned hired stock

SAQA US ID	UNIT STANDARD TITLE		
115861	Receive and store returned hired stock		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Hiring Services		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Cleaning, Domestic, Hiring, Property and Rescue Services	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 3	4

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Obtain documents of goods to be returned.

##### **SPECIFIC OUTCOME 2**

Receive and check returned goods.

##### **SPECIFIC OUTCOME 3**

Clean and store returned goods.

##### **SPECIFIC OUTCOME 4**

Report and record damaged goods received.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

16

## Co-ordinate promotional activities

SAQA US ID	UNIT STANDARD TITLE		
115867	Co-ordinate promotional activities		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 4	6

**Specific Outcomes:****SPECIFIC OUTCOME 1**

Communicate with internal and external stakeholders.

**SPECIFIC OUTCOME 2**

Maintain relationships with providers.

**SPECIFIC OUTCOME 3**

Manage and monitor promotional activity plans.

**SPECIFIC OUTCOME 4**

Evaluate completed promotional activities.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

17

#### Contribute to sustainable tourism in South Africa

SAQA US ID	UNIT STANDARD TITLE		
116590	Contribute to sustainable tourism in South Africa		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 4	4

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Describe different roles, relationships, responsibilities and expectations of stakeholders in tourism.

##### **SPECIFIC OUTCOME 2**

Describe approaches for sustainable tourism.

##### **SPECIFIC OUTCOME 3**

Identify types of resources integral to tourism.

##### **SPECIFIC OUTCOME 4**

Evaluating sustainability issues towards improving own performance.

##### **SPECIFIC OUTCOME 5**

Reflect on own contribution to tourism sustainability within the hiring sector.





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**

18

**Demonstrate an understanding of and apply hiring business practices**

SAQA US ID	UNIT STANDARD TITLE		
116575	Demonstrate an understanding of and apply hiring business practices		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 4	4

**Specific Outcomes:****SPECIFIC OUTCOME 1**

Describe the functions and inter-dependence of departments in a hiring business.

**SPECIFIC OUTCOME 2**

Describe products and services offered by a hiring business.

**SPECIFIC OUTCOME 3**

Maintain confidentiality of sensitive information/ documentation to protect customers of the hiring business.

**SPECIFIC OUTCOME 4**

Understand and operate within budget guidelines.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

19

#### Function in a team

SAQA US ID	UNIT STANDARD TITLE		
116594	Function in a team		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 4	4

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Identify the structure and purpose of a team.

##### **SPECIFIC OUTCOME 2**

Describe and apply the roles and responsibilities required to work in a team.

##### **SPECIFIC OUTCOME 3**

Identify factors that affect a team in the workplace.

##### **SPECIFIC OUTCOME 4**

Review the effectiveness of the team and own participation in the team.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

20

## Implement sales and marketing strategies

SAQA US ID	UNIT STANDARD TITLE		
115845	Implement sales and marketing strategies		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 4	5

**Specific Outcomes:****SPECIFIC OUTCOME 1**

Interpret a sales or marketing strategy.

**SPECIFIC OUTCOME 2**

Implement a sales or marketing strategy.

**SPECIFIC OUTCOME 3**

Monitor the sales or marketing strategy.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

21

#### Interpret, implement and supervise event site plans

SAQA US ID	UNIT STANDARD TITLE		
115869	Interpret, implement and supervise event site plans		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 4	11

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Interpret a site plan.

##### **SPECIFIC OUTCOME 2**

Identify and collect tools and equipment required for the site.

##### **SPECIFIC OUTCOME 3**

Supervise the setting up of the area and checking quality of the final layout.

##### **SPECIFIC OUTCOME 4**

Monitor the use of physical resources.

##### **SPECIFIC OUTCOME 5**

Break down and clear tools and equipment after the event.

##### **SPECIFIC OUTCOME 6**

Ensure staff work within company guidelines and procedures at an event.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

22

## Maintain process and record inventories of all hire items

SAQA US ID	UNIT STANDARD TITLE		
115870	Maintain process and record inventories of all hire items		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 4	7

**Specific Outcomes:****SPECIFIC OUTCOME 1**

Identify and implement seasonal trading patterns.

**SPECIFIC OUTCOME 2**

Maintain stock levels.

**SPECIFIC OUTCOME 3**

Process incoming stock.

**SPECIFIC OUTCOME 4**

Update and maintain maintenance records.

**SPECIFIC OUTCOME 5**

Update and maintain administrative records.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

23

#### Manage arrival and departure of customers

SAQA US ID	UNIT STANDARD TITLE		
116595	Manage arrival and departure of customers		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Hiring Services		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Cleaning, Domestic, Hiring, Property and Rescue Services	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 4	3

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Gather and check customer arrival and departure information.

##### **SPECIFIC OUTCOME 2**

Offering customers friendly and efficient assistance and service.

##### **SPECIFIC OUTCOME 3**

Provide technical information.

##### **SPECIFIC OUTCOME 4**

Solve customer related problems.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

24

## Manage security in a hiring business

SAQA US ID	UNIT STANDARD TITLE		
115864	Manage security in a hiring business		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 4	4

**Specific Outcomes:****SPECIFIC OUTCOME 1**

Implement strategies to ensure stock security.

**SPECIFIC OUTCOME 2**

Implement strategies to ensure store security.

**SPECIFIC OUTCOME 3**

Implement strategies to ensure cash security.

**SPECIFIC OUTCOME 4**

Follow up on bad debt.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

25

#### Monitor and control hire contracts

SAQA US ID	UNIT STANDARD TITLE		
115859	Monitor and control hire contracts		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Hiring Services		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Cleaning, Domestic, Hiring, Property and Rescue Services	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 4	4

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Establish and follow-up on outstanding hire equipment and payments, site servicing and accessories.

##### **SPECIFIC OUTCOME 2**

Monitor and control short returns and damage of equipment.

##### **SPECIFIC OUTCOME 3**

Conduct audit on hire contracts for non-compliance.

##### **SPECIFIC OUTCOME 4**

Report on audit findings.





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

26

## Monitor and control the maintenance of equipment

SAQA US ID	UNIT STANDARD TITLE		
115877	Monitor and control the maintenance of equipment		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 4	6

**Specific Outcomes:****SPECIFIC OUTCOME 1**

Develop and implement a maintenance/preparation schedule.

**SPECIFIC OUTCOME 2**

Sort products for in-house or manufacturer maintenance.

**SPECIFIC OUTCOME 3**

Ensure the maintenance of products for future use.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

27

#### Resolve plant and equipment customer service problems

SAQA US ID	UNIT STANDARD TITLE		
115871	Resolve plant and equipment customer service problems		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 4	4

#### Specific Outcomes:

##### **SPECIFIC OUTCOME 1**

Identify plant and equipment customer service problems.

##### **SPECIFIC OUTCOME 2**

Provide advice and support regarding the information received to facilitate problem solving.

##### **SPECIFIC OUTCOME 3**

Select the best solution to resolve customer plant and equipment service problems.

##### **SPECIFIC OUTCOME 4**

Implement the solution to customer plant and equipment service problems.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

28

## Analyse the car rental industry

SAQA US ID	UNIT STANDARD TITLE		
116809	Analyse the car rental industry		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 5	5

**Specific Outcomes:****SPECIFIC OUTCOME 1**

Identify services offered by other providers in the car rental industry.

**SPECIFIC OUTCOME 2**

Identify allies in the car rental industry.

**SPECIFIC OUTCOME 3**

Identify competitors in the car rental industry.

**SPECIFIC OUTCOME 4**

Evaluating effectiveness of own business against the car rental industry.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

29

#### Buy and replace stock for hire

SAQA US ID	UNIT STANDARD TITLE		
115838	Buy and replace stock for hire		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 5	5

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Evaluate stock for hire levels according to organisational requirements.

##### **SPECIFIC OUTCOME 2**

Monitor the use of the hire fleet.

##### **SPECIFIC OUTCOME 3**

Receive and check stock and goods deliveries.

##### **SPECIFIC OUTCOME 4**

Distribute stock for hire orders.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

30

## Cost plant and equipment for purchase or hire

SAQA US ID	UNIT STANDARD TITLE		
115866	Cost plant and equipment for purchase or hire		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Cleaning, Domestic, Hiring, Property and Rescue Services	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 5	10

**Specific Outcomes:****SPECIFIC OUTCOME 1**

Assess equipment against intended uses.

**SPECIFIC OUTCOME 2**

Assess costs of equipment operation.

**SPECIFIC OUTCOME 3**

Assess cost of equipment ownership.

**SPECIFIC OUTCOME 4**

Recommend purchase or hire of equipment.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

31

#### Demonstrate an understanding of hire contracts for implementation

SAQA US ID	UNIT STANDARD TITLE		
115849	Demonstrate an understanding of hire contracts for implementation		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 5	6

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Demonstrate an understanding of company structures and individuals for contract purposes.

##### **SPECIFIC OUTCOME 2**

Understand and apply general conditions of contract.

##### **SPECIFIC OUTCOME 3**

Demonstrate an understanding of and applying Codes of Practice and Ethics relevant to contract management.

##### **SPECIFIC OUTCOME 4**

Demonstrate a basic understanding of contractual law.

##### **SPECIFIC OUTCOME 5**

Demonstrate an understanding of the layout and design of a hire contract.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

32

Determine and develop information relating to plant and equipment and service for hire

SAQA US ID	UNIT STANDARD TITLE		
115844	Determine and develop information relating to plant and equipment and service for hire		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 5	6

**Specific Outcomes:****SPECIFIC OUTCOME 1**

Identify the information on plant, equipment and services required by customers and hiring staff.

**SPECIFIC OUTCOME 2**

Establish objectives for presenting a range of plant, equipment or services.

**SPECIFIC OUTCOME 3**

Present product details and information to hiring staff.

**SPECIFIC OUTCOME 4**

Demonstrate product details and information.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

33

## Develop teams and individuals to enhance performance in the hiring industry

SAQA US ID	UNIT STANDARD TITLE		
115868	Develop teams and individuals to enhance performance in the hiring industry		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Cleaning, Domestic, Hiring, Property and Rescue Services	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 5	10

**Specific Outcomes:****SPECIFIC OUTCOME 1**

Identify the development needs of hiring teams and individuals.

**SPECIFIC OUTCOME 2**

Plan the development of hiring teams and individuals.

**SPECIFIC OUTCOME 3**

Develop hiring teams and individuals to improve performance.

**SPECIFIC OUTCOME 4**

Support individual learning and development.

**SPECIFIC OUTCOME 5**

Assess the development of hiring teams and individuals.

**SPECIFIC OUTCOME 6**

Improve the development of hiring teams and individuals.





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

34

#### Develop, implement and monitor promotional strategies

SAQA US ID	UNIT STANDARD TITLE		
115828	Develop, implement and monitor promotional strategies		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 5	5

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Evaluate promotional strategies and select preferred option.

##### **SPECIFIC OUTCOME 2**

Conceptualising promotional strategies.

##### **SPECIFIC OUTCOME 3**

Delegate tasks.

##### **SPECIFIC OUTCOME 4**

Track the promotion.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

35

#### Function within the car rental system

SAQA US ID	UNIT STANDARD TITLE		
116808	Function within the car rental system		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Hiring Services		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Cleaning, Domestic, Hiring, Property and Rescue Services	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 5	10

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Follow correct rental procedures.

##### **SPECIFIC OUTCOME 2**

Utilise available resources within the organisation.

##### **SPECIFIC OUTCOME 3**

Deal with unexpected situations.

##### **SPECIFIC OUTCOME 4**

Develop and implement an action plan to achieve desired service levels.

##### **SPECIFIC OUTCOME 5**

Monitor progress and effectiveness of action plans implemented.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

36

#### Identify and determine utilization and availability of hire fleet

SAQA US ID	UNIT STANDARD TITLE		
115865	Identify and determine utilization and availability of hire fleet		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 5	6

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Plan the use of hire fleet.

##### **SPECIFIC OUTCOME 2**

Ensure availability of hire fleet.

##### **SPECIFIC OUTCOME 3**

Manage the procurement of hire fleet.

##### **SPECIFIC OUTCOME 4**

Monitor the use of the hire fleet.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

37

#### Incorporate new plant and equipment into fleet

SAQA US ID	UNIT STANDARD TITLE		
115842	Incorporate new plant and equipment into fleet		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 5	7

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Receive and check new plant and equipment into fleet.

##### **SPECIFIC OUTCOME 2**

Interpret operator and maintenance instructions for new plant and equipment.

##### **SPECIFIC OUTCOME 3**

Develop and implement a maintenance and service schedule.

##### **SPECIFIC OUTCOME 4**

Monitor maintenance and service schedules.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

38

## Manage the financial aspects of a hiring business

SAQA US ID	UNIT STANDARD TITLE		
115874	Manage the financial aspects of a hiring business		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 5	10

**Specific Outcomes:****SPECIFIC OUTCOME 1**

Manage the implementation and operation of an effective financial system.

**SPECIFIC OUTCOME 2**

Analyse the financial performance of a company.

**SPECIFIC OUTCOME 3**

Develop and implement financial plans and budgets to improve financial results.

**SPECIFIC OUTCOME 4**

Manage the basic financing of a company.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

39

#### Sell car rental products and services and maintain customer satisfaction

SAQA US ID	UNIT STANDARD TITLE		
117041	Sell car rental products and services and maintain customer satisfaction		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Hiring Services	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Cleaning, Domestic, Hiring, Property and Rescue Services		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-CDHPR-0-SGB HS	Regular	Level 5	8

#### **Specific Outcomes:**

##### **SPECIFIC OUTCOME 1**

Identify needs of the customer.

##### **SPECIFIC OUTCOME 2**

Present car rental features, advantages and benefits to the customer.

##### **SPECIFIC OUTCOME 3**

Demonstrate car rental features, advantages and benefits.

##### **SPECIFIC OUTCOME 4**

Apply closing techniques to sell products or services.

##### **SPECIFIC OUTCOME 5**

Deal with unexpected situations.

##### **SPECIFIC OUTCOME 6**

Establish level of customer satisfaction on return of vehicle.