
GOVERNMENT NOTICES

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

No. 280

13 March 2009

**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

Housing

registered by Organising Field 12 – Physical Planning and Construction, 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 full Qualifications and Unit Standards can be accessed via the SAQA web-site at www.saqa.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, SAQA House, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the Qualifications and Unit Standards should reach SAQA at the address below and **no later than 14 April 2009**. All correspondence should be marked **Standards Setting – SGB for Housing** and addressed to

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ACTING DIRECTOR: STANDARDS SETTING AND DEVELOPMENT



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:**General Education and Training Certificate: Housing**

SAQA QUAL ID	QUALIFICATION TITLE		
65969	General Education and Training Certificate: Housing		
ORIGINATOR			PROVIDER
SGB Housing			
QUALIFICATION TYPE	FIELD	SUBFIELD	
National Certificate	12 - Physical Planning and Construction	Physical Planning, Design and Management	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUAL CLASS
Undefined	120	Level 1	Regular-Unit Stds Based

This qualification replaces:

Qual ID	Qualification Title	NQF Level	Min Credits	Replacement Status
48642	General Education and Training Certificate Housing: Housing Consumer Education	Level 1	120	Will occur as soon as 65969 is registered

PURPOSE AND RATIONALE OF THE QUALIFICATION

Purpose and Rationale:

This is an introductory qualification in the field of housing. It is aimed at people who wish to gain elementary understanding of the housing sector as well as those who are already working within the housing environment (national, provincial and municipal governments including mines, NGOs, state-owned enterprises and housing institutions) at the general worker level as well as housing consumers. It is also aimed at people who are particularly entrusted with the responsibilities of imparting basic housing knowledge to the local communities working as housing project committee members or ward councillors at municipal level.

Because of the breadth and variety of housing information and knowledge that is aimed at addressing different groups of people in the entire property market, there is a need for people as individuals, and as members of social or workplace communities, to become aware of their roles and responsibilities towards housing.

This qualification is intentionally designed to provide relevant/current information, knowledge and skills to learners to make informed decisions and choices that will impact positively on housing thus contributing to the national vision of creating sustainable human settlements individually and collectively as communities.

This qualification will contribute to the employment opportunities in the housing sector and for career advancement within housing and numerous career pathways in the built environment horizontally and vertically at NQF Level 1 and NQF Level 2 related qualifications.

RECOGNIZE PREVIOUS LEARNING?

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LEARNING ASSUMED IN PLACE

It is assumed that learners are competent in:

- > Communication skills at ABET Level 3.
- > Mathematical Literacy skills at ABET Level 3.

Recognition of Prior Learning:

This qualification may be achieved in part or completely through the recognition of what learners currently know in the context of housing and related matters. This includes formal, informal and non-formal learning and housing experience acquired by the learner.

Learners who believe that they already possess the competencies to enable them to meet all the outcomes listed in the unit standards will therefore present themselves for assessment against such unit standards for recognition purposes. This will therefore be used as a tool to enable learners to acquire credits towards this qualification.

Access to the Qualification:

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

QUALIFICATION RULES

Rules of combination:

Core Component:

All Core unit standards to the value of 49 credits are compulsory.

Fundamental Component:

All Fundamental unit standards to the value of 34 credits are compulsory.

Elective Component:

Learners need to achieve at least a minimum of 37 credits from the elective learning component in order to achieve a certificate at this level.

EXIT LEVEL OUTCOMES

At the end of the qualification, the learner should be able to:

1. Demonstrate an elementary understanding of the concept of housing and basic principles which underpin sustainable human settlements.
2. Recall and describe housing development processes and procedures.
> Range: Housing development processes include but are not limited to land application and approval, acquisition of land, township establishment, appointment of technical/professional officials and building contractors.
3. Apply knowledge of housing finance to make informed decision on the choice of type of financing.
4. Obtain and share housing information with individuals, peers and community members.

Critical Cross-Field Outcomes:

The qualifying learner will be able to:

4. Obtain and share housing information with individuals, peers and community members.

Critical Cross-Field Outcomes:

The qualifying learner will be able to:

- > Identifying and solving problems relating to contractual agreements for housing finance by understanding the legal requirements in terms of the contractual documentation to avoid breach.
- > Organising and managing oneself and one's activities responsibly by planning and managing own budget.
- > Collecting and analysing housing related information to make an informed decision on the choice of housing consumption.
- > Communicating effectively using appropriate verbal and nonverbal skills in order to share housing information with individuals, peers and community members.
- > Demonstrating an understanding of the world, as a set of related systems by recognizing that housing provision is a partnership effort between government, consumers and the banks.

ASSOCIATED ASSESSMENT CRITERIA

Assessment Criterion for Exit Level Outcome 1:

1. The concept of housing is explained in relation to its impact to social, psychological, physical and economic perspectives.
2. The basic principles which underpin the creation of sustainable human settlements are described with examples.
3. Various role-players in housing provision are identified and listed with examples.
4. Eligibility requirements to access housing are listed in terms of applicable policies.

Assessment Criterion for Exit Level Outcome 2:

1. Various housing delivery options are identified and listed with examples.
2. Different tenure options are identified and compared in terms of their implications in own decision.
3. Different stages of housing development process are identified and described in terms of the duration for each process.
4. Various role-players in housing development are identified and listed in terms of their roles and responsibilities.
5. Factors contributing to poor living conditions in human settlements are identified and specified in the context of safety, security and economic environments.

Assessment Criterion for Exit Level Outcome 3:

1. Different housing finance options are identified and listed with examples.
2. Financial institutions advancing housing finance to housing consumers are identified and listed in terms of their products they offer.
3. The implications of each housing finance option are described in order to make an informed decision.
4. Commonly used housing contractual documentation for housing finance is explained in relation to the terms and conditions.
5. Consumer and financial institution's responsibilities under the contractual agreement for housing finance are identified and described with examples.
6. The importance of meeting legal requirements in the context of the contractual agreement is explained with examples.
7. Consequences of breach of contract are listed and described with examples.
8. Plan and manage personal finances in relation to expenses, liabilities and responsibilities by a homeowner.

Assessment Criterion for Exit Level Outcome 4:

1. Information relating to housing schemes is obtained and summarised in order to share with individuals, peers and members of the community.
2. Information acquired on housing concepts, processes, procedures is recalled and explained with examples.
3. Communication and maths literacy skills are applied to share information using literary and written texts.
4. Construction drawings and specifications are described and explained using a house plan.

Integrated Assessment:

The applied competence (practical, foundational and reflective competencies) of this qualification will be achieved if the learner is able to achieve all the required exit level outcomes of the qualification. Assessment should be focused on the candidate's ability to apply their theoretical knowledge and understanding in authentic contexts. Both formative and summative types of assessment will be used on an ongoing basis throughout the learning process. Assessors should use a range of strategies, which will allow candidates to demonstrate applied competence.

Formative Assessment:

- > Role-play.
- > Structured group discussions.
- > Knowledge tests, exams, case studies.
- > Projects.
- > Working in teams.
- > Scenario sketching.
- > Presentations.

Summative Assessment:

Summative assessment is carried out at the end of learning period to confirm that the learner has demonstrated competency against a particular unit standard(s). A detailed portfolio of evidence will be provided for this purpose. It will also be carried out as a diagnostic assessment tool to identify the learner's skills gaps.

Applied competence (practical, foundational and reflective) competencies regarding electronics knowledge and skills will be achieved if a candidate can integrate the various outcomes of the unit standards of this qualification.

Assessment strategies and procedures should be aligned with the purpose and exist level outcomes of the qualification. They should consists of projects, written assignment, tests and examinations and also include a variety of problem solving assignments, portfolios of learning, materials and projects. The qualification should be assessed on the basis of evidence of demonstrated performance in the workplace or in simulated work situations designed to draw upon similar performance to that required at the workplace.

All exit level outcomes, critical cross-field outcomes, and essential embedded knowledge required by the component unit standards are to be assessed. Evidence of the achievement of the critical cross-field outcomes should be found both in performance and in explaining and applying the essential embedded knowledge.

INTERNATIONAL COMPARABILITY

Searches for the purpose of comparison have been conducted in the United Kingdom, Scottish, New Zealand, Australia, United States of America including the SADC region and other

countries in the African continent. No other qualifications have been identified which are directly comparable with this one in terms of level and scope. There are a limited number of qualifications which focus on housing hence the search indicated housing qualification pitched at Level 2 upward. However, there were two qualifications that could be compared with from the United Kingdom generated by the Chartered Institute for Housing which are pegged at levels 1 and 2 respectively although content details of Level 1 could not be established except the aims of the qualification.

The main aims of the ASET Level 1 Certificate of Introduction to Housing are provide knowledge and skills in raising awareness on housing related matters and choice of accommodation. Hence concrete information of the type needed to carry out a detailed comparison could not be found within the limits of the research capability.

However, the South African qualification places a greater requirement on the learner to demonstrate successful integration of the knowledge and skills acquired.

The search indicated that most training institutions base their training on housing at introductory level use the CIH Level 2 Certificate in Housing. Therefore both these qualifications compare favourably with this qualification at a more reasonable scale in relation to the intended purpose, scope, the target group and units covered in terms of the learning outcomes.

ASET Awarding Body:

Level 1 Certificate of Introduction to housing and tenancy:

The qualification is designed to enable learners to develop a clear approach to aspects of choosing accommodation and being a tenant or home-owner.

Aims to raise awareness of a range of housing and social issues. There is no existing qualification which addresses this subject area although it is of relevance to every individual.

It aims to develop skills in tackling a range of issues related to housing which can be applied in everyday life. The relevance of the content to everyday life makes the programme attractive to learners who may not be motivated by more academic areas of study.

United Kingdom:

Chartered Institute for Housing:

The CIH Level 2 Certificate in Housing:

The CIH Level 2 Certificate in Housing is an introductory vocational qualification for the housing sector, which is broadly equivalent or comparable to a GCSE (grades A-C) or an NVQ Level 2.

The qualifications aims to provide learners with a basic understanding of housing and to introduce some of the skills and knowledge necessary to participate in housing related activities whether paid or voluntary. Candidates are equipped with the introductory skills, knowledge and understanding to contribute and work effectively in Housing. The qualification is intended for:

- > Workers who are new to Housing.
- > Frontline Housing workers seeking to improve their general awareness of Housing issues.
- > Workers in closely related sectors seeking to improve general awareness of Housing issues.
- > People not currently working in Housing but considering Housing as a career option.
- > Tenants wishing to enhance their personal involvement or gain an understanding of Housing.

Unit 2C1: Housing Provision and Housing Organisations:

This unit requires learners to understand what housing is. Learners will consider different types of housing organisations and the range of services they offer.

Learning Outcomes:

- > 2C1.1: Understand different types of housing provision.
- > 2C1.2: Understand the relationship between tenant and landlord.
- > 2C1.3: Recognise the range of housing organisations operating in the UK.
- > 2C2.4: Understand the range of services housing organisations and how/why they offer them.

Unit 2C2: Customer Care and Communication Skills for Housing:

This unit requires learners to demonstrate the ability to communicate using different media. Learners are also required to demonstrate an awareness of the needs of different audiences.

Learning Outcomes:

- > 2C2.1: Understand the diverse range and needs of customers and the principles of equality and diversity.
- > 2C2.2: Communicate effectively in oral and written format.
- > 2C2.3: Deal with difficult situations.

Unit 2C3: Careers and Opportunities in Housing.

This unit requires learners to recognise different roles within a housing context and the skills needed to fulfil them. Learners are also required to identify opportunities for personal development within the housing sector.

Learning Outcomes:

- > 2C3.1: Recognise a range of paid and voluntary opportunities in the housing sector.
- > 2C3.2: Appreciate the skills and knowledge necessary for roles within the housing sector.
- > 2C3.3: Develop an awareness of potential education, training and development opportunities within the housing sector.

Unit 2C4: Developing Skills for Working in Housing:

This unit requires learners to understand housing related activities, the skills they will need to carry them out and an understanding of how they can gain these skills in the future.

Learning Outcomes:

- > 2C4.1: Understand some of the tasks to be carried out within a housing context.
- > 2C4.2: Display skills necessary for working within a housing environment.
- > 2C4.3: Identify areas for further personal development.

Conclusion:

It can therefore be concluded that this qualification may be regarded as unique to the South African context given its contents that exposes learners to introductory and yet important knowledge and skills pertinent to housing. Possible links have been visited with international countries such as the United Kingdom, Scottish, New Zealand, Australia, United States of America including the SADC region and other countries in the African continent. Further search was conducted through the Chartered Institute of Housing as our principal link as well as other learning institutions or Awarding Bodies offering CIH courses/qualifications including training

organisations offering short courses and there was no evident information pertaining to courses or qualification at the level of the South African qualification except the CIH qualifications at level 1 and 2 used by the majority of training institutions.

ARTICULATION OPTIONS

This qualification provides the learner with the flexibility to pursue different careers in the housing sector and articulation within specialised fields of housing. This qualification is therefore a useful building block or the basis for progression to other NQF Levels thus affording the learner an opportunity to articulate vertically and horizontally, for example, the FET band at NQF Level 2. A range of electives within this qualification will provide the learner further learning within certain areas of specialisation such as real estate, social housing, building construction, community house building, civil engineering construction, environmental sciences, and finance and management.

MODERATION OPTIONS

- > Moderation must include both internal and external moderation of assessments.
- > Moderation of assessments will be overseen by the relevant ETQA according to the moderation guidelines and agreed ETQA procedures.
- > This qualification can be internally assessed by assessors of the provider and moderated by a moderator registered with the relevant ETQA.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

- > Assessors for this qualification will hold a qualification in Housing a level above or higher in related disciplines within the field of housing, or will be competent in the outcomes of this qualification and have at least two years experience in the housing and related fields. The Assessor must include both internal and external moderation of assessments.
- > Anyone assessing a learner or moderating the assessment of a learner against this qualification or its unit standards must be a constituent registered assessor with the relevant accredited ETQA that has a Memorandum of Understanding with the relevant accredited ETQA.

NOTES

This qualification replaces qualification 48642, "General Education and Training Certificate Housing: Housing Consumer Education", Level 1, 120 credits.

UNIT STANDARDS

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Fundamental	119642	Engage in speaking/signing and listening interactions	Below Level 1	6
Fundamental	119635	Engage in a range of speaking/signing and listening interactions for a variety of purposes	Level 1	6
Fundamental	119631	Explore and use a variety of strategies to learn	Level 1	5
Fundamental	119641	Identify and respond to selected literary texts	Level 1	5
Fundamental	119640	Read/view and respond to a range of text types	Level 1	6
Fundamental	119636	Write/Sign for a variety of different purposes	Level 1	6
Core	116999	Apply accurate information about HIV & AIDS to everyday life	Level 1	2
Core	13995	Demonstrate an understanding of contracts and their sources	Level 1	2
Core	14569	Demonstrate an understanding of how to participate effectively in the workplace	Level 1	3
Core	13998	Demonstrate an understanding of the principles of supply and demand, and the concept: production	Level 1	2
Core	262905	Demonstrate an understanding of the various housing finance options and procedures to access housing finance	Level 1	4

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Core	14661	Demonstrate knowledge of self in order to understand one's identity and role within the immediate community and South African society	Level 1	3
Core	262904	Describe and select appropriate tenure options	Level 1	4
Core	262885	Describe housing delivery mechanisms	Level 1	4
Core	262715	Describe housing development processes and procedures in housing provision	Level 1	2
Core	262708	Describe the legal issues relating to the housing contracts and documentation	Level 1	4
Core	262906	Identify and describe the rights and responsibilities of housing consumers and other role-players	Level 1	2
Core	15092	Plan and manage personal finances	Level 1	5
Core	14014	Read and interpret construction drawings and specifications	Level 1	3
Core	114219	Demonstrate an understanding and implement environmental initiatives on a construction activity	Level 2	4
Core	120309	Demonstrate knowledge and understanding of the rights and responsibilities of the individual under the South African Constitution	Level 2	2
Core	9965	Render basic first aid	Level 2	3
Elective	10007	Identify, analyse and select business opportunities	Level 1	3
Elective	119056	Identify, describe and utilise materials in construction	Level 1	4
Elective	244063	Maintain basic safety, health and environmental issues	Level 1	6
Elective	14888	Construct on-site sanitation facilities	Level 2	2
Elective	259762	Demonstrate an understanding of HIV/AIDS and its impact on the workplace	Level 2	12
Elective	119911	Investigate the costs and benefits of using banking institutions for managing personal finances	Level 2	2
Elective	14895	Set out, excavate, cast concrete strip foundations, build foundation walling and cast concrete slabs	Level 2	6

LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION

None



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UNIT STANDARD:

Describe the legal issues relating to the housing contracts and documentation

SAQA US ID	UNIT STANDARD TITLE		
262708	Describe the legal issues relating to the housing contracts and documentation		
ORIGINATOR			PROVIDER
SGB Housing			
FIELD			SUBFIELD
12 - Physical Planning and Construction			Physical Planning, Design and Management
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 1	4

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
114235	Describe the legal issues relating to the housing contracts and documentation	Level 1	8	Will occur as soon as 262708 is registered

SPECIFIC OUTCOME 1

Identify and describe contracts and the legal status of relevant housing documentation.

SPECIFIC OUTCOME 2

Describe the most commonly used housing related documentation.

SPECIFIC OUTCOME 3

Identify the purpose of the most commonly used housing related documents.

SPECIFIC OUTCOME 4

Describe the consequences of breach of commonly used housing related contracts.

SPECIFIC OUTCOME 5

Identify the rights and responsibilities of parties in relation to legal documentation.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	65969	General Education and Training Certificate: Housing	Level 1



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Describe housing development processes and procedures in housing provision

SAQA US ID	UNIT STANDARD TITLE		
262715	Describe housing development processes and procedures in housing provision		
ORIGINATOR	PROVIDER		
SGB Housing			
FIELD	SUBFIELD		
12 - Physical Planning and Construction	Physical Planning, Design and Management		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 1	2

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
114231	Demonstrate understanding of housing development processes and procedures and apply knowledge to make an informed housing choice to access appropriate housing	Level 1	8	Will occur as soon as 262715 is registered

SPECIFIC OUTCOME 1

Identify and list the housing delivery processes and procedures for housing provision.

SPECIFIC OUTCOME 2

List and describe different housing delivery mechanisms.

SPECIFIC OUTCOME 3

Demonstrate an understanding of technical issues relating to physical aspects of housing.

SPECIFIC OUTCOME 4

Identify and exercise rights and responsibilities of all parties involved in the housing process.

SPECIFIC OUTCOME 5

Identify and describe the housing development process and procedures.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	65969	General Education and Training Certificate: Housing	Level 1



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:*Describe housing delivery mechanisms*

SAQA US ID	UNIT STANDARD TITLE		
262885	Describe housing delivery mechanisms		
ORIGINATOR	PROVIDER		
SGB Housing			
FIELD	SUBFIELD		
12 - Physical Planning and Construction	Physical Planning, Design and Management		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 1	4

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
114233	Identify and demonstrate an understanding of housing delivery options	Level 1	8	Will occur as soon as 262885 is registered

SPECIFIC OUTCOME 1

Identify and describe the housing delivery options for housing provision.

SPECIFIC OUTCOME 2

Explain the implications for oneself and the community of each housing delivery mechanism.

SPECIFIC OUTCOME 3

Identify a financial or funding model for each housing delivery mechanism.

SPECIFIC OUTCOME 4

List the rights and responsibilities of role-players in housing provision.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	65969	General Education and Training Certificate: Housing	Level 1



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:*Describe and select appropriate tenure options*

SAQA US ID	UNIT STANDARD TITLE		
262904	Describe and select appropriate tenure options		
ORIGINATOR			PROVIDER
SGB Housing			
FIELD			SUBFIELD
12 - Physical Planning and Construction			Physical Planning, Design and Management
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 1	4

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
114234	Describe and select appropriate tenure options	Level 1	10	Will occur as soon as 262904 is registered

SPECIFIC OUTCOME 1

Identify and list tenure options.

SPECIFIC OUTCOME 2

Explain and compare the rights and responsibilities linked to different tenure options.

SPECIFIC OUTCOME 3

Choose tenure option appropriate to individual, family or community circumstance.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	65969	General Education and Training Certificate: Housing	Level 1



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Demonstrate an understanding of the various housing finance options and procedures to access housing finance

SAQA US ID	UNIT STANDARD TITLE		
262905	Demonstrate an understanding of the various housing finance options and procedures to access housing finance		
ORIGINATOR		PROVIDER	
SGB Housing			
FIELD		SUBFIELD	
12 - Physical Planning and Construction		Physical Planning, Design and Management	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 1	4

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
114232	Describe housing finance options and demonstrate an understanding of procedures to access housing finance and show how they affect own budget	Level 1	8	Will occur as soon as 262905 is registered

SPECIFIC OUTCOME 1

Discuss and describe different housing finance options available for housing consumers in the property market.

SPECIFIC OUTCOME 2

Identify and describe relevant housing subsidies and programmes.

SPECIFIC OUTCOME 3

Identify and explain the various types of housing finance for acquiring a home.

SPECIFIC OUTCOME 4

Compare finance options in order to select and apply to own budget.

SPECIFIC OUTCOME 5

Describe rights and responsibilities of roleplayers in housing finance.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	65969	General Education and Training Certificate: Housing	Level 1



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Identify and describe the rights and responsibilities of housing consumers and other role-players

SAQA US ID	UNIT STANDARD TITLE		
262906	Identify and describe the rights and responsibilities of housing consumers and other role-players		
ORIGINATOR	PROVIDER		
SGB Housing			
FIELD	SUBFIELD		
12 - Physical Planning and Construction	Physical Planning, Design and Management		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 1	2

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
114290	Identify and manage rights and responsibilities of housing consumers and other role-players	Level 1	8	Will occur as soon as 262906 is registered

SPECIFIC OUTCOME 1

Identify and describe the roles and responsibilities of various role-players in housing provision.

SPECIFIC OUTCOME 2

Show critical awareness of the relationship between rights and responsibilities of consumers.

SPECIFIC OUTCOME 3

Identify and describe the various rights and responsibilities of homeowners in financial, legislative, technical, communal and environmental contexts.

SPECIFIC OUTCOME 4

Use appropriate strategies to exercise housing consumer rights.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	65969	General Education and Training Certificate: Housing	Level 1



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:**Further Education and Training Certificate: Housing**

SAQA QUAL ID		QUALIFICATION TITLE	
65989		Further Education and Training Certificate: Housing	
ORIGINATOR		PROVIDER	
SGB Housing			
QUALIFICATION TYPE	FIELD	SUBFIELD	
Further Ed and Training Cert	12 - Physical Planning and Construction	Physical Planning, Design and Management	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUAL CLASS
Undefined	121	Level 4	Regular-Unit Stds Based

This qualification does not replace any other qualification and is not replaced by another qualification.

PURPOSE AND RATIONALE OF THE QUALIFICATION

Purpose and rationale:

This qualification is designed to meet the needs of individuals who are already involved or intend to be involved in the field of housing or social housing serving as officials, administrators and/or officials who have first-line responsibilities towards residents of social housing projects or entrusted with immediate supervision responsibilities in general administration within housing. The qualification is also targeting the needs of those who are currently participating in housing related activities namely; volunteers, new entrants who may aspire to become housing officials within a specific housing delivery point. It also provides access to those wishing to enter the housing field as a career change and pursue an occupation as a housing practitioner.

This qualification aims to equip learners with knowledge, skills and values that will enable meaningful participation in housing administration and housing projects administration and enable learners to be productive and responsible in the workplace. The qualification offers opportunities for formal recognition for persons who may have had no previous exposure to the housing field or those who may have been working in the field without formal education in housing through Recognition of Prior Learning.

It will offer benefits to society thereby contributing to the socio-economic development initiatives in this country as well as providing a basis for continuing learning in higher education and training. Currently, there exist a gap between knowledge and skills required for government officials operating at this level who lack relevant information and competencies to effectively fulfil their functions, roles and responsibilities. Many of them have not undergone housing related education and training although they possess other recognised qualifications which fall under certain disciplines which may not be core to their jobs. Therefore in order to fulfil the requirements of skills development in terms of the Skills Development Act, Human Resources Development Act, as well the Investors in People programme require that the gap should be closed for those who do not have formal relevant qualifications in the field of housing that will enable them to understand the dynamics within the housing sector as well as challenges confronting housing delivery in South Africa.

People credited with this qualification will be able to:

- > Arrange and conduct meetings with customers and others by applying the principles and techniques of facilitation and presentation skills.
- > Promote people's equality, diversity and rights to individuals or beneficiaries of public housing/private housing.
- > Communicate and promote housing policies, programmes and services.
- > Apply administrative principles and procedures to administer office affairs and manage documentation for record keeping in accordance with public administration theories, principles and practice.
- > Apply social housing concepts, principles and processes to implement and administer social housing projects.
- > Demonstrate an understanding of financial administration processes and apply financial administration principles.

RECOGNIZE PREVIOUS LEARNING?

Y

LEARNING ASSUMED IN PLACE

It is assumed that learners are competent in:

- > Communication skills at NQF Level 3.
- > Mathematics Literacy at NQF Level 3.
- > Computer Literacy at NQF Level 3.

Recognition of Prior Learning:

This qualification can be achieved wholly or in part through recognition of prior learning. It is assumed that learners may have been performing duties that reflect competencies contained in this qualification at the workplace. This qualification recognises, through the submission of portfolios of evidence, the formal/non-formal/informal prior learning that meet the outcomes of the qualification.

Access to the qualification:

- > Access to this qualification is open bearing in mind learning assumed to be in place.

QUALIFICATION RULES

The Qualification consists of a Fundamental, a Core and an Elective Component.

To be awarded the Qualification learners are required to obtain a minimum of 121 credits as detailed below.

Fundamental component:

The Fundamental component consists of Unit standards in:

- > Mathematical Literacy at NQF Level 4 to the value of 16 credits.
- > Communication at NQF Level 4 in a First South African Language to the value of 16 credits.
- > Communication in a second South African Language at NQF Level 3 to the value of 20 credits.

It is compulsory therefore for learners to do communication in two different South African Languages, one at NQF Level 4 and the other at NQF Level 3.

Core component:

- > All the unit standards in the core to the value of 51 credits are compulsory.

Elective component:

> Learners are to choose a specialisation area and complete a minimum of 14 credits from the unit standards listed under that specialisation area to attain a minimum of 121 credits required for certification purposes.

Local Economic Development Cluster:

- > ID: 110472: Outline the environment of local government, NQF Level 4, 6 Credits.
- > ID: 110475: Demonstrate and apply a knowledge and understanding of the basic economic concepts central to local economic development, NQF Level 4, 6 Credits.
- > ID: 110484: Participate in local economic development related meetings and facilitate the necessary flow of local economic development information, NQF Level 4, 6 Credits.
- > ID: 110501: Identify and explain the application of a range of concepts and tools for local economic development, NQF Level 4, 8 Credits.
- > ID: 110502: Demonstrate and apply knowledge and understanding of the roles, function and responsibilities of the main stakeholders and role players in local economic development, NQF Level 4, 4 Credits.

Building Construction Cluster:

- > ID: 9968: Procure materials, tools and equipment, NQF Level 3, 6 Credits.

Environmental Cluster:

- > ID: 119905: Analyse environmental impacts in rural areas, NQF Level 4, 3 Credits.
- > ID: 113968: Apply the principles of energy efficiency, NQF Level 4, 6 Credits.

Generic Cluster:

- > ID: 262964: Demonstrate an understanding of the principles of components of housing in the context of property maintenance., NQF Level 4, 4 Credits.
- > ID: 117871: Facilitate learning using a variety of given methodologies, NQF Level 5, 10 Credits.
- > ID: 242842: Plan and prepare for an effective presentation, NQF Level 4, 2 Credits.
- > ID: 13948: Negotiate an agreement or deal in an authentic work situation, NQF Level 4, 5 Credits.
- > ID: 246667: Demonstrate an understanding of Occupational Health, Safety and Environmental Legislations, NQF Level 3, 4 Credits.
- > ID: 8664: Examine social features as pertaining to the workplace, NQF Level 5, 4 Credits.
- > ID: 110009: Manage administration records, NQF Level 4, 4 Credits.

Project Management Cluster:

- > ID: 120385: Apply a range of project management tools and techniques, NQF Level 4, 7 Credits.
- > ID: 120386: Provide procurement administration support to a project, NQF Level 4, 7 Credits.
- > ID: 120373: Contribute to project initiation, scope definition and scope change control, NQF Level 4, 9 Credits.
- > ID: 120382: Plan, organise and support project meetings and workshops, NQF Level 4, 4 Credits.

Customer Care Cluster:

- > ID: 252210: Handle a range of customer complaints, NQF Level 4, 4 Credits.

- > ID: 119676: Apply the skills of customer care in a specific work environment, NQF Level 4, 4 Credits.
- > ID: 242864: Answer customer enquiries by mail, facsimile, and e-mail in a wide range of public sector contexts, NQF Level 3, 4 Credits.

Financial Management Cluster:

- > ID: 12739: Evaluate the quality of a business' debtor administration, NQF Level 4, 16 Credits.
- > ID: 242861: Participate in budget and general financial management processes within own public sector work context, NQF Level 4, 6 Credits.
- > ID: 117158: Investigate ways of managing financial risk in own lives, NQF Level 4, 5 Credits.

Information Technology Cluster:

- > ID: 262925: Assess and capture data relating to approved housing projects using Housing Subsidy System (HSS), NQF Level 4, 8 Credits.
- > ID: 110025: Process data using information technology, NQF Level 4, 5 Credits.

Marketing Cluster:

- > ID: 252194: Meet marketing performance standards, NQF Level 4, 4 Credits.
- > ID: 252201: Apply marketing team work strategies, NQF Level 4, 4 Credits.

Real Estate Cluster:

- > ID: 246735: Demonstrate an understanding of the Real Estate environment, NQF Level 4, 8 Credits.

EXIT LEVEL OUTCOMES

1. Arrange and conduct meetings with customers and other role players by applying the principles and techniques of facilitation and presentation skills.
2. Promote people's equality, diversity and rights and responsibilities for effective housing delivery.
3. Communicate and promote housing policies, programmes and services.
4. Apply administrative principles and procedures to administer office affairs and manage documentation for record keeping.
5. Apply social housing concepts, principles and processes to implement and administer social housing projects.
6. Demonstrate an understanding of financial administration processes and apply financial administration principles.

Critical Cross-Field Outcomes:

The qualifying learner will be able to:

- > Identifying and solving problems relating to housing development in South Africa considering the housing typologies and delivery mechanisms.
- > Working effectively with others in the workplace as a member of the team and resolve conflict that may exist by applying conflict resolution skills and/or negotiation skills.

- > Organising and managing oneself and one's activities responsibly by planning own tasks in order to improve performance.
- > Collecting, analysing, organising and critically evaluating information relating to housing issues and provision to inform housing policy and strategy review processes.
- > Communicating effectively using appropriate verbal and nonverbal skills including graphical representations to disseminate information to key stakeholders and present reports to superiors in relation to work progress of housing projects.
- > Demonstrating an understanding of the world, as a set of related systems by recognizing that a link exists between development projects in the context of integrated development from a social, economical, infrastructural, environmental and physical perspectives in accordance with housing legislation, policy and programmes.
- > Using science and technology by understanding the design, planning and technological aspects of housing construction in terms of the norms and standards including regulations affecting design and construction processes.

ASSOCIATED ASSESSMENT CRITERIA

Associated Assessment Criteria Exit Level Outcome 1:

- > The need and purpose for a meeting/workshop is identified in order to make the necessary arrangements.
- > Meetings/workshop are organized and arranged based on the necessary information for the meeting within own work context.
- > The objectives of the meeting are identified and agreed upon with participants.
- > The necessary information for the meeting is provided to participants at the appropriate time in terms of organizational procedures.
- > Facilitation and presentation techniques are demonstrated in order to conduct an effective meeting/workshop.

Associated Assessment Criteria Exit Level Outcome 2:

- > The reasons for individual choice regarding the confidentiality of information is explained in terms of statutory obligations.
- > The legal framework in which access to, and transmission of, information is explained in terms of people's preferences and different settings.
- > The methods of maintain confidentiality in public environments are identified and explained within context.
- > The methods of communicating information are identified and explained in terms of their relevance.

Range: Methods include but are not limited to electronic, in writing or oral.

- > The methods of promoting community involvement in housing development processes are identified and explained within context.

Associated Assessment Criteria Exit Level Outcome 3:

- > The housing policies are reviewed in order to determine the parameters within which housing delivery initiatives works.
- > Different housing programmes are identified and explained in terms of their purpose and objectives.
- > Relevant and interested parties are identified in order to communicate information for effective involvement in housing development processes.
- > Communication channels are identified and explained in terms of organizational requirements.

Associated Assessment Criteria Exit Level Outcome 4:

- > Information and documents are controlled in accordance with organizational requirements.
- > The systems and procedures in dealing with information are defined and described with examples.
- > Documentation is managed in accordance with public administration principles.

Associated Assessment Criteria Exit Level Outcome 5:

- > The concept of social Housing is defined and explained within the South African context.
- > The basic principles and processes of social housing are identified and explained within the context a specific social housing environment.

Associated Assessment Criteria Exit Level Outcome 6:

- > An understanding of the financial statements is demonstrated in own working environment.
- > The implications of deviations from financial statements is explained within the context of legal and regulatory requirements.

Integrated Assessment:

Assessment should be focused on the candidate's ability to apply their theoretical knowledge and understanding in authentic contexts. Assessors should use a range of strategies, which will allow candidates to demonstrate applied competence. Applied competence (practical, foundational and reflective) competencies regarding electronics knowledge and skills will be achieved if a candidate can integrate the various outcomes of the unit standards of this qualification.

Assessment strategies and procedures should be aligned with the purpose and exist level outcomes of the qualification. They should consists of projects, written assignment, tests and examinations and also include a variety of problem solving assignments, portfolios of learning, materials and projects. The qualification should be assessed on the basis of evidence of demonstrated performance in the workplace or in simulated work situations designed to draw upon similar performance to that required at the workplace.

All exit level outcomes, critical cross-field outcomes, and essential embedded knowledge required by the component unit standards are to be assessed. Evidence of the achievement of the critical cross-field outcomes should be found both in performance and in explaining and applying the essential embedded knowledge.

INTERNATIONAL COMPARABILITY

This qualification was compared with equivalent qualifications from a number of countries. The purpose of this International Comparability study is to facilitate the development of a meaningful learning path and its associated curriculum incorporating both theoretical and practical vocational skills which will ensure compatibility, comparability and compliance with existing international qualification specifications and regulations.

Research was conducted in developed and developing economies to benchmark this qualification against equivalent qualifications in the following countries:

- > New Zealand.
- > United Kingdom.
- > Ireland.
- > South America (Brazil).
- > Scotland.

- > Sri Lanka.
- > India.
- > Netherlands.
- > China.
- > Hong Kong.
- > Norway.

However, the following countries were also examined and have been found to have qualifications and/or learning programmes offered by some institutions and/or service providers that are registered with the Chartered Institute for Housing (CIH) in the United Kingdom, an institute that has relations with the South African government through the National Department of Housing.

In many countries the universities that offer management courses have a first degree at a professional entry level qualification. This qualification is a higher certificate and hence broad in terms of the extent of the competencies it can offer as compared to many certificate course offerings in housing. The learning programmes and short courses on offer were compared in terms of the scope, content, duration, and qualification levels to benchmark best practices. The comparison focused on learning programmes offered by accredited institutions and organisations which include amongst others universities, non-governmental organisations service providers, in both developing and developed nations.

However, the qualification compares favourably with a number of certificate courses mostly offered at level 4 in the United Kingdom through the Chartered Institute of Housing qualifications where many countries in Europe subscribe to. These constitute a series of high level short courses, designed to meet the needs of the individual who will be managing either community housing or social housing.

International qualifications and programmes in the field of housing were examined to ensure that the qualification is comparable with qualification models, unit standards generated, and competencies required for learners at this level in the field of housing to assess similarities or contrasts in the qualifications.

Countries that face similar social, economic, technological challenges like South Africa within the SADC region in particular such as Botswana, Malawi, Swaziland, Zimbabwe, Namibia, Sierra Leone, Rwanda, Ghana, Kenya, Nairobi, and Tanzania to name but a few have been examined in terms of the qualification models and standards including learning programmes and short courses offered, unfortunately none of these have been found to have qualifications and/or standards in place.

It was discovered that in most countries especially in Netherlands, Norway, and Hong Kong, courses in housing are aimed at social housing or rental housing as most of their housing provision is predominantly rental accommodation as opposed to community and individual based type of housing found in South Africa.

The following qualifications compares well with this qualification in terms of content, scope and duration although they are not specifically addressing housing at the level and context that South Africa does given the dynamics in terms of social, economic and cultural diversity orientation. However, some of the countries are using a curriculum model as opposed to outcomes-based model in which this qualification is structured hence it is not easy to compare content and scope.

United Kingdom:

The results indicated that the countries that are affiliated to the Centre for Housing Institute (CIH) offer programmes that contain some elements of the qualification generated and showed

prevalence of the following themes in terms of content of the unit standards of courses offered mainly in the United Kingdom and New Zealand which are recognised as leaders in the generation of qualifications and unit standards. The qualification and unit standards are based on the international courses for housing.

EDEXCEL Level 5 BTEC Higher National Certificate in Housing:

This qualification is aimed at preparing students for a range of careers in the public, private and voluntary housing sectors. It is designed to provide flexibility, knowledge and skills and motivation as a basis for progression to undergraduate and postgraduate studies. It is designed to develop analytical skills which can be applied to the collection and evaluation of information and the application of solutions. Students will be prepared for a range of careers in the public, private and voluntary housing sectors. It is targeted at administrators, customer services officers, community development officers, local government estates officers and housing officers including administrative assistants. The following units are offered in the qualification which compares favourably with our qualification.

- > Housing and the Law, Level 4, 6 Credits.
- > Housing Policy, Level 4, 10 Credits.
- > Housing Practice, Level 4, 6 Credits.
- > Managing Organisational Resources in Housing.
- > Organising Service Quality in Housing Organisation.
- > Housing Organisations and service quality, Level 4, 6 Credits.
- > Housing Finance and Financial Skills, Level 5, 6 Credits.
- > Housing Information and Research, Level 5, 6 Credits.

CIH Level 4 Certificate in Housing:

The CIH Level 4 Certificate in Housing has been designed to provide the first stage of qualifications leading to Corporate membership of the Chartered Institute of Housing. It has been designed to develop current skills and knowledge for housing professionals to meet the challenges affecting the Housing sector. The CIH Level 4 Certificate in Housing is a practitioner led qualification responding directly to the current needs of employers in a period of rapid development of the social housing role. The CIH Level 4 Certificate in Housing will provide learners with the opportunity to follow a specialist pathway in Housing with Support, Planning and Development, Student Accommodation Management, Neighbourhood and Community Services, and Governance in Housing.

The CIH Level 4 Certificate in Housing provides a progression route to the CIH Level 4 Diploma in Housing. The CIH Level 4 Diploma in Housing provides progression to Level 5 qualifications in Housing delivered through validated Institutes of Higher Education. The qualification offers the following unit standards which compare well with our qualification:

CIOB-CIH Level 4 Certificate in Housing Maintenance Management:

The CIOB-CIH Level 4 Certificate in Housing Maintenance Management is a vocationally related qualification for maintenance professionals operating at management level within the social housing sector and non-technical staff from either a customer services or housing management background.

The Level 4 Certificate in Housing Maintenance Management will be intended for those people who are seeking or currently employed within either a management or senior technical role. They will be providing a service in the management of operations and surveying/technical staff. They will be responsible for managing budgets and producing performance reports.

This qualification aims to develop specialist skills necessary for employment and it will help learners to progress to become a recognised professional working in the field of in housing maintenance. The following units comprise the qualification which compare favourably with our qualification.

- > Housing Strategy and Policy.
- > Financial Management for Housing Maintenance.
- > Customer Services in a Housing Maintenance Context.
- > Managing People in a Housing Maintenance Context.
- > Health and Safety Management and Control.
- > Housing Technology and Housing Maintenance.

New Zealand:

Research was also conducted to identify housing programmes offered in New Zealand and there was no housing qualifications were found at the level of this qualification to be compared with this qualification.

However, some of the programmes found are pegged at lower levels than the level of the qualification under review.

Qualifications for social housing as the most alternative housing mechanism for housing were also searched from the following countries and sites were researched:

- > Australia (National Training Information Service).
- > UK (Chartered Institute of Housing, City and Guilds).
- > New Zealand (National Qualifications Framework).
- > Canada (Department of Human Resources and Skills Development).
- > Holland.
- > Sweden.
- > Norway.

The latter four (Canada, Holland, Sweden and Norway) were included in the research because they have active social housing movements and useful exchanges have already taken place between those countries and South Africa. However, no useful material could be found from any of them.

Holland:

Investigations conducted through Dutch social housing technical experts currently in South Africa revealed that Holland does not have an NQF type structure, so a sector-based qualification system has been considered for social housing. At present this has not materialised. Some ad hoc or short courses in social housing were found. The most promising of these was described in Dutch, which made interpretation difficult, but it appears that many of the topics covered by this qualification are also covered, interestingly, with a task orientation similar to ours. Some university-based courses in urban renewal or urban development are available, but these are not considered relevant to the present discussion.

Sweden:

In Sweden, the only qualifications for social housing that could be found related to trades in construction. These were not considered relevant to the present study.

Norway:

No sector-wide or even national qualifications were found for social housing, except some relating to construction.

New Zealand:

Although New Zealand has an NQF very similar to ours, nothing on social housing could be found. The closest was several unit standards from the field Family, community and social studies, for example a Level 2 unit "Complete a study of societal influences on housing". This is not related to social housing.

This leaves the results from Australia and the UK that provided useful comparisons.

Australia:

The National Training Information Service of the National Australian Training Authority revealed that there are three national qualifications in social housing. These are:

- > CHC30702: Certificate III in Social Housing.
- > CHC40802: Certificate IV in Social Housing.
- > CHC50602: Diploma of Social Housing.

The first is introductory and is aimed at the admin assistant level. It focuses mostly on the social issues rather than any technical or maintenance issues. The Level IV certificate is intended for housing officers. It includes some management training, but is primarily for leasing and tenancy management functions. The Diploma of Social Housing is management oriented, and seems focused on middle to senior management who require a general understanding of social housing rather than a more task-oriented focus.

Overall these Australian qualifications are similar in style and coverage to this qualification in social housing. They have fewer core unit standards and more electives, and they are more generic than this qualification, which is more task-oriented. Given the emerging nature of the social housing sector in South Africa and its skills base, this greater task-orientation is to be expected and is considered appropriate.

United Kingdom:

The Chartered Institute of Housing is the primary agency for training in social housing. The qualifications obtained through the CIH are:

- > Level 4 Certificate/Diploma in Housing.
- > Professional qualifications: These are courses that can be taken at undergraduate level or at postgraduate level, either to re-orientate another degree course towards housing, or to extend an existing housing degree course.

Conclusion in terms of international comparability:

Comparing our own qualification and related proposed qualifications with other countries, it seems clear that we are operating at an equivalent level with other countries, including those which are leaders in this field, as well as taking into account the particular requirements of developing nations, including our own. Our qualification falls well within the occupational profiles and training standards of the other relevant countries that we have investigated.

ARTICULATION OPTIONS

This qualification articulates vertically with the following registered qualifications:

- > ID 66089: National Certificate: Housing Development, NQF Level 5.

This qualification articulates horizontally with the following registered qualifications:

- > ID 49129: Further Education and Training Certificate: Management and Administration, NQF Level 4,
- > ID 36436: National Certificate: Local Economic Development, NQF Level 4.
- > ID 59097: Further Education and Training Certificate: Real Estate, NQF Level 4.

MODERATION OPTIONS

- > Moderation must include both internal and external moderation of assessments.
- > Moderation of assessments will be overseen by the relevant ETQA or HEQC according to the moderation guidelines and agreed ETQA procedures. This qualification can be internally assessed by assessors of the provider and moderated by a moderator registered with the relevant ETQA or HEQC. Moderation shall comply with SAQA and Council on Higher Education requirements.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

- > Assessors for this qualification will hold a NQF level 6 or equivalent qualification in Housing or equivalent qualification in related disciplines within the field of housing, or will be competent in the outcomes of this qualification and have at least two years experience in the housing and related fields. The Assessor must include both internal and external moderation of assessments.
- > Anyone assessing a learner or moderating the assessment of a learner against this qualification or its unit standards must be a constituent registered assessor with the relevant accredited ETQA or HEQC that has a Memorandum of Understanding with the relevant accredited ETQA.

NOTES

N/A

UNIT STANDARDS

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
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	119471	Use language and communication in occupational learning programmes	Level 4	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Core	242901	Apply the principles of good customer service to achieve public sector objectives	Level 4	6
Core	242816	Conduct a structured meeting	Level 4	5
Core	110490	Demonstrate a knowledge and understanding of the basic principles of public administration and management	Level 4	4

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Core	110506	Demonstrate and apply knowledge and understanding of the basic components and fundamental skills of effective communication	Level 4	4
Core	110497	Identify and explain the purpose of integrated development planning (IDP)	Level 4	4
Core	120381	Implement project administration processes according to requirements	Level 4	5
Core	117156	Interpret basic financial statements	Level 4	4
Core	242840	Make oral presentations	Level 4	2
Core	262927	Process documents relating to housing services	Level 4	2
Core	262928	Promote people' equality, diversity and rights in relation to housing	Level 4	5
Core	8648	Demonstrate an understanding of professional values and ethics	Level 5	4
Core	110508	Demonstrate and apply knowledge and understanding of the concept of facilitation and a range of facilitation skills	Level 5	6
Elective	242864	Answer customer enquiries by mail, facsimile, and e-mail in a wide range of public sector contexts	Level 3	4
Elective	246667	Demonstrate an understanding of Occupational Health, Safety and Environmental Legislations	Level 3	4
Elective	9968	Procure materials, tools and equipment	Level 3	6
Elective	119905	Analyse environmental impacts in rural areas	Level 4	3
Elective	120385	Apply a range of project management tools and techniques	Level 4	7
Elective	252201	Apply marketing team work strategies	Level 4	4
Elective	113968	Apply the principles of energy efficiency	Level 4	6
Elective	119676	Apply the skills of customer care in a specific work environment	Level 4	4
Elective	262925	Assess and capture data relating to approved housing projects using Housing Subsidy System (HSS)	Level 4	8
Elective	120373	Contribute to project initiation, scope definition and scope change control	Level 4	9
Elective	246735	Demonstrate an understanding of the Real Estate environment	Level 4	8
Elective	262964	Demonstrate an understanding of the principles of components of housing in the context of property maintenance.	Level 4	4
Elective	110475	Demonstrate and apply a knowledge and understanding of the basic economic concepts central to local economic development	Level 4	6
Elective	110502	Demonstrate and apply knowledge and understanding of the roles, function and responsibilities of the main stakeholders and role players in local economic development	Level 4	4
Elective	12739	Evaluate the quality of a business' debtor administration	Level 4	16
Elective	252210	Handle a range of customer complaints	Level 4	4
Elective	110501	Identify and explain the application of a range of concepts and tools for local economic development	Level 4	8
Elective	117158	Investigate ways of managing financial risk in own lives	Level 4	5
Elective	110009	Manage administration records	Level 4	4
Elective	252194	Meet marketing performance standards	Level 4	4
Elective	13948	Negotiate an agreement or deal in an authentic work situation	Level 4	5
Elective	110472	Outline the environment of local government	Level 4	6
Elective	242861	Participate in budget and general financial management processes within own public sector work context	Level 4	6
Elective	110484	Participate in local economic development related meetings and facilitate the necessary flow of local economic development information	Level 4	6
Elective	242842	Plan and prepare for an effective presentation	Level 4	2
Elective	120382	Plan, organise and support project meetings and workshops	Level 4	4
Elective	110025	Process data using information technology	Level 4	5
Elective	120386	Provide procurement administration support to a project	Level 4	7
Elective	8664	Examine social features as pertaining to the workplace	Level 5	4
Elective	117871	Facilitate learning using a variety of given methodologies	Level 5	10

LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION
None



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:**National Certificate: Housing Development**

SAQA QUAL ID	QUALIFICATION TITLE		
66089	National Certificate: Housing Development		
ORIGINATOR		PROVIDER	
SGB Housing			
QUALIFICATION TYPE	FIELD	SUBFIELD	
National Certificate	12 - Physical Planning and Construction	Physical Planning, Design and Management	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUAL CLASS
Undefined	130	Level 5	Regular-Unit Stds Based

This qualification does not replace any other qualification and is not replaced by another qualification.

PURPOSE AND RATIONALE OF THE QUALIFICATION**Purpose:**

The qualification is designed to provide flexibility, knowledge, skills and motivation as a basis for progression both horizontally and vertically to undergraduate qualifications in the built environment either at an Advanced Certificate level, Diploma or Bachelor's Degree in Housing Development at NQF Levels 5 or 6.

This qualification will assist in improving people's quality of life to create stability in the entire housing property market. It will help facilitate the social and economic transformation in the housing sector whilst also serving economic, social, environmental, spatial and physical developmental goals of key role-players in housing provision.

People credited with this qualification will be competent in:

- > Evaluating and implementing the rules and regulations relevant to key housing legislation, policies and strategy for sustainable human settlements.
- > Evaluating and applying the housing allocations policies to allocate community housing units or rental units to qualifying individuals.
- > Gathering, evaluating and communicating assimilated information to housing customers within the regulated housing environment.
- > Applying project management and administration skills to facilitate effective project monitoring and evaluation for reporting purposes.
- > Demonstrating an understanding and knowledge of social housing property development or management principles and processes.
- > Applying community development techniques and social facilitation skills to empower beneficiary communities in housing related matters.
- > Evaluating and monitoring housing programmes and projects performance.

Rationale:

This qualification has been designed for people working or intending to work in the housing sector as housing practitioners/officers. Since housing consumers comprise the majority of potential housing consumers who may lack adequate knowledge about housing matters and

require assistance to their housing needs, the housing sector requires skilled individuals who are able to provide accurate housing related information to housing consumers in a professional manner.

Learners accessing this qualification will be able to provide housing development support services such as, project coordination, administration and management of the allocation of community houses and rental units, social facilitation, community liaison and community development, housing information gathering to inform housing provision decisions, providing and directing beneficiaries and tenants to advice and guidance, developing a customer focused service, contribute to the administration of housing finance for housing development projects, property administration, tenant administration, sales and rent and implementing the housing legislation, policy and strategy for integrated human settlements developments.

Given the skills shortage in the housing sector, this qualification will prepare learners for a range of employment opportunities or careers in the public (national, provincial and local government housing departments), private and voluntary housing sectors such NGOs, state enterprises, housing institutions, corporate employers (such as mines), Social Housing Institutions(SHIs) or associations and banks.

Learners will be provided with knowledge and skills, values and attitudes that will enable them to function effectively within a structured, supervised environment, and be able to develop analytical skills which can be applied in the collection and evaluation of information and the application of appropriate solutions to housing related problems.

RECOGNIZE PREVIOUS LEARNING?

N

LEARNING ASSUMED IN PLACE

It is assumed that learners are competent in:

- > Communication skills at NQF Level 4.
- > Mathematics Literacy at NQF Level 4.
- > Computer literacy at NQF Level 4.

This qualification can be achieved wholly or in part through recognition of prior learning. It is assumed that learners may have been performing duties that reflect competencies contained in this qualification at the workplace. This qualification recognises, through the submission of portfolios of evidence, the formal/non-formal/informal prior learning that meet the outcomes of the qualification.

Access to the Qualification:

- > Open.

QUALIFICATION RULES

The Qualification consists of a Fundamental, a Core and an Elective Components.

To be awarded the Qualification learners are required to obtain a minimum of 130 credits as detailed below.

Fundamental component:

- > All Unit Standards in the Fundamental Component comprising 10 credits are compulsory.

Core component:

> All the unit standards in the core component to the value of 104 credits are compulsory.

Elective component:

Learners are required to select any cluster or mixture thereof that add up to 16 credits minimum from the unit standards in the clusters contained in this qualification.

EXIT LEVEL OUTCOMES

1. Evaluate and implement the rules and regulations relevant to key housing legislation, policies and strategy for sustainable human settlements.

2. Evaluate and apply the housing allocations policies for improved community housing units or rental units allocations to qualifying individuals.

> Range: Public housing units include but are not limited to BNG, GAP housing and CRUs. Private housing units refers to but is not limited to privately owned or government subsidised rental units.

3. Gather, evaluate and communicate assimilated information to housing customers within the regulated housing environment.

4. Apply project management and administration skills to facilitate effective project monitoring and evaluation for reporting purposes.

5. Apply community development techniques and social facilitation skills to empower beneficiary communities in housing.

6. Demonstrate an understanding and knowledge of social housing property development and management principles and processes.

7. Monitor housing.

Critical Cross-Field Outcomes:

The qualifying learner will be able to:

- > Identifying and solving problems relating to housing development in South Africa considering the housing typologies and delivery mechanisms.
- > Working effectively with others in the workplace as a member of the team and resolve conflict that may exist by applying conflict resolution skills and/or negotiation skills.
- > Organising and managing oneself and one's activities responsibly by planning own tasks in order to improve performance.
- > Collecting, analysing, organising and critically evaluating information relating to housing issues and provision to inform housing policy and strategy review processes.
- > Communicating effectively using appropriate verbal and nonverbal skills including graphical representations to disseminate information to key stakeholders and present reports to superiors in relation to work progress of housing projects.
- > Demonstrating an understanding of the world, as a set of related systems by recognizing that a link exists between development projects in the context of integrated development from a social, economical, infrastructural, environmental and physical perspectives in accordance with housing legislation, policy and programmes.
- > Using science and technology by understanding the design, planning and technological aspects of housing construction in terms of the norms and standards including regulations affecting design and construction processes.

ASSOCIATED ASSESSMENT CRITERIA

Assessment Criteria for Exit Level Outcome 1:

- > Key concepts and theories for sustainable development and sustainable human settlements are analysed and explained in terms of their application in housing development.
- > Key rules and regulations are explained as they relate to the implementation to housing laws and policies within the context of the National Housing Code guidelines.
- > Housing programmes are evaluated to determine their relevance in terms of housing needs and demands to inform housing programme designs.
- > Housing policy and strategy are analysed in relation to changing legislation and resource allocation.
- > The structure and decision making processes of government and related agencies, relevant to housing policy making are reviewed in accordance with policy formulation and decision making principles.

Assessment Criteria for Exit Level Outcome 2:

- > Factors affecting housing demand are examined in relation to within the context of housing provision.
- > Information in relation to the type of houses or rental unit preferred by beneficiaries/tenants is gathered and evaluated using the Demand Management Database or Waiting list.
- > Tenure options are investigated to order to match the households' preferences with specific government assisted housing or rental properties.
- > The allocation systems of government assisted houses or rental units are explained in terms of eligibility criteria to inform allocation decisions.
- > Local factors and beneficiary circumstances are examined and considered when making allocation decisions.
- > Beneficiary and tenant applications are reviewed in order to carry out effective and accurate allocations in accordance with work policies and procedures.
- > Ethical principles are explained and applied in relation to housing allocation processes.
- > Records of allocations are collated and kept in accordance with organizational policy requirements.

Assessment Criteria for Exit Level Outcome 3:

- > Information is gathered and analysed regarding housing needs and demand using different methods of information gathering.
- > Methods of assessing housing needs and demand are reviewed in relation to demand management system.
- > Communication and administration principles, strategies and processes within the housing environment are applied to enhance administrative and leadership performance.
- > A report is prepared and compiled with recommendations identifying housing delivery solutions to customer needs and demands in order to improve housing delivery.

Assessment Criteria for Exit Level Outcome 4:

- > Generic project management principles are identified and applied within own scope of work.
- > The roles of project team and role-players are identified and explained within the project management context.
- > A variety of project management tools and techniques are identified and applied in own scope of work.
- > Monitoring and evaluation principles and processes are applied to appraise the project in terms of project goals and objectives.

Assessment Criteria for Exit Level Outcome 5:

- > Community development techniques are selected and applied.

- > Information specific to community profiles is gathered and evaluated in order to select community development techniques.
- > The impact of community development on traditional lifestyles is explained in the context of poverty alleviation, empowerment and skills development.
- > A range of community development techniques are identified and applied for community development interventions.
- > Range: Community development techniques include but are not limited to participatory and inclusivity approaches and integrated development planning consultative approaches.

Assessment Criteria for Exit Level Outcome 6:

- > The principles and processes are interpreted and applied within the context of social housing property development.
- > Potential risk factors associated with social housing development are identified and managed using risk management techniques.
- > Legal requirements affecting the development of social housing property are interpreted and applied in order to ensure compliance.

Assessment Criteria for Exit Level Outcome 7:

- > Different housing delivery.
- > The various institutions playing a role in housing delivery are identified.
- > A tool is designed and developed in order to monitor and evaluate housing delivery programmes.
- > Housing delivery statistics are evaluated in order to determine programmes and projects performance.
- > Planning and preparation is conducted so as to ensure that all factors at tactical level are considered and that operational readiness is achieved at the required time.
- > Approaches to performance of a range of housing projects are outlined and assessed in terms of tenure options.
- > The tool is developed and administered to collect data to determine the performance of housing programmes and projects.

Integrated Assessment:

Assessment should be focused on the candidate's ability to apply their theoretical knowledge and understanding in authentic contexts. Assessors should use a range of strategies, which will allow candidates to demonstrate applied competence. Applied competence (practical, foundational and reflective) competencies regarding electronics knowledge and skills will be achieved if a candidate can integrate the various outcomes of the unit standards of this qualification.

Assessment strategies and procedures should be aligned with the purpose and exit level outcomes of the qualification. They should consist of projects, written assignment, tests and examinations and also include a variety of problem solving assignments, portfolios of learning, materials and projects. The qualification should be assessed on the basis of evidence of demonstrated performance in the workplace or in simulated work situations designed to draw upon similar performance to that required at the workplace.

All exit level outcomes, critical cross-field outcomes, and essential embedded knowledge required by the component unit standards are to be assessed. Evidence of the achievement of the critical cross-field outcomes should be found both in performance and in explaining and applying the essential embedded knowledge.

INTERNATIONAL COMPARABILITY

This Higher Certificate: Housing Development qualification at NQF Level 5 is primarily providing knowledge, skills, values and attitudes of people working or intending to pursue a career in housing or related fields such as social housing entrusted with general administrative including project or property development or management functions, community development support service and liaison with communities services. It addresses a broad range of competencies including monitoring and measuring the performance of housing programmes and projects. Hence, the focus of this qualification is on showing understanding of the housing regulatory environment to effectively manage customer/ beneficiary housing related requirements.

This qualification was compared with equivalent qualifications from a number of countries. The purpose of this International Comparability study is to facilitate the development of a meaningful learning path and its associated curriculum incorporating both theoretical and practical vocational skills which will ensure compatibility, comparability and compliance with existing international qualification specifications and regulations.

Research was conducted in developed and developing economies to benchmark this qualification against equivalent qualifications in the following countries:

- > New Zealand.
- > United Kingdom.
- > Ireland.
- > South America (Brazil).
- > Scotland.
- > Sri Lanka.
- > India.
- > Netherlands.
- > China.
- > Hong Kong.
- > Norway.

However, the following countries were also examined and have been found to have qualifications and/or learning programmes offered by some institutions and/or service providers that are registered with the Chartered Institute for Housing (CIH) in the United Kingdom, an institute that has relations with the South African government through the National Department of Housing.

In many countries the universities that offer management courses have a first degree at a professional entry level qualification. This qualification is a higher certificate and hence broad in terms of the extent of the competencies it can offer as compared to many certificate course offerings in housing. The learning programmes and short courses on offer were compared in terms of the scope, content, duration, and qualification levels to benchmark best practices. The comparison focused on learning programmes offered by accredited institutions and organisations which include amongst others universities, non-governmental organisations service providers, in both developing and developed nations.

However, the qualification compares favourably with a number of certificate courses mostly offered at level 4 in the United Kingdom through the Chartered Institute of Housing qualifications where many countries in Europe subscribe to. These constitute a series of high level short courses, designed to meet the needs of the individual who will be managing either community housing or social housing.

International qualifications and programmes in the field of housing were examined to ensure that the qualification is comparable with qualification models, unit standards generated, and competencies required for learners at this level in the field of housing to assess similarities or contrasts in the qualifications.

SADC Region:

Countries that face similar social, economic, technological challenges like South Africa within the SADC region in particular such as Botswana, Malawi, Swaziland, Zimbabwe, Namibia, Sierra Leone, Rwanda, Ghana, Kenya, Nairobi, and Tanzania to name but a few have been examined in terms of the qualification models and standards including learning programmes and short courses offered, unfortunately none of these have been found to have qualifications and/or standards in place. This qualification will therefore provide a model that could be benchmarked from by other countries especially within the SADC region.

It was discovered that in most countries especially in Netherlands, Norway, and Hong Kong, courses in housing are aimed at social housing or rental housing as most of their housing provision is predominantly rental accommodation as opposed to community and individual based type of housing found in South Africa.

The following qualifications compares well with this qualification in terms of content, scope and duration although they are not specifically addressing housing at the level and context that South Africa does given the dynamics in terms of social, economic and cultural diversity orientation. However, some of the countries are using a curriculum model as opposed to outcomes-based model in which this qualification is structured hence it is not easy to compare content and scope.

United Kingdom:

The results indicated that the countries that are affiliated to the Centre for Housing Institute (CIH) offer programmes that contain some elements of the qualification generated and showed prevalence of the following themes in terms of content of the unit standards of courses offered mainly in the United Kingdom and New Zealand which are recognised as leaders in the generation of qualifications and unit standards. The qualification and unit standards are based on the international courses for housing.

EDEXCEL Level 5 BTEC Higher National Certificate in Housing:

This qualification is aimed at preparing students for a range of careers in the public, private and voluntary housing sectors. It is designed to provide flexibility, knowledge and skills and motivation as a basis for progression to undergraduate and postgraduate studies. It is designed to develop analytical skills which can be applied to the collection and evaluation of information and the application of solutions. Students will be prepared for a range of careers in the public, private and voluntary housing sectors. It is targeted at administrators, customer services officers, community development officers, local government estates officers and housing officers including administrative assistants.

The following units are offered in the qualification which compares favourably with our qualification:

- > Housing and the Law, Level 4, 6 credits.
- > Housing Policy, Level 4, 10 credits.
- > Housing Practice, Level 4, 6 credits.
- > Managing Organisational Resources in Housing.
- > Organising Service Quality in Housing Organisation.
- > Housing Organisations and service quality, Level 4, 6 credits.
- > Housing Finance and Financial Skills, Level 5, 6 credits.
- > Housing Information and Research, Level 5, 6 credits.

CIH Level 4 Certificate in Housing:

The CIH Level 4 Certificate in Housing has been designed to provide the first stage of qualifications leading to Corporate membership of the Chartered Institute of Housing. It has been designed to develop current skills and knowledge for housing professionals to meet the challenges affecting the Housing sector. The CIH Level 4 Certificate in Housing is a practitioner led qualification responding directly to the current needs of employers in a period of rapid development of the social housing role. The CIH Level 4 Certificate in Housing will provide learners with the opportunity to follow a specialist pathway in; Housing with Support; Planning and Development; Student Accommodation Management; Neighbourhood and Community Services; and Governance in Housing.

The CIH Level 4 Certificate in Housing provides a progression route to the CIH Level 4 Diploma in Housing. The CIH Level 4 Diploma in Housing provides progression to Level 5 qualifications in Housing delivered through validated Institutes of Higher Education. The qualification offers the following unit standards which compare well with our qualification:

CIOB-CIH Level 4 Certificate in Housing Maintenance Management:

The CIOB-CIH Level 4 Certificate in Housing Maintenance Management is a vocationally related qualification for maintenance professionals operating at management level within the social housing sector and non-technical staff from either a customer services or housing management background.

The Level 4 Certificate in Housing Maintenance Management will be intended for those people who are seeking or currently employed within either a management or senior technical role. They will be providing a service in the management of operations and surveying/technical staff. They will be responsible for managing budgets and producing performance reports.

This qualification aims to develop specialist skills necessary for employment and it will help learners to progress to become a recognised professional working in the field of in housing maintenance.

The following units comprise the qualification which compare favourably with our qualification:

- > Housing Strategy and Policy.
- > Financial Management for Housing Maintenance.
- > Customer Services in a Housing Maintenance Context.
- > Managing People in a Housing Maintenance Context.
- > Health and Safety Management and Control.
- > Housing Technology and Housing Maintenance.

New Zealand:

Research was also conducted to identify housing programmes offered in New Zealand and there was no housing qualifications were found at the level of this qualification to be compared with this qualification.

However, some of the programmes found are pegged at lower levels than the level of the qualification under review.

Qualifications for social housing as the most alternative housing mechanism for housing were also searched from the following countries and sites were researched:

- > Australia (National Training Information Service).
- > UK (Chartered Institute of Housing, City and Guilds).
- > New Zealand (National Qualifications Framework).
- > Canada (Department of Human Resources and Skills Development).

- > Holland.
- > Sweden.
- > Norway.

The latter four (Canada, Holland, Sweden and Norway) were included in the research because they have active social housing movements and useful exchanges have already taken place between those countries and South Africa. However, no useful material could be found from any of them.

Holland:

Investigations conducted through Dutch social housing technical experts currently in South Africa revealed that Holland does not have an NQF type structure, so a sector-based qualification system has been considered for social housing. At present this has not materialised. Some ad hoc or short courses in social housing were found. The most promising of these was described in Dutch, which made interpretation difficult, but it appears that many of the topics covered by this qualification are also covered, interestingly, with a task orientation similar to ours. Some university-based courses in urban renewal or urban development are available, but these are not considered relevant to the present discussion.

Sweden:

> In Sweden, the only qualifications for social housing that could be found related to trades in construction. These were not considered relevant to the present study.

Norway:

> No sector-wide or even national qualifications were found for social housing, except some relating to construction.

New Zealand:

> Although New Zealand has an NQF very similar to ours, nothing on social housing could be found. The closest was several unit standards from the field Family, community and social studies, for example a level 2 unit "Complete a study of societal influences on housing". This is not related to social housing.

This leaves the results from Australia and the UK that provided useful comparisons.

Australia:

The National Training Information Service of the National Australian Training Authority revealed that there are three national qualifications in social housing. These are:

- > CHC30702 - Certificate III in Social Housing.
- > CHC40802 - Certificate IV in Social Housing.
- > CHC50602 - Diploma of Social Housing.

The first is introductory and is aimed at the admin assistant level. It focuses mostly on the social issues rather than any technical or maintenance issues. The Level IV certificate is intended for housing officers. It includes some management training, but is primarily for leasing and tenancy management functions. The Diploma of Social Housing is management oriented, and seems focused on middle to senior management who require a general understanding of social housing rather than a more task-oriented focus.

Overall these Australian qualifications are similar in style and coverage to this qualification in social housing. They have fewer core unit standards and more electives, and they are more generic than this qualification, which is more task-oriented. Given the emerging nature of the social housing sector in South Africa and its skills base, this greater task-orientation is to be expected and is considered appropriate.

United Kingdom:

The Chartered Institute of Housing is the primary agency for training in social housing. The qualifications obtained through the CIH are:

- > Level 4 Certificate/Diploma in Housing.
- > Professional qualifications - these are courses that can be taken at undergraduate level or at postgraduate level, either to re-orientate another degree course towards housing, or to extend an existing housing degree course.

Conclusion in terms of international comparability:

Comparing our own qualification and related proposed qualifications with other countries, it seems clear that we are operating at an equivalent level with other countries, including those which are leaders in this field, as well as taking into account the particular requirements of developing nations, including our own. Our qualification falls well within the occupational profiles and training standards of the other relevant countries that we have investigated.

ARTICULATION OPTIONS

This qualification articulates vertically with the following registered qualifications:

- > ID 58246: Bachelor Degree in Housing Development at NQF Level 6.

This qualification articulates horizontally with the following registered qualifications:

- > Higher Certificate: Building, NQF Level 5.
- > National Higher Certificate: Banking, NQF Level 5.
- > Certificate: Public Management, NQF Level 5.
- > ID 58395: National Certificate: Project Management, NQF Level 5.
- > National Certificate: Finance and Accounting: Public, NQF Level 5.

MODERATION OPTIONS

- > Moderation must include both internal and external moderation of assessments.
- > Moderation of assessments will be overseen by the relevant ETQA or HEQC according to the moderation guidelines and agreed ETQA procedures.
- > This qualification can be internally assessed by assessors of the provider and moderated by a moderator registered with the relevant ETQA or HEQC.
- > Moderation shall comply with SAQA and Council on Higher Education requirements.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

Assessors for this qualification will hold a NQF Level 6 or equivalent qualification in Housing or equivalent qualification in related disciplines within the field of housing, or will be competent in the outcomes of this qualification and have at least two years experience in the housing and related fields. The Assessor must include both internal and external moderation of assessments.

Anyone assessing a learner or moderating the assessment of a learner against this qualification or its unit standards must be a constituent registered assessor with the relevant accredited ETQA or HEQC that has a Memorandum of Understanding with the relevant accredited ETQA.

NOTES

N/A

UNIT STANDARDS

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Fundamental	120307	Apply South African legislation and policy affecting public administration	Level 5	10
Core	14590	Apply community development techniques	Level 5	12
Core	244514	Apply occupational health, safety and environmental legislation in the workplace	Level 5	12
Core	119346	Apply sound communication principles in the coordination of selected public sector communications programmes	Level 5	10
Core	242576	Apply technical knowledge and insight into property as an investment	Level 5	3
Core	117853	Conduct negotiations to deal with conflict situations	Level 5	8
Core	263044	Consult with interested parties to promote community participation on housing development projects	Level 5	10
Core	263015	Demonstrate an understanding and knowledge of the housing regulatory environment	Level 5	3
Core	120504	Determine the impact and policy implications of the concepts of 'integrated sustainable development' and 'sustainable human settlements' for a municipal area	Level 5	8
Core	263045	Evaluate and apply housing allocation systems and policies to facilitate accompanied viewing of property/accommodation	Level 5	3
Core	263007	Manage construction project administration	Level 5	6
Core	10052	Monitor handling of customers by frontline customer service	Level 5	6
Core	263022	Obtain, analyse and provide information relating to housing	Level 5	5
Core	243743	Demonstrate an understanding of and explain housing finance mechanisms and products	Level 6	8
Core	243732	Interpret and apply housing laws and related legislative frameworks affecting housing development	Level 6	10
Elective	120385	Apply a range of project management tools and techniques	Level 4	7
Elective	113968	Apply the principles of energy efficiency	Level 4	6
Elective	119676	Apply the skills of customer care in a specific work environment	Level 4	4
Elective	15059	Identify and co-ordinate facilities management opportunities	Level 4	5
Elective	242861	Participate in budget and general financial management processes within own public sector work context	Level 4	6
Elective	110494	Apply a range of research methodologies to support the design and implementation of (a) local economic development project(s) in own work context	Level 5	8
Elective	119351	Apply principles of computerised systems to manage data and reports relevant to the public sector administration	Level 5	10
Elective	258137	Collate, interpret and utilise financial information in a Real Estate business	Level 5	8
Elective	10041	Conduct a marketing situational analysis	Level 5	5
Elective	119765	Define community-based development project scope	Level 5	8
Elective	110058	Demonstrate a critical understanding of theories and principles of transformative development practice	Level 5	8
Elective	15096	Demonstrate an understanding of stress in order to apply strategies to achieve optimal stress levels in personal and work situations	Level 5	5
Elective	120501	Demonstrate an understanding of the legal implications and principles of the concepts of 'developmental local government' and 'integrated development planning' for governance in a municipal area	Level 5	6

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Elective	110487	Describe and explain national and provincial strategies and policies relevant to local economic development	Level 5	6
Elective	110505	Design, implement and manage a local economic development project in own work context	Level 5	8
Elective	120508	Determine the development mandate and direction of a municipal area	Level 5	10
Elective	10044	Implement a generic communication strategy	Level 5	10
Elective	258138	Implement and maintain legal requirements within a Real Estate business	Level 5	6
Elective	255935	Manage contracts and contractors	Level 5	6
Elective	15078	Perform valuations of income producing properties	Level 5	12
Elective	15075	Perform valuations of vacant land	Level 5	12
Elective	15140	Understand and apply building construction methods	Level 5	10
Elective	15150	Understand and apply principles relating to the installation of services in building	Level 5	7
Elective	12891	Apply concepts and principles of business ethics in the professional environment	Level 6	5
Elective	15080	Conceptualise and maintain the marketing, selling and leasing of residential properties	Level 6	17
Elective	13106	Determine capital investment appraisal	Level 6	10
Elective	13104	Determine the relationship between risk and return	Level 6	8
Elective	7880	Prepare, implement, manage and control budgets	Level 6	10

LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION

None



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Demonstrate an understanding and knowledge of the housing regulatory environment

SAQA US ID	UNIT STANDARD TITLE		
263015	Demonstrate an understanding and knowledge of the housing regulatory environment		
ORIGINATOR		PROVIDER	
SGB Housing			
FIELD		SUBFIELD	
12 - Physical Planning and Construction		Physical Planning, Design and Management	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	3

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Demonstrate an understanding of the housing environment in South Africa.

SPECIFIC OUTCOME 2

Explain the legislation and policies for effective housing delivery in South Africa.

SPECIFIC OUTCOME 3

Demonstrate an understanding and knowledge of legislation affecting housing development.

SPECIFIC OUTCOME 4

Monitor housing sector performance.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	66089	National Certificate: Housing Development	Level 5



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:*Obtain, analyse and provide information relating to housing*

SAQA US ID	UNIT STANDARD TITLE		
263022	Obtain, analyse and provide information relating to housing		
ORIGINATOR	PROVIDER		
SGB Housing			
FIELD	SUBFIELD		
12 - Physical Planning and Construction	Physical Planning, Design and Management		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	5

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Identify and use sources of information effectively.

SPECIFIC OUTCOME 2

Analyse and select information relevant to housing.

SPECIFIC OUTCOME 3

Disseminate information to key stakeholders both internally and externally for decision making.

SPECIFIC OUTCOME 4

Respond to queries/questions relating to information provided.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	66089	National Certificate: Housing Development	Level 5



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Consult with interested parties to promote community participation on housing development projects

SAQA US ID	UNIT STANDARD TITLE		
263044	Consult with interested parties to promote community participation on housing development projects		
ORIGINATOR		PROVIDER	
SGB Housing			
FIELD		SUBFIELD	
12 - Physical Planning and Construction		Physical Planning, Design and Management	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	10

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Develop and maintain own knowledge of laws/policies and their interpretation and application in housing development projects.

SPECIFIC OUTCOME 2

Identify opportunities for greater community involvement and participation.

SPECIFIC OUTCOME 3

Liaise and coordinate with key stakeholders for housing development project.

SPECIFIC OUTCOME 4

Analyse and present results of consultation in according to organisational policies and procedures.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	66089	National Certificate: Housing Development	Level 5



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Evaluate and apply housing allocation systems and policies to facilitate accompanied viewing of property/accommodation

SAQA US ID	UNIT STANDARD TITLE		
263045	Evaluate and apply housing allocation systems and policies to facilitate accompanied viewing of property/accommodation		
ORIGINATOR	PROVIDER		
SGB Housing			
FIELD	SUBFIELD		
12 - Physical Planning and Construction	Physical Planning, Design and Management		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	3

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Analyse and interpret housing allocation systems and policies for housing allocations.

SPECIFIC OUTCOME 2

Prepare for property/accommodation viewings.

SPECIFIC OUTCOME 3

Assist the occupant/customer to plan ahead for the viewing.

SPECIFIC OUTCOME 4

View property/accommodation with customers/occupant.

SPECIFIC OUTCOME 5

Complete records for the viewing process in accordance with organisational procedures and legal obligations.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	66089	National Certificate: Housing Development	Level 5