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## GOVERNMENT NOTICES

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### SOUTH AFRICAN QUALIFICATIONS AUTHORITY

No. 1417

10 December 2004

Established in terms of Act 58 of 1995

#### 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

#### Generic Management

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

This notice contains the titles, fields, subfields, NQF levels, credits, and purpose of the qualification and unit standards. The qualification and unit standards can be accessed via the SAQA web-site at [www.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 West, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the unit standards should reach SAQA at the address *below* and no *later than* 16 January 2005. All correspondence should be marked **Standards Setting – SGB for generic Management** and addressed to

The Director: Standards Setting and Development

**SAQA**

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**JOE SAMUELS**

**DIRECTOR STANDARDS SETTING AND DEVELOPMENT**



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## QUALIFICATION:

**FETC: Business Systems Operations: End User (ERP)**

SAQA QUAL ID	QUALIFICATION TITLE	
49176	FETC: Business Systems Operations: End User (ERP)	
SGB NAME	SGB Generic Management	
ABET BAND	PROVIDER NAME	
Undefined		
QUALIFICATION CODE	QUAL TYPE	SUBFIELD
BUS-4-National Certificate	National Certificate	Generic Management
MINIMUM CREDITS	NQF LEVEL	QUALIFICATION CLASS
122	Level 4	Regular-Unit Stds Based
SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE

**PURPOSE OF THE QUALIFICATION**

The purpose of this qualification is to enable workplace users to improve their ERP proficiency, increase their confidence as a User of the ERP software, document their proficiency in using ERP systems, and raise their employability by gaining an NQF Qualification.

The qualifying learner will:

- > Understand the strategic importance of ERP systems to their business
- > Understand the high level business process within an organisation
- > Be aware of governance and control issues within business systems
- > Understand change management principles
- > Understand all relevant ERP concepts and terms
- > Effectively navigate the graphical user interface of their ERP solutions
- > Have an up-to-date understanding of ERP systems and available functions
- > Be able to make full and efficient use of personalisation options
- > Use the online help environment to answer questions about the ERP solution
- > Effectively use output and job management tools
- > Execute reports with ease and speed
- > Be able to apply the concept of business transactions, including the interdependence of different transactions within a business organisation
- > Be able to provide feedback on the operation of an ERP solution from an End User perspective
- > Be able to demonstrate the capacity to troubleshoot as an End User in an ERP system

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

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

**Rationale**

User preparation is essential for a successful ERP implementation or upgrade. Companies that overlook this critical factor are more likely to see their projects run over time and over budget. To ensure success, Company employees need the knowledge, skills and confidence to use the software and associated tools to their best advantage. To ensure success, ERP training must be extended beyond the implementation or upgrade period, so as to ensure the same ongoing training and support for the system Users.

Presently, many of the employees in a typical ERP customer company buy into the software solution in different ways, depending on the number of solution components deployed. As a rule, the largest group

consists of employees whose processes and role are actually implemented in the solution. Their view of the solution is determined by their role and task as well as the processes mapped out in the information flow. Such employees include buyers, personnel administrators, MRP controllers, and service specialists. Since the emphasis here is on the job, they are trained to do, rather than on information technology, this large target group frequently receives no special ERP training, but is taught "on the job" during implementation and then only if there is sufficient time. Later when the system has gone live, users are generally left to sort out problems by a process of trial and error or by asking around, unless a helpdesk has been set up.

This is where this certificate applies. The intent is to transfer the collective experience of some 80,000 ERP consultants in training and assessment to the heterogeneous target group of end users. In spite of their differences, what they share is the need to understand requirements analysis, education, and assessment as a holistic cyclical process, which should not end once a certificate has been obtained. For the individuals involved, the certificate becomes a vital part of their professional portfolio and an important milestone in their career.

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

Y

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

Learners accessing this qualification should be competent in:

- > Communication at NQF Level 3.
- > Mathematical literacy at NQF Level 3.
- > End User Computing at NQF Level 3.

Recognition of prior learning (RPL):

This qualification can be achieved wholly or in part through the Recognition of Prior Learning and the qualification may be granted to learners who have acquired the skills and knowledge without attending formal courses, providing they can demonstrate competence in the outcomes of the individual unit standards as required by the Fundamental, Core and Elective areas stipulated in the qualification and by the exit level outcomes.

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

RPL may also be used by learners, who are not in possession of an FETC or equivalent qualification, to gain access to the qualification.

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

The approach taken to RPL in this qualification reflects the objectives of the NQF in that it will allow access to qualifications for a large section of previously disadvantaged persons who were marginalised from mainstream education and training. RPL will also provide access for the youth and unemployed to embark on learning and career path progression. However RPL is perhaps more relevant to provide recognition of experience acquired over many years in the workplace for those already employed. RPL will allow these persons to accumulate credits for experiential learning gained. In this way, as a result of RPL, each of these groups of individuals will be able to receive portable, nationally recognised formal qualifications.

#### **QUALIFICATION RULES**

Level, credits and learning components assigned to the Qualification:

This Certificate in Business Systems Operations - End User (ERP) is at NQF Level 4 as the complexity of learning, as embodied by the specific outcomes of the related unit standards, conforms to the level of difficulty of learning at Level 4. The learning in turn is determined by the skills, knowledge, attitudes and values and matched to the responsibility level of practitioners at whom it is aimed. The number of credits required for this qualification is 121 grouped as follows:

Component	NQF3	NQF4	Total
> Fundamental	20	36	56
> Core	0	55	55

> Elective	0	23	23 min 11
Total (min 141)	20	114	122

#### Fundamental Component

There is a mandatory SAQA requirement of 56 credits relating to the Fundamental component of an FETC. The scoping exercise carried out clearly indicates that the learning included in this component of the qualification is essential for all learners to function effectively in their designated workplaces and to ensure success with the Core and Elective learning that has to take place.

All of these unit standards are compulsory.

#### Core Component

The Core component of the qualification consists of unit standards designed to equip the learner with the necessary functional skills and knowledge base required to operate competently within the Business Systems Operations - End User (ERP) environment. These competencies relate directly to the actual work performed by employees in the sector.

All of these unit standards are compulsory.

#### Elective Component

A wide range of Elective unit standards has been identified for inclusion in the Elective component of the qualification. They relate to the range of areas in which the End User can work. The range of possibilities embodied in the list means that both individual and company choice is readily possible. This also enhances the possibility of any Learnership that is registered based on this qualification being demand-led rather than supply-driven.

The learner is required to select unit standards to a value of at least 11 credits for this component. The learner may also choose unit standards not listed in the qualification, but which better equip him/her to perform more effectively at work or in which he/she has a particular interest. Such choices should meet with the approval of the relevant ETQA.

#### EXIT LEVEL OUTCOMES

1. Apply a sound knowledge of communication to interactions in the business environment in at least two languages.
2. Apply mathematical literacy in personal and business contexts.
3. Demonstrate an understanding of Business Systems and their role within an organisation.
4. Demonstrate a broad understanding of Business Processes within an organisation.
5. Utilise an ERP system correctly and effectively at an operational level.
6. Process transactions effectively on an ERP system.

#### Critical Cross-Field Outcomes:

The various constituent parts of the qualification, namely Business Systems, Business Process, ERP Usage and Contextual Change Management, as well as the Fundamental and Elective Components, present numerous opportunities to develop each of the Critical Cross-Field Outcomes. It is anticipated that accredited service providers will readily be able to do so.

It is apparent that the following Critical Outcomes will easily be developed as an intrinsic part of any learning programme:

1. The nature of the Exit Level Outcomes and Associated Assessment Criteria is such that creative problem-solving is explicitly required.
2. Team and group work are a functional necessity and the Associated Assessment Criteria specify this.
3. The same considerations as in (2) apply to the capacity of the individual learner in "managing and organising him/herself and his/her activities responsibly and effectively".
4. In participating in defining a solution to the Business Process and Change Management problems at hand, each learner is required to "collect, analyse, organise and critically evaluate information".

5. Communicating effectively is explicitly part of the requirements built into the Fundamental Component of the qualification.

6. In ERP development within an organisational setting, a systemic approach is encouraged throughout.

More detail will be provided within each Unit Standard of how the Critical Outcomes need to be emphasised.

#### ASSOCIATED ASSESSMENT CRITERIA

1.

> Oral communication in a business environment is professional and appropriate to the context.

> Information presented in a variety of forms is used and interpreted correctly.

> Written work produced in the business environment is presented using appropriate language, tone and genre.

2.

> Mathematical calculations and formulae are applied correctly in work and business contexts.

> Everyday problems are solved using mathematical process where appropriate.

3.

> Different business systems are described in terms of their individual functionality and interdependence within an organisation.

> The role of business systems in relation to the business strategy and objectives is understood and clearly articulated.

> The overall concept of an ERP Solution is understood in an organisational context

> The role of end-users in the implementation of an business system is understood and can be clearly communicated to others in the workplace.

> Meaningful contributions are made during the various phases of implementing a business system.

4.

> Inputs made during business process definition sessions are meaningful and reflect a broad understanding of the business process being discussed.

> Recommendations for the improvement of a business process within a specific area or department are presented to appropriate individuals or groups.

> High level business processes within an organisation are described using appropriate visual presentation methods.

> Governance and control issues, specific to the organisation, which affect business systems Operations are understood and clearly articulated.

5.

> Feedback on the operation of an ERP Solution is meaningful and constructive and is provided using the appropriate communication channels

> The key performance indicators of an ERP transaction are clearly understood and applied when using an ERP system

> Basic problems arising from using an ERP system are solved using trouble-shooting principles and techniques

> The correct communication channels are used when communicating issues arising from an ERP system.

6.

> Effective navigation is performed within an ERP system or module.

> Transactions within an ERP system are executed correctly, accurately and timeously.

> The impact of an ERP system on an organisation is understood and described using practical examples.

#### Integrated Assessment:

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

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

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

The emphasis throughout the qualification should be on continuous, formative assessment. Much of this is

achieved in "sites of application" and involves a range of assessment tools, which will include a degree of self and peer assessment. Assessor and learner should jointly plan a number of appropriate summative assessments at specific times, throughout the learning process.

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

- > Information processing and the power of analysis.
- > Problem solving and a decision making capacity.
- > Communication skills.

The assessment process should be capable of being applied to RPL, subject to the rules and criteria of the relevant ETQA.

### **INTERNATIONAL COMPARABILITY**

Enterprise Resource Planning (ERP) is a combination of business management best practice and technology, where Information Technology integrates with a company's core business processes to enable the achievement of specific business objectives. This business process was pioneered in Germany in 1972 and the SAP Consulting Skills and Competencies Framework developed there, is the international system in use in 120 countries, with training in those countries being done against this framework. Trainees from these programmes service 17500 customers who in turn have 10 million users.

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

This FETC - End User (ERP) meets the requirements for the level 5 Certificate - Power User (ERP), which in turn, meets the entry-level requirements for qualification as an ERP Associate Business Consultant at level 5. This is the normal entry to Business Consulting (ERP) and the first level at which a comparison can be made. The level 4 qualification has been designed to meet specific local entry-level requirements that will facilitate entry by End Users into the field of Business Consulting Practice (ERP), and fully conforms to the Consulting Skills and Competencies Handbook as issued by SAP Germany, and which is used internationally.

This series of qualifications is ERP Generic (non-vendor specific) and fully meets all the International Certification requirements. It also includes the relevant fundamental skills.

### **ARTICULATION OPTIONS**

This qualification articulates horizontally with the following qualifications:

- > FETC Business Administration Services.
- > FETC: Management.
- > FETC: Payroll Administration Services.

It articulates vertically with the following qualifications:

- > National Certificate: Business Consulting Practice (Enterprise Resource Planning): NQF Level 5.
- > National Certificate: Organisational Transformation and Change Management: Level 5.

### **MODERATION OPTIONS**

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

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

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

of the moderation guideline detailed immediately below.

> Moderation must include both internal and external moderation of assessments at all exit points of the qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual unit standards as well as the integrated competence described in the exit level outcomes of the qualification.

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

The options as listed above provide the opportunity to ensure that assessment and moderation can be transparent, affordable, valid, reliable and nondiscriminatory. Iteration of the process and continued review and maintenance of this qualification will ensure development of the NQF and this framework in particular.

#### CRITERIA FOR THE REGISTRATION OF ASSESSORS

- > A minimum of two years of practical, relevant occupational experience.
- > Proven competency in all the outcomes of the appropriate Unit Standards as stipulated by SAQA.
- > A qualification in ERP, Administration or Management at NQF level 5 or above.

#### NOTES

N/A

#### UNIT STANDARDS

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

UNIT STANDARD ID AND TITLE		LEVEL	CREDITS	STATUS
Core	117706 Apply the principles of business transactions within an ERP system	Level 4	6	Draft - Prep for P Comment
Core	117707 Apply an understanding of the operational components of an Enterprise Resource Planning (ERP) system	Level 4	7	Draft - Prep for P Comment
Core	117709 Demonstrate an understanding of high level business processes within an organisation	Level 4	5	Draft - Prep for P Comment
Core	117710 Participate in business process definition and continuous improvement	Level 4	6	Draft - Prep for P Comment
Core	117711 Understand the overall concept of an ERP solution	Level 4	5	Draft - Prep for P Comment
Core	117714 Provide feedback from an End User perspective on the operation of an ERP solution	Level 4	5	Draft - Prep for P
Core	117718 Navigate and execute transactions within modules of an ERP Solution	Level 4	12	Draft - Prep for P Comment
Core	117729 Describe different business systems and their interdependence within an organisation	Level 4	5	Draft - Prep for P Comment
Core	117730 Describe the alignment of the business system to the business strategy and objectives	Level 4	4	Draft - Prep for P Comment
Elective	117708 Describe governance and control issues within business systems operations	Level 4	4	Draft - Prep for P Comment
Elective	117712 Troubleshoot an ERP system as an End User	Level 4	4	Draft - Prep for P Comment
Elective	117715 Apply the Key Performance Indicators (KPI) of ERP transactions to end-user tasks	Level 4	4	Draft - Prep for P Comment
Elective	117716 Demonstrate an understanding of the impact of an ERP system in an organisation	Level 4	5	Draft - Prep for P Comment
Elective	117719 Define the role of the end-user during the Life cycle of the business solution	Level 4	6	Draft - Prep for P Comment
Fundamental	8968 Accommodate audience and context needs in oral communication	Level 3	5	Reregistered
Fundamental	8969 Interpret and use information from texts	Level 3	5	Reregistered
Fundamental	8970 Write texts for a range of communicative contexts	Level 3	5	Reregistered
Fundamental	8973 Use language and communication in occupational learning programmes	Level 3	5	Reregistered
Fundamental	7465 Collect and use data to establish complex statistical and probability models and solve related problems	Level 4	5	Registered
Fundamental	7483 Solve problems involving sequences and series in real and simulated situations	Level 4	2	Reregistered
Fundamental	8974 Engage in sustained oral communication and evaluate spoken texts	Level 4	5	Reregistered

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SAQA: NLRD Report 'Qualification Detail'

Fundamental	8975 Read analyse and respond to a variety of texts	Level 4	5	Reregistered
Fundamental	8976 Write for a wide range of contexts	Level 4	5	Reregistered
Fundamental	8979 Use language and communication in occupational learning programmes	Level 4	5	Reregistered
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





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

1

Apply an understanding of the operational components of an Enterprise Resource Planning (ERP) system

SAQA US ID	UNIT STANDARD TITLE	
117707	Apply an understanding of the operational components of an Enterprise Resource Planning	
SGB NAME	ABET BAND	PROVIDER NAME
SGB Generic Management	)Undefined	
FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies	Generic Management	

**SPECIFIC OUTCOME 2**

Perform basic navigation within an ERP system.

**SPECIFIC OUTCOME 3**

Understand and apply the system-wide concepts within the ERP system.

**SPECIFIC OUTCOME 4**

Demonstrate and apply an understanding of "configuration requirements" of an ERP system.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

2

Apply the Key Performance Indicators (KPI) of ERP transactions to end-user tasks

SAQA US ID	UNIT STANDARD TITLE		
117715	Apply the Key Performance Indicators (KPI) of ERP transactions to end-user tasks		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Generic Management		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Generic Management	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-HRS-4-SGB GM	Regular	Level 4	4

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

Define the term "KPI" and understand its importance.

**SPECIFIC OUTCOME 2**

Understand the KPI within a specific business process.

**SPECIFIC OUTCOME 3**

Establish how the KPI is measured in relation to a specific role.

**SPECIFIC OUTCOME 4**

Use measurement tools to benchmark individual performance against KPIs.

**SPECIFIC OUTCOME 5**

Establish the impact of noncompliance of the KPIs within an ERP system.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

3

Apply the principles of business transactions within an ERP system

SAQA US ID	UNIT STANDARD TITLE		
117706	Apply the principles of business transactions within an ERP system		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Generic Management	Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Generic Management	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-HRS-4-SGB GM	Regular	Level 4	6

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

Map the ERP transaction with a specific functional area to the business process.

**SPECIFIC OUTCOME 2**

Analyse the interdependence of the transactions within a business process.

**SPECIFIC OUTCOME 3**

Relate business activities to specific ERP transactions within a specific functional area.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

4

Define the role of the end-user during the Life cycle of the business solution

SAQA US ID		UNIT STANDARD TITLE	
117719		Define the role of the end-user during the Life cycle of the business solution	
SGB NAME		ABET BAND	PROVIDER NAME
SGB Generic Management		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Generic Management	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-HRS-4-SGB GISc	Regular	Level 4	6

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

Understand the role of the end-user during the various phases of an ERP implementation.

**SPECIFIC OUTCOME 2**

Relate the responsibilities of the end user to the different phases during the life cycle of the solution.

**SPECIFIC OUTCOME 3**

Participate in the various phases of the ERP implementation.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

5

Demonstrate an understanding of high level business processes within an organisation

SAQA US ID	UNIT STANDARD TITLE		
117709	Demonstrate an understanding of high level business processes within an organisation		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Generic Management	Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Generic Management	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-HRS-4-SGB GM	Regular	Level 4	5

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

Demonstrate a basic understanding of the value chain and high-level business processes of the organisation.

**SPECIFIC OUTCOME 2**

Define the interfaces between business processes.

**SPECIFIC OUTCOME 3**

Understand how the business processes support the value chain.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

6

Demonstrate an understanding of the impact of an ERP system in an organisation

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
117716	Demonstrate an understanding of the impact of an ERP system in an organisation		
<b>SGB NAME</b>		<b>ABET BAND</b>	<b>PROVIDER NAME</b>
SGB Generic Management		Undefined	
<b>FIELD DESCRIPTION</b>		<b>SUBFIELD DESCRIPTION</b>	
Business, Commerce and Management Studies		Generic Management	
<b>UNIT STANDARD CODE</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
BUS-HRS-4-SGB GM	Regular	Level 4	5

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

Describe the effect of the introduction of an ERP system on the people in the organisation.

**SPECIFIC OUTCOME 2**

Describe the effect of the introduction of an ERP system on the processes in an organisation.

**SPECIFIC OUTCOME 3**

Analyse the effect of an ERP system on the information flow in an organisation.

**SPECIFIC OUTCOME 4**

Analyse the impact of the introduction of an ERP system on organisational silos (departments).



Established in terms of Act 58 of 1995

## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

7

Describe different business systems and their interdependence within an organisation

SAQA US ID	UNIT STANDARD TITLE		
117729	Describe different business systems and their interdependence within an organisation		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Generic Management		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Generic Management	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-HRS-4-SGB GM	Regular	Level 4	5

### SPECIFIC OUTCOME 2

Describe the linkages between different business systems.

### SPECIFIC OUTCOME 3

Analyse an organisation with respect to linkages and interdependencies of its business systems.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

8

SAQA US ID		UNIT STANDARD TITLE	
117708		Describe governance and control issues within business systems operations	
SGB NAME		ABET BAND	PROVIDER NAME
SGB Generic Management		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Generic Management	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-GMT-4-SGBGM	(Regular	Level 4	4

Specific Outcomes:**SPECIFIC OUTCOME 1**

Explain the need for governance and control in relation to business systems.

**SPECIFIC OUTCOME 2**

Identify the policies and procedures related to a business process.

**SPECIFIC OUTCOME 3**

Describe legislation that impacts on the business processes within an industry,

**SPECIFIC OUTCOME 4**

Describe how governance and control measures are enforced within a business.





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

9

<b>SGB NAME</b>	<b>ABET BAND</b>	<b>PROVIDER NAME</b>
SGB Generic Management	Undefined	
<b>FIELD DESCRIPTION</b>	<b>SUBFIELD DESCRIPTION</b>	
Business, Commerce and Management Studies	Generic Management .	

**SPECIFIC OUTCOME 2**

Analyse the key elements of the business strategy of the organisation.

**SPECIFIC OUTCOME 3**

Describe how the business systems support the organisation's strategy and objectives.

**SPECIFIC OUTCOME 4**

Relate the alignment of a business process to the overall business system strategy.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

10

Navigate and execute transactions within modules of an ERP Solution

SAQA US ID	UNIT STANDARD TITLE		
117718	)Navigate and execute transactions within modules of an ERP Solution		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Generic Management	)Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		(Generic Management	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-FRS-4-SGB GM	Regular	(Level 4	12

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

Examine the end-to-end process related to the role of the End User.

**SPECIFIC OUTCOME 2**

Identify End User responsibilities (functions/tasks/ roles) within a (broad) business process.

**SPECIFIC OUTCOME 3**

Execute the transaction related to the End User.

**SPECIFIC OUTCOME 4**

Verify that transactions have been accurately executed and completed.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

11

Participate in business process definition and continuous improvement

FIELD DESCRIPTION	SUBFIELD DESCRIPTION
Business, Commerce and Management Studies	Generic Management

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

Describe the way in which a business process is defined.

**SPECIFIC OUTCOME 2**

Identify opportunities for business process improvement.

**SPECIFIC OUTCOME 3**

Understand the concept of flowcharts for business processes.

**SPECIFIC OUTCOME 4**

Draw up and evaluate the flowcharts of the organisation.

**SPECIFIC OUTCOME 5**

Document the elements of a business process.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

12

Provide feedback from an End User perspective on the operation of an ERP solution

SAQA US ID	UNIT STANDARD TITLE		
117714	Provide feedback from an End User perspective on the operation of an ERP solution		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Generic Management	(Undefined)		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Generic Management	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-HRS-4-SGB GM	Regular	Level 4	5

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

Demonstrate the value of End User feedback with respect to an ERP solution.

**SPECIFIC OUTCOME 2**

Outline major operational problem areas experienced by an End User relating to an ERP solution.

**SPECIFIC OUTCOME 3**

Analyse solutions that were provided.

**SPECIFIC OUTCOME 4**

Propose corrective measures to prevent similar problems recurring.

**SPECIFIC OUTCOME 5**

Propose End User driven continuous improvements with respect to ERP system functionality.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

13

## Troubleshoot an ERP system as an End User

SAQA U	ID	UNIT STANDARD TITLE		
117712		Troubleshoot an ERP system as an End User		
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Generic Management		Undefined		
FJELDDescription		SUBFIELDDESCRIPTION		
Business, Commerce and Management Studies		Generic Management		
UNIT STANDARD CODE		UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-HRS-4-SGB GM		(Regular	Level 4	4

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

Analyse error messages.

**SPECIFIC OUTCOME 2**

Establish the underlying cause by following guidelines within the error message.

**SPECIFIC OUTCOME 3**

Apply appropriate remedial action within the scope of the End User.

**SPECIFIC OUTCOME 4**

Analyse call centre feedback on problem areas.

**SPECIFIC OUTCOME 5**

Formulate appropriate detailed description of the problem.

**SPECIFIC OUTCOME 6**

Identify and apply appropriate problem-reporting guidelines within the scope of the End User.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

14

Understand *the* overall concept of an ERP solution

SAQA US ID	UNIT STANDARD TITLE		
117711	Understand the overall concept of an ERP solution		
SGB NAME		ABET BAND	PROVIDERNAME
SGB Generic Management		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Generic Management	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-HRS-4-SGB GM	Regular	Level 4	5

### **Specific Outcomes:**

#### **SPECIFIC OUTCOME 1**

Explain how an ERP solution integrates various system-wide business processes.

#### **SPECIFIC OUTCOME 2**

Explain the evolution of a current ERP solution.

#### **SPECIFIC OUTCOME 3**

Understand the overall architecture of an ERP System.

#### **SPECIFIC OUTCOME 4**

Explain the concept of configuring and customising an ERP system.