

**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

Project Management

registered by Organising Field 03 – Business, Commerce and Management, publishes the following Qualification and Unit Standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the Qualification and Unit Standards. The full Qualification and Unit Standards can be accessed via the SAQA web-site at www.saq.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, SAQA House, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the Qualification and Unit Standards should reach SAQA at the address below and **no later than 13 August 2007**. All correspondence should be marked **Standards Setting – Project Management** and addressed to

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:

Further Education and Training Certificate: Project Support Services

SAQA QUAL ID	QUALIFICATION TITLE		
58800	Further Education and Training Certificate: Project Support Services		
ORIGINATOR		PROVIDER	
SGB Project Management			
QUALIFICATION TYPE	FIELD	SUBFIELD	
Further Ed and Training Cert	3 - Business, Commerce and Management Studies	Project Management	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUAL CLASS
Undefined	126	Level 4	Regular-Unit Stds Based

PURPOSE OF THE QUALIFICATION

Purpose:

The FETC: Project Support Services has been designed for people already working in the Project Management sector or wanting to enter the industry. This Qualification will allow people involved in the Project Management sector to develop the necessary knowledge, skills and attitudes to project management support. It will contribute to the development of a career path for people within the Project Management sector.

Learners working towards this FETC: Project Support Services 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 service within the Project Management field and enable the learner to use these competencies, which will help for their career growth in 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 Project Management sector for many years without a formal Qualification.
- Wish to extend their range of skills and knowledge of the sector so that they can become competent workers in the Project Management sector.

Rationale:

The FETC in Project Support Services: NQF Level 4 is a qualification that targets project management support personnel, and in particular junior schedulers, planners, cost engineers and estimators. This Qualification should contribute to the development of the skills and knowledge required to lend support in a project management.

The qualification is intended for people with prior work experience in the project management field. The Learners accessing this qualification will be working in or with project support services teams or using a project approach. The projects could vary from technical to business or developmental projects and will cut across a range of economic sectors. The qualification will add value for learners running their own business and who need project support services skills.

This qualification will also be useful to people who may be working part time or full time with projects in any sector, working in formal or informal business, in the government or in rural areas. The learner may supervise small projects or teams working on a project, or him/herself could be a team member who's role is to provide administrative support or any other specialised support such as procurement.

RECOGNIZE PREVIOUS LEARNING?

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LEARNING ASSUMED IN PLACE

It is assumed that the learners accessing this qualification are competent in:

- Mathematical Literacy at NQF Level 3.
- Communication at NQF Level 3.
- Computer Literacy at NQF Level 3.

Recognition of Prior Learning:

The structure of this qualification makes the Recognition of Prior Learning possible through the assessment of individual Unit Standards. This qualification may therefore be achieved in part or completely through the recognition of prior learning, which includes formal, informal and non-formal learning and work experience. The learner should be thoroughly briefed on the mechanism to be used and support and guidance should be provided. Care should be taken that the mechanism used provides the learner with an opportunity to demonstrate competence and is not so onerous as to prevent learners from taking up the RPL option towards gaining a qualification.

If the learner is able to demonstrate competence in the knowledge, skills, values and attitudes implicit in this qualification the appropriate credits should be assigned to the learner. Recognition of Prior Learning will be done by means of Integrated Assessment as mentioned above.

This Recognition of Prior Learning may allow:

- Accelerated access to further learning at this or higher levels on the NQF.
- Gaining of credits towards the Exit Level Outcomes.
- Obtaining of this Qualification in part or in whole.

Access to the Qualification:

Access to the qualification is open, bearing in mind the learning assumed to be in place.

QUALIFICATION RULES

The qualification is made up of a combination of learning outcomes from Fundamental, Core and Elective components, totalling 126 credits.

Fundamental component - It consists of:

- Unit Standards at NQF Level 4 totalling 20 credits in Communication in a first South African language.
- Unit Standards at NQF Level 3 totalling 20 credits in Communication in a second South African language.
- Unit Standards totalling 16 credits in Mathematical Literacy.

NB. It is compulsory for learners to be competent in two South African languages, the first at NQF Level 4 and the second at NQF Level 3.

The completion of all these unit standards is compulsory.

Core component - It is made up of unit standards totalling 56 credits. All unit standards in this section are compulsory.

Elective component - There are 78 credits in this component. The learner is required to select unit standards equal at least to 14 credits to complete the qualification.

EXIT LEVEL OUTCOMES

1. Demonstrate an understanding of project support services function.
2. Work with others to support the project control activities.
3. Provide support to the development of project schedules.
4. Provide support to the preparation of project estimates.
5. Conduct cost control activities as directed to support project controls.

ASSOCIATED ASSESSMENT CRITERIA

Associated Assessment Criteria for Exit Level Outcome 1:

- 1.1 The purpose of project support services in an organisation is explained with examples.
- 1.2 The sources of information required by support services are described with examples.
- 1.3 The project and/or organisational requirements as applicable to project support services are described with reference to a specific project.
- 1.4 Different report formats are described and justified using examples of application.
 - Range: The report format must include at least 1 application for each of cost estimating, cost control and scheduling.

Associated Assessment Criteria for Exit Level Outcome 2:

- 2.1 Own activities are conducted in an ethical manner and in accordance with organisational/client/project standards and procedures and codes of conduct.
- 2.2 Own and team member interactions and contributions to the project are described with examples.
- 2.3 Own workload and time are effectively managed in conjunction with the requirements of others in the project.
- 2.4 Successful support is provided to others in a project management environment.

Associated Assessment Criteria for Exit Level Outcome 3:

- 3.1 Schedule information is gathered, collated and checked according to project requirements and agreed procedures and standards.
- 3.2 Schedule records are created and maintained according to organisational requirements.
- 3.3 Resource information is gathered, checked for accuracy and completeness and recorded according to organisational requirements.

Associated Assessment Criteria for Exit Level Outcome 4:

- 4.1 Estimated data is gathered, collated and checked according to project requirements and agreed procedures and standards.
- 4.2 Estimated records are created and maintained according to organisational requirements.

4.3 Estimated data is communicated to relevant parties in accordance with organisational requirements.

Associated Assessment Criteria for Exit Level Outcome 5:

5.1 Cost control information and documents are gathered and processed within required time frames and according to organisational requirements, procedures and/or policies.

5.2 Cost control systems are used to maintain records according to organisational requirements.

5.3 Cost and progress reports are produced and distributed according to organisational requirements.

Integrated Assessment:

Assessment should be carried out at regular intervals as well as at the end of the periods of study and should be offered in an integrated way. It is envisaged that learners will work at more than one unit standard at a time.

The achievement of applied competence of this qualification will be demonstrated if the learner is able to apply operational knowledge and skills to operate on board a sea going vessel in a safe manner.

Evidence is required that the candidate is able to achieve the purpose of the qualification as a whole at the time of the award of the qualification. Integration of skills will be demonstrated through the achievement of the core operational standards.

Assessors should note that candidates when being assessed against the individual unit standards could well present evidence of integration. Thus, there should not necessarily be separate assessments for each unit standard and then further assessment for integration. Well designed assessments should make it possible to gain evidence against each unit standard while at the same time gaining evidence of integration.

INTERNATIONAL COMPARABILITY

Project Support Services is a discipline with globally recognised best practices, standards and Qualifications. This Qualification and set of unit standards utilises international and locally recognised best practice and standards in project management and project support services. Amongst a range of others, the UK National Vocational Qualification Level 3 in Project Controls and the Australian National Competency Standards for Project Management at Level 4, have been used to in development of the Qualification.

This Qualification will provide an entry point to further learning for NQF Level 5 and above Qualifications and international Qualifications in Project Support Services and Project Management.

Internationally we could not find a qualification at the NQF Level 4, however, references were made to the following institutions which provide learning in this area:

- Association for Project Management, UK.
- International Project Management Association, Europe.
- Australian Institute for Project Management, Australia.
- Project Management Institute PMI®.
- Association for the Advancement of Cost Engineering International.

Sections of the following higher level qualifications were referred to:

United Kingdom - The Engineering Construction Industry Training Board, G4L3 25:

- National occupational standards for project management (2004).

Project Management Institute (Global):

- Certified Associate in Project Management (CAPM).

Association for the Advancement of Cost Engineering International (Global):

- Certified Cost Engineer (CCE).

The above qualifications match this qualification in the areas of project management practices, processes and cost management only.

International standards/knowledge that have been referenced include:

- A guide to the Project Management Body of Knowledge, 1996 and 2000 versions, from Project Management Institute (PMI®) - the following units of knowledge:
 - Time Management.
 - Cost Management.
 - Quality Management.
 - Communications Management.
- Australian National Competency Standards for Project Management - knowledge areas:
 - Complete daily work activities (BSBCMN102A).
 - Work effectively in a business environment (BSBCMN201A).
 - Communicate in the workplace (BSBCMN203A).
 - Organise personal work priorities and development (BSBCMN302A).
 - Manage projects (BSBCMN419A).
 - Contribution to effective workplace relationships (BSBFLM303A).
 - Apply time management techniques (BSBPM402A).
 - Apply cost management techniques (BSBPM403A).
 - Apply quality management techniques (BSBPM404A).
- Body of Knowledge from Association for Project Management.
- ISO 10006.
- BS 6079.
- International Project Management Association Competence Baseline.
- Project Management Professional role delineation study from PMI® - knowledge areas:
 - Professionalism and Ethics:
 - > Legal requirements.
 - > Communications.
 - > Conflict of interest.
 - > Ethnic and cultural norms.
 - > PMP® code of ethics.

The programmes listed above compare well to our qualification. All the skills addressed are the same as what is covered in this Project Management Services Level 4 qualification.

ARTICULATION OPTIONS

There are many horizontal articulation possibilities with other NQF Level 4 Qualifications and Unit Standards. Examples include the learning areas of:

- ID 57712: Further Education and Training Certificate: Generic Management, NQF Level 4.
- ID 35928: Further Education and Training Certificate: Business Administration Services, NQF Level 4.
- ID 23953: Further Education and Training Certificate: New Venture Creation, NQF Level 4.
- ID 48883: Further Education and Training Certificate: Small Business Advising, NQF Level 4.
- ID 24294: Further Education and Training Certificate: IT Systems Development, NQF Level 4.
- ID 24293: Further Education and Training Certificate: IT Technical Support, NQF Level 4.
- ID 57824: Further Education and Training Certificate: Public Administration.

- ID 24396: Further Education and Training Certificate: Risk Management, NQF Level 4.
- ID 48818: Further Education and Training Certificate: Arts and Culture Administration, NQF Level 4.
- ID 49129: Further Education and Training Certificate: Management and Administration, NQF Level 4.

Vertical progression can be achieved by embarking on the study of many areas, examples of potential NQF Level 5 Qualifications are:

- ID 24493: National Certificate: Management, NQF Level 5.
- ID 49126: National Certificate: Management and Administration, NQF Level 5.
- ID 48886: National Certificate: Business Advising, NQF Level 5.
- ID 49419: National Certificate: Business Consulting Practice, NQF Level 5.
- ID 49554: National Certificate: Public Finance Management and Administration, NQF Level 5.
- ID 58395: National Certificate: Project Management, NQF Level 5.
- ID 58395: National Diploma: Project Management, NQF Level 5.

MODERATION OPTIONS

- Anyone assessing a learner or moderating the assessment of a learner against this qualification must be registered as an assessor with the relevant ETQA.
- 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 also encompass achievement of the competence described both in individual unit standards, exit level outcomes as well as the integrated competence described in the qualification.
- Anyone wishing to be assessed against this qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

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

- Be registered as an assessor with the relevant ETQA or an ETQA that has a memorandum of understanding with the relevant ETQA.
- Be a current member of a professional body in the project management field.

NOTES

N/A

UNIT STANDARDS

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Core	244558	Comply with organisational ethics in a project environment	Level 4	4
Core	120372	Explain fundamentals of project management	Level 4	5
Core	110023	Present information in report format	Level 4	6
Core	244573	Provide technical support for project cost control functions	Level 4	12
Core	244556	Provide technical support for project estimating service functions.	Level 4	9
Core	244566	Provide technical support for project planning and	Level 4	12

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
		scheduling service functions		
Core	120379	Work as a project team member	Level 4	8
Elective	13936	Outline the legal environment of a selected industry	Level 3	2
Elective	244563	Perform work using a project approach	Level 3	8
Elective	117495	Assess legal contracts for business	Level 4	8
Elective	110026	Describe and assist in the control of fraud in an office environment	Level 4	4
Elective	117729	Describe different business systems and their interdependence within an organisation	Level 4	5
Elective	120377	Identify, suggest and implement corrective actions to improve quality of project work	Level 4	7
Elective	117156	Interpret basic financial statements	Level 4	4
Elective	244554	Maintain and use project information systems	Level 4	4
Elective	242810	Manage Expenditure against a budget	Level 4	6
Elective	109999	Manage service providers in a selected organisation	Level 4	5
Elective	13948	Negotiate an agreement or deal in an authentic work situation	Level 4	5
Elective	120382	Plan, organise and support project meetings and workshops	Level 4	4
Elective	244565	Prepare project documents	Level 4	6
Elective	110025	Process data using information technology	Level 4	5
Elective	120386	Provide procurement administration support to a project	Level 4	7
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	9016	Represent analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5



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UNIT STANDARD:***Maintain and use project information systems***

SAQA US ID		UNIT STANDARD TITLE	
244554		Maintain and use project information systems	
ORIGINATOR		PROVIDER	
SGB Project Management			
FIELD		SUBFIELD	
3 - Business, Commerce and Management Studies		Project Management	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	4

SPECIFIC OUTCOME 1

Maintain and use project information and data storage systems.

SPECIFIC OUTCOME 2

Supply project information for specific purposes.

SPECIFIC OUTCOME 3

Supervise the distributing of project information.



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UNIT STANDARD:*Provide technical support for project estimating service functions.*

SAQA US ID		UNIT STANDARD TITLE	
244556		Provide technical support for project estimating service functions.	
ORIGINATOR		PROVIDER	
SGB Project Management			
FIELD		SUBFIELD	
3 - Business, Commerce and Management Studies		Project Management	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	9

SPECIFIC OUTCOME 1

Identify and explain the sources of information required for a project estimate.

SPECIFIC OUTCOME 2

Demonstrate an understanding of the different levels, cost groups and types of a project estimate.

SPECIFIC OUTCOME 3

Gather information and assemble project estimates.

SPECIFIC OUTCOME 4

Distribute and record estimating data.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:*Comply with organisational ethics in a project environment*

SAQA US ID	UNIT STANDARD TITLE		
244558	Comply with organisational ethics in a project environment		
ORIGINATOR	PROVIDER		
SGB Project Management			
FIELD	SUBFIELD		
3 - Business, Commerce and Management Studies	Project Management		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	4

SPECIFIC OUTCOME 1

Describe the profession's code of conduct and its ethical principles.

SPECIFIC OUTCOME 2

Explain and adhere to the profession's code of conduct.

SPECIFIC OUTCOME 3

Identify, explain and adhere to the ethical principles applicable in the organisation.

SPECIFIC OUTCOME 4

Identify and apply the procedures and restrictions with regard to confidential information.



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UNIT STANDARD:

Perform work using a project approach

SAQA US ID		UNIT STANDARD TITLE	
244563		Perform work using a project approach	
ORIGINATOR		PROVIDER	
SGB Project Management			
FIELD		SUBFIELD	
3 - Business, Commerce and Management Studies		Project Management	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	8

SPECIFIC OUTCOME 1

Demonstrate an understanding of applying a project approach.

SPECIFIC OUTCOME 2

Determine and agree an approach to be taken for a small, simple project.

SPECIFIC OUTCOME 3

Prepare a project plan of action.

SPECIFIC OUTCOME 4

Undertake project activities.

SPECIFIC OUTCOME 5

Check and communicate progress of a project.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Prepare project documents***

SAQA US ID		UNIT STANDARD TITLE	
244565		Prepare project documents	
ORIGINATOR		PROVIDER	
SGB Project Management			
FIELD		SUBFIELD	
3 - Business, Commerce and Management Studies		Project Management	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	6

SPECIFIC OUTCOME 1

Respond to project correspondence.

SPECIFIC OUTCOME 2

Prepare a variety of project documents.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:*Provide technical support for project planning and scheduling service functions*

SAQA US ID		UNIT STANDARD TITLE	
244566		Provide technical support for project planning and scheduling service functions	
ORIGINATOR		PROVIDER	
SGB Project Management			
FIELD		SUBFIELD	
3 - Business, Commerce and Management Studies		Project Management	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	12

SPECIFIC OUTCOME 1

Demonstrate the application of the basic procedures for project planning and scheduling.

SPECIFIC OUTCOME 2

Demonstrate an understanding of the concepts and implications of a critical path and the types of float present in a schedule.

SPECIFIC OUTCOME 3

Gather and collate planning and scheduling activity data.

SPECIFIC OUTCOME 4

Gather and collate activity resource requirements.

SPECIFIC OUTCOME 5

Gather and collate progress information for updating schedule.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:*Provide technical support for project cost control functions*

SAQA US ID	UNIT STANDARD TITLE		
244573	Provide technical support for project cost control functions		
ORIGINATOR		PROVIDER	
SGB Project Management			
FIELD	SUBFIELD		
3 - Business, Commerce and Management Studies	Project Management		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	12

SPECIFIC OUTCOME 1

Demonstrate an understanding of organisational procedures for cost control.

SPECIFIC OUTCOME 2

Carry out daily cost control procedures.

SPECIFIC OUTCOME 3

Maintain historical cost control records.