

No. 448

8 May 2009

**SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)**

In accordance with Regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Task Team for

**Home Affairs**

registered by Organising Field 08 – Law, Military Science and Security, publishes the following Qualification and Unit Standards for public comment.

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

Comment on the Qualification and Unit Standards should reach SAQA at the address below and **no later than 8 June 2009**. All correspondence should be marked **Standards Setting – Task Team for Home Affairs** and addressed to

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**ACTING DIRECTOR: STANDARDS SETTING AND DEVELOPMENT**



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**QUALIFICATION:**  
**National Certificate: Home Affairs**

SAQA QUAL ID	QUALIFICATION TITLE		
66869	National Certificate: Home Affairs		
ORIGINATOR	PROVIDER		
Task Team - Home Affairs			
QUALIFICATION TYPE	FIELD	SUBFIELD	
National Certificate	8 - Law, Military Science and Security	Safety in Society	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUAL CLASS
Undefined	120	Level 5	Regular-Unit Stds Based

**This qualification replaces:**

Qual ID	Qualification Title	NQF Level	Min Credits	Replacement Status
50418	National Certificate: Immigration Law Enforcement	Level 5	120	Will occur as soon as 66869 is registered
50419	National Certificate: Port Control and Admissions	Level 5	144	Will occur as soon as 66869 is registered
50438	National Certificate: Immigration Services	Level 5	120	Will occur as soon as 66869 is registered

**PURPOSE AND RATIONALE OF THE QUALIFICATION**

Purpose:

The Department of Home Affairs is responsible for immigration, including port control, refugee affairs, and civic services. Employees of the Department of Home Affairs are responsible for services relating to enabling documentation such as passports and identity documents, and screening people who enter South Africa. Learners completing this Qualification will typically be deployed as officials in either of the following sections found in the Department of Home Affairs:

- Immigration Services.
- Civic Services.
- Refugee Affairs.

As a fit-for-purpose qualification for the Department of Home Affairs, it provides a framework for the learner to develop competencies related to communication, interpersonal relationships and client services with a specific focus on an aspect of Home Affairs that require in depth application of expertise and knowledge of legislation. The Qualification provides a balanced learning experience and an opportunity for learners to apply academic skills in relation to the workplace. It is structured in such a way that it exposes learners to generic competencies required in the Department of Home Affairs at NQF Level 5 and allows for specialisation in Immigration, Refugee Affairs or Civic Services.

Possible designations include:

- Refugee Status Determination Officers (RSDOs) who deal with asylum seekers and refugees and issue permits.

- Refugee Reception Officers (RROs) who deal with asylum seekers and refugees and issue permits.
- Work roles in Civic Services relating to issues of citizenship, registration of births, deaths and marriages and the issuing of enabling documents such as identity documents and passports.
- Immigration Officers.
- Officers stationed at missions abroad who deal with civic and immigration issues.
- Front line and Back Office Administrators at Regional Offices.
- Back Office Administrators at Head Office who have specialised functions.

Recipients of this qualification will be able to:

- Gather, analyse, synthesize and evaluate information in order to communicate in writing using the terminology of the Department of Home Affairs correctly.
- Communicate verbal information in a Home Affairs environment with due regard for the audience and purpose of the communication, issues of diversity and the principles of Batho Pele customer service policy.
- Apply knowledge of legislation, ethics, and compliance in the context of a specific section of the Department of Home Affairs.

Rationale:

This Qualification meets the needs of the Department of Home Affairs by providing standards against which its future and current employees can be trained. This Qualification meets the needs of society by providing for competent Department of Home Affairs employees who have an understanding of moral standards and ethical behavior, and who contribute to a high-performance culture within the Department of Home Affairs in order to offer the quality service envisaged in the Batho Pele customer service policy.

This Qualification is a entry level Qualification intended for learners who work in the Department of Home Affairs. It is anticipated that learners who achieve this qualification will be able to:

- Operate effectively in one of the sections of the Department of Home Affairs.
- Develop and maintain a public service orientated culture in the Department of Home Affairs.
- Communicate effectively.
- Offer a friendly, efficient and responsive service that complies with relevant legislation and regulations.

### **RECOGNIZE PREVIOUS LEARNING?**

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### **LEARNING ASSUMED IN PLACE**

It is assumed that the learner has the following knowledge and skills:

- Communication at NQF Level 4.

This Recognition of Prior Learning may allow:

- For accelerated access to further learning.
- Gaining of credits towards a unit standard.
- For full or partial recognition of the Qualification.

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

Access to the Qualification:

Source: National Learners' Records Database

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There is an open access to this qualification for learners who have successfully completed a National Senior Certificate, the National Certificate: Vocational, NQF Level 4 or an equivalent FETC.

This Qualification makes the Recognition of Prior Learning possible, if the learner is able to demonstrate competence in the knowledge, skills, competencies, values and attitudes implicit in this Home Affairs Qualification. Recognition of Prior Learning will be done by means of an Integrated Assessment as mentioned in the previous paragraph.

### **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 120 credits as detailed below.

The Fundamental Component consists of Unit Standards to the value of 20 credits all of which are compulsory.

Core Component:

The Core Component consists of Unit Standards to the value of 58 credits all of which are compulsory.

Elective Component:

The Elective Component consists of a number of specialisations each with its own set of Unit Standards. Learners are to choose Unit Standards to the value of at least 42 Credits from a specialisation area. The specialisation areas are:

Civic Services:

- ID 264676: Apply knowledge of current and past influences to explain demographic trends, NQF Level 5, 3 Credits.
- ID 264677: Demonstrate knowledge and understanding of Civic Services in the context of the Department of Home Affairs, NQF Level 5, 10 Credits.
- ID 264678: Screen an applicant to establish identity, NQF Level 5, 10 Credits.
- ID 264674: Demonstrate understanding of fingerprinting for identification purposes, NQF Level 4, 2 Credits.
- ID 242585: Analyse the dynamics of different interactive styles in client relationships, NQF Level 5, 3 Credits.
- ID 243264: Customise an anti-corruption strategy at operational level for a Public Sector Department, NQF Level 5, 10 Credits.
- ID 123483: Evaluate the effects of counter-xenophobia and non-racism on a work environment, NQF Level 5, 4 Credits.
- ID 15093: Demonstrate insight into democracy as a form of governance and its implications for a diverse society, NQF Level 5, 5 Credits.
- ID 253993: Present evidence in a court of law, NQF Level 5, 5 Credits.
- ID 117854: Facilitate meetings to deal with conflict situations, NQF Level 5, 8 Credits.
- ID 114226: Interpret and manage conflicts within the workplace, NQF Level 5, 8 Credits.
- ID 114873: Apply basic financial procedures to PFMA principles, NQF Level 5, 3 Credits.
- ID 224158: Demonstrate an understanding of the field of fingerprinting, NQF Level 5, 5 Credits.
- ID 244147: Demonstrate an understanding of the field of forensic questioned documents, NQF Level 5, 10 Credits.
- ID 114863: Implement basic safety procedures in emergencies, NQF Level 5, 3 Credits.

- ID 123411: Investigate historical events to explain phases and trends, NQF Level 4, 3 Credits.
- ID 123412: Analyse relevant historical sources to interpret the past, NQF Level 4, 3 Credits.
- ID 115855: Create, maintain and update record keeping system, NQF Level 5, 5 Credits.
- ID 123507: Administer provision for procurement, NQF Level 5, 4 Credits.
- ID 15225: Identify and Interpret related legislation and its impact on the team, department or division and ensure compliance, NQF Level 5, 4 Credits.
- ID 115790: Write and present for a wide range of purposes, audiences and contexts, NQF Level 5, 5 Credits.
- ID 120485: Receive and attend to complaints Level 5, 5 Credits.

#### Immigration Services:

- ID 264674: Demonstrate understanding of fingerprinting for identification purposes, NQF Level 4, 2 Credits.
- ID 264678: Screen an applicant to establish identity, NQF Level 5, 10 Credits.
- ID 264679: Demonstrate knowledge and understanding of Refugee Services in the context of the Department of Home Affairs, NQF Level 5, 10 Credits.
- ID 123503: Administer and manage security checks at an Immigration Service Centre in South Africa, NQF Level 5, 4 Credits.
- ID 123505: Administer and monitor Immigration fines at a South African Immigration Service Centre, NQF Level 5, 5 Credits.
- ID 123508: Administer the movement and sojourn of foreigners in South Africa, NQF Level 5, 4 Credits.
- ID 117449: Apply the general principles of criminal law to the investigation of crime, NQF Level 5, 8 Credits.
- ID 117456: Conduct an Investigative Interview, NQF Level 5, 4 Credits.
- ID 253993: Present evidence in a court of law, NQF Level 5, 5 Credits.
- ID 123501: Interpret current legislation and policies related to Immigration Services in South Africa, NQF Level 5, 7 Credits.
- ID 115317: Perform duties of an immigration official at a port of entry, NQF Level 5, 6 Credits.
- ID 114873: Apply basic financial procedures to PFMA principles, NQF Level 5, 3 Credits.
- ID 115855: Create, maintain and update record keeping systems, NQF Level 5, 5 Credits.
- ID 115833: Monitor, assess and manage risk, NQF Level 5, 6 Credits.
- ID 120485: Receive and attend to complaints, NQF Level 5, 5 Credits.
- ID 115318: Administer and control the movement of persons and goods across international borders at ports of entry, NQF Level 5, 9 Credits.
- ID 123483: Evaluate the effects of counter-xenophobia and non-racism on a work environment, NQF Level 5, 4 Credits.
- ID 123486: Explain the administration of a port control office, NQF Level 5, 5 Credits.
- ID 115313: Prepare officials and individuals to survive a hostage incident, NQF Level 4, 2 Credits.
- ID 123509: Transport a prisoner, NQF Level 4, 3 Credits.
- ID 123487: Carry out immigration law enforcement administration, NQF Level 5, 5 Credits.
- ID 11983: Compile and administer a case docket for investigation purposes, NQF Level 5, 6 Credits.
- ID 11975: Conduct a lawful arrest, NQF Level 5, 4 Credits.
- ID 11976: Conduct a lawful search and seizure, NQF Level 5, 6 Credits.
- ID 115790: Write and present for a wide range of purposes, audiences and contexts, NQF Level 5, 5 Credits.
- ID 114868: Demonstrate an understanding of international law in diplomatic context, NQF Level 6, 5 Credits.
- ID 244147: Demonstrate an understanding of the field of forensic questioned documents, NQF Level 5, 10 Credits.
- ID 123485: Control aiding and abetting activities, Level 5, 4 Credits.

#### Refugee Affairs:

- ID 264679: Demonstrate knowledge and understanding of Refugee Services in the context of the Department of Home Affairs, NQF Level 5, 10 Credits.
- ID 264680: Adjudicate a claim for refugee status, NQF Level 5, 10 Credits.
- ID 264676: Apply knowledge of current and past influences to explain demographic trends, NQF Level 5, 3 Credits.
- ID 264674: Demonstrate understanding of fingerprinting for identification purposes, NQF Level 4, 2 Credits.
- ID 242585: Analyse the dynamics of different interactive styles in client relationships, NQF Level 5, 3 Credits.
- ID 243264: Customise an anti-corruption strategy at operational level for a Public Sector Department, NQF Level 5, 10 Credits.
- ID 123483: Evaluate the effects of counter-xenophobia and non-racism on a work environment, NQF Level 5, 4 Credits.
- ID 15093: Demonstrate insight into democracy as a form of governance and its implications for a diverse society, NQF Level 5, 5 Credits.
- ID 253993: Present evidence in a court of law, NQF Level 5, 5 Credits.
- ID 114226: Interpret and manage conflicts within the workplace, NQF Level 5, 8 Credits.
- ID 244147: Demonstrate an understanding of the field of forensic questioned documents, NQF Level 5, 10 Credits.
- ID 114863: Implement basic safety procedures in emergencies, NQF Level 5, 3 Credits.
- ID 252531: Demonstrate knowledge and understanding of trauma and skills for supportive counselling, NQF Level 4, 6 Credits.
- ID 119903: Analyse and synthesise spatial information from maps and other forms of spatial information, NQF Level 4, 4 Credits.
- ID 123223: Demonstrate understanding of the legal principles of marriage in South Africa, NQF Level 5, 5 Credits.
- ID 120485: Receive and attend to complaints, NQF Level 5, 5 Credits.

#### **EXIT LEVEL OUTCOMES**

1. Gather, analyse, synthesise and evaluate information in order to communicate in writing using the terminology of the Department of Home Affairs correctly.
2. Communicate verbal information in a Home Affairs environment with due regard for the audience and purpose of the communication, issues of diversity and the principles of Batho Pele customer service policy.
3. Apply knowledge of legislation, ethics, and compliance in the context of a specific section of the Department of Home Affairs.

#### **Critical Cross-Field Outcomes:**

This qualification promotes, in particular, the following Critical Cross-Field Outcomes:

1. Identifying and solving problems in which responses display that responsible decisions using critical and creative thinking have been made when:
  - Gathering, analysing, synthesising and evaluating information in order to communicate in writing using the terminology of the Department of Home Affairs correctly.
  - Communicating verbal information in a Home Affairs environment with due regard for the audience and purpose of the communication, issues of diversity and the principles of Batho Pele customer service policy.
  - Applying knowledge of legislation, ethics, and compliance in the context of a specific section of the Department of Home Affairs.

2. Working effectively with others as a member of a team, group, organisation, and community during:

- The gathering, analysis, synthesis and evaluation of information in order to communicate in writing using the terminology of the Department of Home Affairs correctly.
- The communication of verbal information in a Home Affairs environment with due regard for the audience and purpose of the communication, issues of diversity and the principles of Batho Pele customer service policy.
- The application of knowledge of legislation, ethics, and compliance in the context of a specific section of the Department of Home Affairs.

3. Organising and managing oneself and one's activities responsibly and effectively when:

- Gathering, analysing, synthesising and evaluating information in order to communicate in writing using the terminology of the Department of Home Affairs correctly.
- Communicating verbal information in a Home Affairs environment with due regard for the audience and purpose of the communication, issues of diversity and the principles of Batho Pele customer service policy.

4. Communicate effectively using visual, mathematical and/or language in the modes of oral and/or written persuasion when:

- Gathering, analysing, synthesising and evaluating information in order to communicate in writing using the terminology of the Department of Home Affairs correctly.
- Communicating verbal information in a Home Affairs environment with due regard for the audience and purpose of the communication, issues of diversity and the principles of Batho Pele customer service policy.
- Applying knowledge of legislation, ethics, and compliance in the context of a specific section of the Department of Home Affairs.

5. Collecting, analysing, organising and critically evaluating information to better understand and explain:

- Legislation, ethics, and compliance in the context of a specific section of the Department of Home Affairs.

6. Using science and technology effectively and critically, showing responsibility towards the environment and health of others when:

- Gathering, analysing, synthesising and evaluating information in order to communicate in writing using the terminology of the Department of Home Affairs correctly.
- Communicating verbal information in a Home Affairs environment with due regard for the audience and purpose of the communication, issues of diversity and the principles of Batho Pele customer service policy.
- Applying knowledge of legislation, ethics, and compliance in the context of a specific section of the Department of Home Affairs.

7. Demonstrating an understanding of the world as a set of related systems by recognising that problem-solving contexts do not exist in isolation when:

- Applying knowledge of legislation, ethics, and compliance in the context of a specific section of the Department of Home Affairs.

#### **ASSOCIATED ASSESSMENT CRITERIA**

Associated Assessment Criteria For Exit Level Outcome 1:

- 1.1 Study skills are applied to collect and synthesise information from a variety of sources.
- 1.2 Current events and developments that could impact on the Department of Home Affairs are analysed in order to develop an informed personal opinion to anticipate or predict future trends or possible developments and the potential impact on the Department.
- 1.3 Information is gathered, analysed, interpreted and evaluated from a range of sources in order to be presented coherently, reliably and accurately in writing using technological skills.
- 1.4 Evidence of irregularities are evaluated and substantiated by means of a written opinion or recommendation.

**Associated Assessment Criteria For Exit Level Outcome 2:**

- 2.1 Clients are communicated with in a manner adapted for individual needs.
- 2.2 Listening skills are applied to interpret customer/client requests.
- 2.3 Coherent and appropriate questions are asked to establish or authenticate a person's identity and process an application.
- 2.4 Verbal feedback to clients is polite, coherent, reliable and accurate and displays sensitivity to issues of diversity.

**Associated Assessment Criteria For Exit Level Outcome 3:**

- 3.1 Methods, procedures and techniques used in the Department of Home Affairs are applied with due regard for policy, legislative requirements and international conventions and protocols.
- 3.2 Decisions are substantiated based on available information with due regard for human rights, compliance and the Public Service's (Batho Pele) customer service policy.
- 3.3 Investigations are conducted professionally and ethically with due regard for the Department's code of conduct, and an individual's human rights.
- 3.4 Knowledge of legislation, regulations and international codes and conventions are applied to make an ethical decision.
- 3.5 Trends and issues that could indicate possible identity fraud or fraudulent/corrupt behaviour are analysed and interpreted in order to recommend a course of action.

**Integrated Assessment:**

Because assessment practices must be open, transparent, fair, valid, and reliable and ensure that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated into the Qualification. Learning, teaching and assessment are inextricably linked. Whenever possible, the assessment of knowledge, skills, competencies, attitudes and values indicated in the unit standards should be integrated.

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

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

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



Assessment should ensure that all Specific Outcomes and Critical Cross-Field Outcomes are assessed. The assessment of the Critical Cross-Field Outcomes should be integrated with the assessment of Specific Outcomes.

### **INTERNATIONAL COMPARABILITY**

#### **Best Practice:**

An extensive search was conducted to ascertain whether there is a qualification for public servants in a Department of Home Affairs type of context anywhere in the world.

The task team that developed the Qualification identified Canada as an example of a country with good practice in training public servants. Training is provided by the Canada School of Public Service. The National School of Government in United Kingdom provides training for the public service in that country. Canada and the United Kingdom were selected for this comparison as the Department of Home Affairs will shortly establish an in-house Learning Centre for training Home Affairs Officials. In the absence of qualifications for comparison a decision was made to compare the programmes offered by the two schools with the Exit Level Outcomes of the South African Qualification.

#### **Canada:**

The Canada School of Public Service is mandated to help ensure that public servants have the foundational knowledge, competencies and skills they need to do their jobs effectively to deliver results for Canadians and to assist deputy heads in meeting the learning needs of their organization. The School offers a variety of learning programmes to enhance skills, improve core competencies and broaden abilities. The school offers a number of training programmes that have synergies with the fundamental and core aspects of this Qualification and the Exit Level Outcome such as:

- Client Service.
- Communication skills.
- Values and Ethics.
- Diversity.
- Stress Management.
- Safe keep and handling of face-value documents and stamps.

These learning programmes are:

Orientation to the Public Service (E131) (Classroom Course, 1 day and two on-line modules):

This course is the first step for training new employees who need a common understanding of the culture and values of the public service and their roles and accountabilities as public servants. The program is intended to instill in new employees a sense of pride in the opportunity to serve Canadians. Participants are equipped with a foundational understanding of government and the concepts of the values, ethics and accountabilities that they will draw upon throughout their careers in the Public Service of Canada. The two online modules consist of:

- Paving the Way: Values and Ethics Foundations for New Employees (C255E).
- Orientation to the Public Service Program: Who We Work For (C218E).

Programmes relating to Client Service:

Quality and Excellence in Client Service (T409) (Classroom Course, 2 days):

This course examines how to meet client expectations and how to offer a more diligent, friendly and efficient service. Participants learn how to develop and apply quality service standards by following established rules and guidelines. Topics include:

- Advantages of providing quality service.
- Rules and guidelines for delivering quality service.
- Personal influence and client service.
- Dealing with dissatisfied clients.
- Service standards.

Quality and Excellence in Client Service-Second Language Maintenance (T410) (Classroom Course, 2 days):

The content of this course is the same as the one given in their first language (T409). However, some documents have been added to this version, including a bilingual lexicon, a list of useful expressions, a self-evaluation tool for linguistic performance and an advice page for participants. Participants learn how to develop and apply quality service standards by following established rules and guidelines while also maintaining their second language skills. The course is provided in the participants' second language in order to give them the opportunity to maintain their second language and communications skills. It has been designed for federal public servants holding the CBC level in their second language. Topics include:

- Advantages of providing quality service.
- Rules and guidelines for delivering quality service.
- Personal influence and client service.
- Dealing with dissatisfied clients.
- Service standards.

Defusing Crises When Dealing with Difficult Clients (T024) (Classroom Course, 2 days):

This course provides efficient strategies and tactics to intervene and react properly in situations where Federal employees are confronted by aggressive clients and must respond in a manner that reduces the potential for conflict or even violence. Participants learn to intervene with confidence, confront undesirable behaviours in the work environment and defuse potential or real crises. Topics include:

- Types of abuse.
- Prevention methods.
- Communication techniques to defuse a crisis.
- Warning signs of potential violence.
- Identifying a person in distress.
- Support mechanisms.

Programmes relating to Communication:

Basic Skills in English Writing (T009) (Classroom Course, 4 days):

This interactive course deals with the practical basics of writing in English, including spelling, grammar, punctuation, sentence structure and paragraph construction. Participants learn how to write more clearly and concisely to ensure effective communication with managers, colleagues, clients and the general public.

The course targets all public servants and assumes a good knowledge of written English as this is not a second-language course and focuses on the competencies of Communication. Participants have an opportunity to use text correction software. Topics include:

- Verbs, nouns and pronouns.
- Modifiers and comparisons.
- Constructing effective sentences.
- Spelling and punctuation.
- Writing clear and concise paragraphs.

Interpersonal Communication Skills (P607) (Classroom Course, 2 days):

This course explains how to convey a clear message and how to check whether recipients have understood that message. Participants improve their interpersonal communication skills by expanding their ability to speak clearly and concisely while developing their listening skills. The course targets all public servants in citizen focused services: Topics include:

- The active communication process.
- Non-verbal communication.
- Verbal skills.
- Communication and feelings.

Speaking to Learn III - B Level English (E349) (Classroom Course, 8 days):

This course is offered to public servants who have completed Speaking to Learn I and II and who wish to maintain and improve their level B oral communication skills in English as a second language (ESL). It focuses primarily on building both linguistic and professional knowledge through collaborative in-class and online discussions generated by participants and guided by a language expert. Participants have the opportunity to exchange work-related ideas and experiences in their second official language with public servants from other departments.

This course is designed for retention purposes and not necessarily for attaining a higher level. Topics include:

- English language retention.
- Oral communication practice.
- Online reading, research and writing practice in English.
- Professional interest topics discussed in English.

Improving Listening Skills (T022) (Classroom Course, 2 days):

This course breaks down the selective listening process into understandable parts where participants are taught how to control distractions, concentrate on the message and to interpret messages as they listen. Participants learn to fine-tune their comprehension and decode non-verbal language in order to respond more effectively and with greater confidence. The course targets Public Servants in Citizen Focused Services. Topics include:

- Barriers to listening.
- Active listening.
- Verbal and non-verbal messages.
- Responding appropriately.

Write Right (C164):

This is a self-paced language product designed to support learning for those learning English as a second language (ESL). The online tool is comprised of 325 sentences for error analysis and allows participants to practice their writing and editing skills in a timed mode, an untimed mode or as a random simulation exercise. Participants practise their writing and editing skills while improving their English language proficiency.

**Writing Effective Reports (T014) (Classroom Course, 3 days):**

This is an interactive course that teaches how to determine what kinds of information should be included in reports, how to write clearly and concisely and how to evaluate the quality of a report. Participants learn how to write accurate reports which are decisive instruments for the management of quality information and easy for the recipient to understand. Participants may bring their own reports as examples and rework them with the facilitator. Topics include:

- Analyzing the writing of a report.
- Developing a strategy.
- Planning and writing the first draft.
- Revising the draft.
- Planning the layout of the report.

**Writing for Results (T007) (Classroom Course, 3 days):**

This interactive course teaches participants how to prepare logical memos and letters with focused paragraphs and concise sentences. Participants learn to write productive correspondence to present a convincing rationale for a recommendation or to satisfy more specific requests. Experience in writing administrative correspondence, a good knowledge of the English language or the completion of Basic Skills in English Writing (T009) is required for admission to the course. Topics include:

- Writing the plan.
- Writing the first draft.
- Focusing on the recipient(s).
- Focusing on the purpose of the communication.
- Revising the final copy.

**Writing in Plain Language (T017) (Classroom Course, 1 day):**

This practical and interactive course teaches how to write in a more structured and simplified manner. Participants learn to apply the principles of plain and clear language in order to write more effectively. They are invited to bring their own written samples to the class to rework them with the facilitator and have an opportunity to use text correction software. The course targets Public Servants in Citizen Focused Services. Good knowledge of English grammar or Basic Skills in English Writing (T009) is required for admission to the course. Topics include:

- Elements of style.
- Sentence length.
- Sentence variety.
- Placing emphasis and accentuating.
- Word choice.
- Tone choice.

**Programme relating to Ethics:****Modern Comptrollership: Values and Ethics (C328E):**

This online course provides an overview of the basic principles of values and ethics needed to properly facilitate the implementation of modern comptrollership. Participants learn to address the challenges related to identifying and applying the principles of values and ethics in the workplace.

**Programme relating to issues of Diversity:**

**Diversity: Vision and Action (G114) (Classroom Course, 2 days):**

This course explores diversity concepts and encourages participants to reflect on personal experiences, share their knowledge and implement strategies to promote diversity in their workplace. Participants learn to craft a diversity vision and action plan that will bring their employment equity and diversity strategies to life. This course explores diversity concepts and encourages participants to reflect on personal experiences, share their knowledge and implement strategies to promote diversity in their workplace. The course encourages participants to reflect on the importance of values and ethics and imparts knowledge through discussion and case studies. Participants deepen their understanding of the unique challenges of workplace diversity through a heightened awareness of the key values that drive the federal public service. They also explore issues related to cultural differences and employment equity. Topics include:

- Federal context on values-based leadership and culture.
- Diversity issues to support the strategic directions and goals of the public service of Canada.
- Creating an organizational culture that allows all qualified employees to reach their full potential.

**Programme relating to Stress Management:****Managing Stress Effectively (T013) (Classroom Course, 2 days):**

This course presents simple ways to change negative and destructive thinking patterns and reduce physical and mental tension. Participants develop a stress management program that is adapted to their own situation in order to increase personal productivity and improve well-being. Topics include:

- Stress, health and illness.
- Stressors.
- Burnout.
- Type a and type b behaviours.
- Self-awareness.
- Cognitive restructuring.
- Lifestyle management.
- Relaxation techniques.
- Change management.
- Developing a stress management program.

**Programmes relating to the Safekeeping of Documents:****Safeguarding Sensitive Information and Assets (I706) (Classroom Course, 3 days):**

Departments and agencies are responsible for protecting sensitive information and assets under their control in accordance with the Government Security Policy. This course examines how to recognize the sensitivity of information and assets, potential threats and how to define one's role in achieving effective security. Participants gain the necessary skills and knowledge to help them carry out their responsibilities in this area. Participants gain the necessary skills and knowledge to help them carry out their responsibilities in this area. Topics include:

- Policy and guidelines.
- Threat and risk management.
- Business resumption planning.
- Physical security and information technology security.
- Personnel screening and security in federal contracting.

#### Records Management (I001) (Classroom Course, 3 days):

This course provides an overview of the management, organization, control and disposal of records. Government information consists of information, records or publications that were created, received, used, maintained and disposed of regardless of their physical format. There are laws and policies on information management that require federal government institutions to take responsibility for managing their information through its entire existence, regardless of the medium on which it is created and stored. These records must be organized and stored appropriately to ensure retrieval as required. Participants learn the proper principles, methods and techniques to manage paper-based records throughout their life cycle in an increasing multimedia and e-business environment. Topics include:

- Records management.
- Organizing records.
- Controlling records.
- Disposing of records.

#### Finding:

There is no Public Service specific qualifications in Canada equivalent of this Qualification. However the above mentioned short courses offered by the Canada School of Public Service appear to have synergies with Specific Outcomes in the Unit Standards to the Fundamental and Core Components and the Exit Level Outcomes of this Qualification. These synergies place emphasis on:

- Values, ethics and service with integrity and respect.
- Serving the citizens of the country according to public service principles of the country.
- A strong focus on language and issues of diversity.
- Personal and organisational accountability.

The electives in the National Certificate: Home Affairs, Level 5 allow for specialisation in Immigration Services, Refugee Affairs or Civic Services. In the Canadian system these specialisations would be classified as the responsibility of Functional Communities within Government and training takes place by means of on-the-job training.

#### United Kingdom:

The Professional Skills for Government (PSG) Framework sets out the mix of skills and experience that civil servants at all grades should have in order to excel at their jobs, and details areas to focus on when seeking promotion. The National School of Government is the business school for government in the UK and supports learning for PSG through dedicated programmes. The following programmes have similarities to this Qualification. These are:

- Customer Service.
- Communication and issues of diversity.
- Personal and organisational accountability.

#### Programmes relating to Customer Service:

##### Front-line Customer Service (Course Duration, 1 day):

On completion of this course, participants should be able to understand what customer care is and why it is so important, how to recognise who their customer is and what they want and need, essential communication skills to deliver exceptional service and managing difficult situations assertively.

**Managing Customer Complaints (Course Duration, 1 day):**

On completion of this programme, participants should be able to understand how to improve customer service through the effective management of customer complaints and customer care.

**Creating Personal Impact (Course Duration, 1 day):**

This programme covers the importance of voice, physical presence, confidence and assertiveness, building rapport to convey authority and leadership.

**Customer Service Excellence through Charter Mark (Course Duration, 1 day):**

On successful completion of this programme, participants will be able to understand the nature of customer focused public sector organisations.

**Understanding Your Customers (Course Duration, 1 day):**

On completion of this programme, participants should be able to understand the process for understanding customer requirements and satisfaction and how to use a range of tools and techniques to gather data on customer requirements and satisfaction.

**Understanding Human Behaviour (Course Duration, 2 days):**

This programme draws on theories of human behaviour to help participants to manage relationships. It includes understanding own behaviour, identifying own options and handling difficult relationships and situations.

**Emotional Intelligence (Course Duration, 3 days):**

This programme helps participants to explore their emotional intelligence and its applications. On completion of the course, learners should know how to identify and use their emotional intelligence in the working environment in order to promote the cohesion of groups into self-managed teams keen to solve routine and unanticipated problems. Topics include:

- Emotional Intelligence.
- Primal leadership.
- Pro-active teamwork.
- Self-awareness.
- Collaboration.
- Building consensus.
- Reconciling diversity and grievance.
- Constructive conflict/destructive agreement.
- Mobilising and inspiring others.
- The organisational audit.

**Programmes relating to Communication:****Effective Communications:**

The programme is designed for people who are seeking to assess and improve their oral communication. It is practical and will enable learners to identify their strengths and weaknesses when communicating one to one or in group settings. Participants learn basic tools and techniques to enable them to be more influential in a range of situations.

**Effective Writing (Course Duration, 2 days):**

This programme is designed for all staff who need to be able to write clearly, concisely and confidently, the programme is participative and practical exercises are used to illustrate points. Individual guidance is available from the tutors. There are workshop sessions where learners can practise the types of writing most relevant to their own needs. Learners can bring their own work. Writing is a key skill for most jobs. This course introduces you to some useful guidelines for effective writing and illustrates how they may be applied to specific types of written communication, for example:

- Letters.
- E-mails.
- Internal minutes.
- Short reports.
- Summaries.

**Government Communications Foundation Programme (Course Duration, 3 days):**

This programme provides the opportunity to develop participants own network of contacts within the wider government communications community.

**Advanced Writing (Course Duration, 2 days):**

This programme will help participants to plan and write tightly structured drafts, develop a flexible, clear, concise, positive style and check that work is effective and error free.

**Communication and Interpersonal Skills for Professional Advisers (Course Duration, 5 days):**

This programme will help participants to assess and improve on their personal strengths and develop their communication skills.

**Effective Communication and Information Management (Course Duration, 1 day):**

This programme is designed for managers who need to be able to analyse and manage information and then select the most appropriate methods for communicating it to others.

**Policy Communications Skills (Course Duration, 4.5 days):**

This course will help participants to develop their skills in many aspects of communication when dealing with policy.

**Brush Up Your Grammar (Course Duration, 1 day):**

This programme is a good general introduction to the conventions of grammar and sentence structure.

**Communicating in a Policy Environment (Course Duration, 3 days):**

This course helps participants to develop their confidence and the specific communication skills needed to work effectively in key civil service posts.

**Reading Faster with Understanding (Course Duration, 1 day):**

On successful completion of this programme, participants will be able to apply techniques to increase their reading speed, comprehension and concentration.

**Applications of Mind Mapping (Course Duration, 1 day):**



This programme assumes basic mapping skills and moves into practical applications for business and personal development.

Programmes relating to issues of Diversity:

Cross-Cultural Communication (Course Duration, 1 day):

This programme aims to provide an introduction to culture, both in general concepts and some of the practicalities of day to day communication, raise awareness and understanding of religions and beliefs, heighten comprehension of multi cultural behaviours, rather than to provide a platform to develop stereotypes and provide a foundation for becoming culturally competent communicators.

The Essentials of Equality/Diversity - Working with Difference (Course Duration: 1 day):

This programme explores the business case for diversity implications of mainstreaming and the Reform Agenda; what diversity means to organisations and its benefit for teams and individuals. On completion of the course learners will understand:

- Their organisation's Equality and Diversity policies and their roles/responsibilities in implementing them.
- The implications of mainstreaming and the Reform Agenda.
- What diversity means for the organisation and the benefits it brings for work teams and individuals.
- The diverse needs of their workforce and internal/external customers.
- The legal framework and its application.
- How to clarify and set targets for change.

Finding:

There is no Public Service specific qualifications in the United Kingdom equivalent of this Qualification. However the above mentioned short courses offered by the National School of Government, as run through PSG, appear to have synergies with Specific Outcomes in the Unit Standards to the Fundamental and Core Components and the Exit Level Outcomes of this Qualification. These synergies place emphasis on:

- Customer Service.
- Communication and issues of diversity.
- Personal and organisational accountability.

The South African Qualification was developed and then compared to the Canadian and United Kingdom models. The Canadian Model provided the most suitable comparison as all of the learning activities from the Canada School of Public Service have been mapped against the the Key Leadership Competencies that reflect the skills, abilities and characteristics that all public service employees require in order to meet current and future challenges. These compare well to the competencies, skills, abilities and characteristics identified by the task team as essential for employees in the Department of Home Affairs.

Summary:

There does not appear to be a qualification similar to the proposed National Certificate: Home Affairs, NQF Level 5. Training needs in the countries compared are accommodated through short courses. However the Unit Standards and Exit Level Outcomes of this Qualification have a similar training content and approach. This content is:

- Communicate effectively both verbally and in writing in a public service context.

- Offer high level professional and ethical customer service that acknowledges issues of diversity in line with the principles of service of the country concerned.

A major difference between the short courses of the countries compared and this Qualification is the choice of electives that tailor training to meet the needs of employer. There do not appear to be similar short courses in Canada and the United Kingdom. The addition of specific clusters of electives for Immigration, Civic Services and Refugee Affairs ensures that the South African qualification is fit for purpose in the South African context.

### **ARTICULATION OPTIONS**

This Qualification lends itself to both vertical and horizontal articulation possibilities.

Horizontal articulation is possible with the following Qualification:

- ID 50060: National Certificate: Public Administration, NQF Level 5.
- ID 59201: National Certificate: Generic Management, NQF Level 5.

Vertical articulation is possible with the following qualification:

- ID 57892: National Diploma: Public Administration, NQF Level 6.

### **MODERATION OPTIONS**

- Anyone assessing a learner or moderating the assessment of a learner against this Qualification must be registered as an assessor with the relevant Education, Training, Quality, and Assurance (ETQA) Body.
- Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider with the relevant ETQA.
- Assessment and moderation of assessment will be overseen by the relevant ETQA according to the ETQA's policies and guidelines for assessment and moderation, in terms of agreements reached around assessment and moderation between ETQA's (including professional bodies) and in terms of the moderation guideline detailed immediately below.
- Moderation must include both internal and external moderation of assessments at exit points of the Qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual unit standards and the integrated competence described in the Qualification.

Anyone wishing to be assessed against this Qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA.

### **NOTES**

This Qualification replaces the following Qualifications:

- ID 50418: National Certificate: Immigration Law Enforcement, NQF Level 5, 120 Credits.
- ID 50419: National Certificate: Port Control and Admissions, NQF Level 5, 144 Credits.
- ID 50438: National Certificate: Immigration Services, NQF Level 5, 120 Credits.

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

- A minimum of 2 (two) years' practical, relevant occupational experience.
- A relevant Qualification at NQF Level 5 or higher.
- To be registered as an assessor with the relevant ETQA.

### **UNIT STANDARDS**

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Fundamental	15094	Demonstrate insight into the application of theories of Emotional and Spiritual Intelligence in personal development	Level 5	5
Fundamental	244570	Demonstrate knowledge and application of efficient study skills	Level 5	5
Fundamental	230070	Present an informed argument on a current issue in a business sector	Level 5	5
Fundamental	115789	Sustain oral interaction across a wide range of contexts and critically evaluate spoken texts	Level 5	5
Core	119342	Apply knowledge of ethical principles, standards and professional conduct in public sector management and administration	Level 5	8
Core	263936	Apply knowledge of issues of diversity in a specific South African context	Level 5	5
Core	120303	Apply principles of risk management	Level 5	8
Core	15096	Demonstrate an understanding of stress in order to apply strategies to achieve optimal stress levels in personal and work situations	Level 5	5
Core	264681	Demonstrate knowledge and insight into current affairs that could have implications for the Department of Home Affairs	Level 5	5
Core	264675	Demonstrate knowledge and understanding of potential identity fraud and corruption in a Department of Home Affairs context	Level 5	5
Core	119665	Demonstrate understanding of the concept of human rights and democracy and its application in society	Level 5	12
Core	123506	Establish and maintain internal and external client relations within a public service context	Level 5	6
Core	123488	Safe-keep and handling of face-value documents and stamps	Level 5	4
Elective	119903	Analyse and synthesise spatial information from maps and other forms of spatial information	Level 4	4
Elective	123412	Analyse relevant historical sources to interpret the past	Level 4	3
Elective	252531	Demonstrate knowledge and understanding of trauma and skills for supportive counselling	Level 4	6
Elective	264674	Demonstrate understanding of fingerprinting for identification purposes	Level 4	5
Elective	123411	Investigate historical events to explain phases and trends	Level 4	3
Elective	115313	Prepare officials and individuals to survive a hostage incident	Level 4	2
Elective	123509	Transport a prisoner	Level 4	3
Elective	264680	Adjudicate a claim for refugee status	Level 5	10
Elective	115318	Administer and control the movement of persons and goods across international borders at ports of entry	Level 5	9
Elective	123503	Administer and manage security checks at an Immigration Service Centre in South Africa	Level 5	4
Elective	123505	Administer and monitor Immigration fines at a South African Immigration Service Centre	Level 5	5
Elective	123507	Administer provisioning for procurement	Level 5	4
Elective	123508	Administer the movement and sojourn of foreigners in South Africa	Level 5	4
Elective	242585	Analyse the dynamics of different interactive styles in client relationships	Level 5	3
Elective	114873	Apply basic financial procedures to PFMA principles	Level 5	3
Elective	264676	Apply knowledge of current and past influences to explain demographic trends	Level 5	3
Elective	253974	Apply the general principles of criminal law	Level 5	8
Elective	123487	Carry out immigration law enforcement administration	Level 5	5
Elective	11983	Compile and administer a case docket for investigation purposes	Level 5	6
Elective	11975	Conduct a lawful arrest	Level 5	4
Elective	11976	Conduct a lawful search and seizure	Level 5	6
Elective	253982	Conduct an Investigative Interview	Level 5	4
Elective	123485	Control aiding and abetting activities	Level 5	4
Elective	115855	Create, maintain and update record keeping systems	Level 5	5

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Elective	243264	Customise an anti-corruption strategy at operational level for a Public Sector Department	Level 5	5
Elective	244158	Demonstrate an understanding of the field of fingerprinting	Level 5	5
Elective	244147	Demonstrate an understanding of the field of forensic questioned documents	Level 5	10
Elective	15093	Demonstrate insight into democracy as a form of governance and its implications for a diverse society	Level 5	5
Elective	264677	Demonstrate knowledge and understanding of civic services in the context of the Department of Home Affairs	Level 5	10
Elective	264679	Demonstrate knowledge and understanding of refugee affairs in the context of the Department of Home Affairs	Level 5	10
Elective	123223	Demonstrate understanding of the legal principles of marriage in South Africa	Level 5	5
Elective	123483	Evaluate the effects of counter-xenophobia and non-racism on a work environment	Level 5	4
Elective	123486	Explain the administration of a port control office	Level 5	5
Elective	117854	Facilitate meetings to deal with conflict situations	Level 5	8
Elective	15225	Identify and interpret related legislation and its impact on the team, department or division and ensure compliance	Level 5	4
Elective	114863	Implement basic safety procedures in emergencies	Level 5	3
Elective	114226	Interpret and manage conflicts within the workplace	Level 5	8
Elective	123501	Interpret current legislation and policies related to Immigration Services in South Africa	Level 5	7
Elective	252025	Monitor, assess and manage risk	Level 5	8
Elective	115317	Perform duties of an immigration official at a port of entry	Level 5	6
Elective	253993	Present evidence in a court of law	Level 5	5
Elective	120485	Receive and attend to complaints	Level 5	5
Elective	264678	Screen an applicant to establish identity	Level 5	10
Elective	115790	Write and present for a wide range of purposes, audiences and contexts	Level 5	5
Elective	114868	Demonstrate an understanding of international law in diplomatic context	Level 6	5

#### LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION

None



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**

***Demonstrate knowledge and understanding of potential identity fraud and corruption in a Department of Home Affairs context***

SAQA US ID	UNIT STANDARD TITLE		
264675	Demonstrate knowledge and understanding of potential identity fraud and corruption in a Department of Home Affairs context		
ORIGINATOR	PROVIDER		
Task Team - Home Affairs			
FIELD	SUBFIELD		
8 - Law, Military Science and Security	Safety in Society		
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**

Explain and identify fraud on the part of an applicant.

**SPECIFIC OUTCOME 2**

Authenticate information to confirm a person's identity.

**SPECIFIC OUTCOME 3**

Identify a potential case of fraudulent identity based on evidence.

**SPECIFIC OUTCOME 4**

Explain potential fraud and corruption on the part of an employee in the Department of Home Affairs.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Core	66869	National Certificate: Home Affairs	Level 5



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:***Apply knowledge of current and past influences to explain demographic trends*

SAQA US ID	UNIT STANDARD TITLE		
264676	Apply knowledge of current and past influences to explain demographic trends		
ORIGINATOR	PROVIDER		
Task Team - Home Affairs			
FIELD	SUBFIELD		
8 - Law, Military Science and Security	Safety in Society		
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**

Investigate issues relating to legislation prior to 1994 that have implications for the Department of Home Affairs.

**SPECIFIC OUTCOME 2**

Explain how population statistics are collected and used.

**SPECIFIC OUTCOME 3**

Identify and explain patterns and trends in population information.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	66869	National Certificate: Home Affairs	Level 5



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**

***Demonstrate knowledge and understanding of civic services in the context of the Department of Home Affairs***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
264677	Demonstrate knowledge and understanding of civic services in the context of the Department of Home Affairs		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
Task Team - Home Affairs			
<b>FIELD</b>		<b>SUBFIELD</b>	
8 - Law, Military Science and Security		Safety in Society	
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
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**

Identify the functions of the Department of Home Affairs.

**SPECIFIC OUTCOME 2**

Explain the population registration functions of Civic Services.

**SPECIFIC OUTCOME 3**

Explain the functions relating to enabling documentation issued by Civic Services.

**SPECIFIC OUTCOME 4**

Describe the relationship between the Department of Home Affairs and other stakeholders.

**SPECIFIC OUTCOME 5**

Apply knowledge of South African legislation to issues of citizenship.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	66869	National Certificate: Home Affairs	Level 5



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Screen an applicant to establish identity***

SAQA US ID		UNIT STANDARD TITLE	
264678		Screen an applicant to establish identity	
ORIGINATOR		PROVIDER	
Task Team - Home Affairs			
FIELD		SUBFIELD	
8 - Law, Military Science and Security		Safety in Society	
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**

Discuss possible ways of establishing identity.

**SPECIFIC OUTCOME 2**

Discuss different interview techniques.

**SPECIFIC OUTCOME 3**

Analyse an application.

**SPECIFIC OUTCOME 4**

Interview an applicant to obtain additional information.

**SPECIFIC OUTCOME 5**

Interview a witness to verify information.

**SPECIFIC OUTCOME 6**

Make a decision based on available information.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

ID	QUALIFICATION TITLE	LEVEL
Elective 66869	National Certificate: Home Affairs	Level 5





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**

***Demonstrate knowledge and understanding of refugee affairs in the context of the Department of Home Affairs***

SAQA US ID	UNIT STANDARD TITLE		
264679	Demonstrate knowledge and understanding of refugee affairs in the context of the Department of Home Affairs		
ORIGINATOR	PROVIDER		
Task Team - Home Affairs			
FIELD	SUBFIELD		
8 - Law, Military Science and Security	Safety in Society		
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**

Identify the functions of the Department of Home Affairs.

**SPECIFIC OUTCOME 2**

Explain the functions relating to enabling documentation issued by Refugee Affairs.

**SPECIFIC OUTCOME 3**

Apply knowledge of South African legislation to issues relating to asylum seekers and refugees.

**SPECIFIC OUTCOME 4**

Describe the relationship between the Department of Home Affairs and other stakeholders.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	66869	National Certificate: Home Affairs	Level 5



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

*Adjudicate a claim for refugee status*

SAQA US ID		UNIT STANDARD TITLE	
264680		Adjudicate a claim for refugee status	
ORIGINATOR		PROVIDER	
Task Team - Home Affairs			
FIELD		SUBFIELD	
8 - Law, Military Science and Security		Safety in Society	
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**

Explain migration patterns in the context of Refugee Affairs.

**SPECIFIC OUTCOME 2**

Research a country of origin.

**SPECIFIC OUTCOME 3**

Explain different interview techniques.

**SPECIFIC OUTCOME 4**

Interview an asylum seeker to obtain additional information.

**SPECIFIC OUTCOME 5**

Make a decision relating to refugee status.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	66869	National Certificate: Home Affairs	Level 5



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**

***Demonstrate knowledge and insight into current affairs that could have implications for the Department of Home Affairs***

SAQA US ID	UNIT STANDARD TITLE		
264681	Demonstrate knowledge and insight into current affairs that could have implications for the Department of Home Affairs		
ORIGINATOR	PROVIDER		
Task Team - Home Affairs			
FIELD	SUBFIELD		
8 - Law, Military Science and Security	Safety in Society		
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**

Analyse reports relating to the image of the Department of Home Affairs.

**SPECIFIC OUTCOME 2**

Analyse reports relating to immigration trends.

**SPECIFIC OUTCOME 3**

Analyse reports relating to changing demographics.

**SPECIFIC OUTCOME 4**

Analyse issues relating to legislation and international conventions.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Core	66869	National Certificate: Home Affairs	Level 5