



Empowerment through Education

# Skills Brochure 2015

This brochure provide a comprehensive list of skills programmes across industry sectors. The Institute for Quality is accredited for all programmes in this brochure.

### **What is a Skills Programme?**

**A skills programme is defined in the skills development act as:**

An occupationally based programme;

- Presented by an accredited provider; and
- When completed, will constitute credits towards a qualification registered in the National Qualifications Framework.



**Your Skills Your Future**

### **Elements of a skills programme**

- Credit value below 120 credits
- Unit standards based
- Has a structured workplace component

The unit standards have been clustered into sets for convenience of presentation. You are encouraged to select those unit standards (competencies) required at your workplace.

**These will be tailored to suit your needs!**



## Computer Skills

Basic Computer	Operate a personal computer
	Develop and use keyboard skills
Excel	Use spreadsheet applications to solve problems
Word	Use word processor to create and edit documents
	Use word processor to create merged documents
Email	Use electronic mail to send and receive messages
Internet	Use web browser to search the internet

## Finance

Finance	Manage expenditure against budget
	Interpret basic financial statements
	Apply basic invoice and accounting principles

## Stock

Stock	Management of stock and fixed assets in a business unit
	Count stock for a stock take
	Controlling and locating stock

## Problem Solving

	Solve problems, make decisions and implement solutions



# Management

## Human Resources Management

Understand workplace Relations	Understanding of employment relations in an organisation
	Understand employer/employee relationship
	Understanding contracts and their sources
<b>Recruit and select staff</b>	Recruit and select candidates to fill defined positions
<b>Institute Disciplinary Action</b>	Institute Disciplinary action
<b>Ethics</b>	Comply with organisational ethics
	Apply the organisations code of conduct in a work environment
	Identify personal values and ethics in the workplace



## Management

Project Management	Apply a range of project management tools and techniques
	Supervise a project team of a business project to deliver project deliverables
	Work as a project team member
Leadership	Apply leadership concepts in a work context
	Solve problems, make decisions and implement solutions

## Management

Supervisory Skills	Supervise work unit to achieve work unit objectives
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## Business Productivity

Productivity	Identify and measure the factors that affect productivity
	Manage time and work processes in a business environment
	Co-ordinate the improvement of productivity within a functional unit
Time	Apply efficient time management to the work of a department/division/section

## Management Systems

Information Systems	Manage the capture, storage and retrieval of human resources information using an information system
	Manage learner information using an information management system
	Manage the design, development and review of a human resource information system

## Team Work

Managing Teams	Motivate and build a team
	Build teams to meet set goals and objectives
	Set, monitor and measure the achievement of goals and objectives for a team or division within an organisation
	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks



## Diversity

Diversity Management	Harness diversity and build on strengths of a diverse working environment
	Demonstrate understanding of the concept human rights and democracy and its application in society
	Display a cultural awareness in dealing with customers and colleagues

## Administration

	Present information in report format
	Write a technical report
	Develop administrative procedures in a selected organisation
	Manage administration records
	Develop administrative procedures in a selected organisation
	Apply the budget function in a business unit
	Contract service providers
	Manage service providers in a selected organisation
	Monitor and control office supplies
	Monitor and control the maintenance of office equipment

## Legal

Legal	Outline the legal environment of a selected business
	Assist in the control of fraud in an office environment

## Meetings

Meetings	Plan and prepare meeting communications
	Conduct a structured meeting

## Customer Service

	Apply basic skills of customer service
	Monitor customer satisfaction
	Handle a range of customer complaints
	Resolve customer service problems



## Quality

	Identify inputs, outputs, stages and quality indicators of the manufacturing assembly or engineering process
	Apply quality procedures
	Maintain the quality assurance system
	Demonstrate an understanding of quality principles used in the chemical industry

## HACCP

	Monitor critical control points (CCP) as an integral part of a hazard analysis critical control point (HACCP) system.
	Identify potential hazards and critical safety issues in the workplace
	Perform quality control practices in a food or sensitive consumer product operation
	Demonstrate an understanding of the concept of microbiology in a food handling environment
	Apply good manufacturing practice as part of a food safety programme



## Machine Operations

Perform first line maintenance

Demonstrate an understanding of basic machine operations in a manufacturing and or packaging environment

Operate filling process on a food automated packaging line

Operate a labeling process on a food automated packaging line

## Hygiene and Sanitisation

Clean and sanitise food manufacturing equipment and surfaces manually

Handle food materials in a food production process

Maintain personal hygiene, health and presentation in a food handling environment

Clean and sanitise a fast moving consumer goods (FMCG) processing system using an automated cleaning-in-place (CIP) system

## Induction

Staff Induction Introduce new staff to the workplace

Induct a new member into a team

## GMP and Waste

Demonstrate the knowledge of Good Manufacturing practice in a chemical manufacturing environment

Apply standard operating procedures in a process environment

Control waste or effluent water in a manufacturing environment

Use wastewater/ sewage, effluent and storm water systems in industry



## Coaching and Mentoring

Conduct on the job coaching

Assist and support learners to manage their learning experiences

Guide learners about their learning, assessment and recognition opportunities

## Skills Development Facilitation

Conduct skills development administration in an organisation

Provide information and advice regarding skills development and related issues

Promote a learning culture in an organisation

Develop an organisational training and development plan

Co ordinate planned skills development interventions in an organisation

Conduct an analysis to determine outcomes of learning for skills development and other purposes

Advise on the establishment and implementation of a quality management system for skills development practices in an organisation

## Assessment

Conduct outcomes based assessment

Conduct moderation on outcomes based assessments

Design and develop outcomes based assessments

## Facilitation

Facilitate learning using a variety of given methodologies

Facilitate the transfer and application of learning in the workplace

## Evaluation

Evaluate and promote education, training and development (ETD) providers, services and products for organisational use

Evaluate learning interventions using given evaluation instruments



## Communication

Access, process, adapt and use data from a wide range of texts

Sustain oral interaction across a wide range of contexts and critically evaluate spoken texts

Use language and communication strategies for vocational and occupational learning

Write and present for a wide range of purposes, audiences and contexts

Write for a wide range of contexts

Interpret a variety of literary texts

Interpret and use information from texts

Write texts for a range of communicative contexts

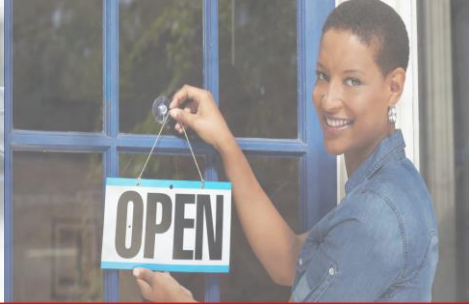
Accommodate audience and context needs in oral communication

## Learning programmes

Define target audience profiles and skills gaps

Develop outcomes-based learning programmes

Design outcomes-based learning programmes



# Safety and Fire Fighting

<b>Work Safety</b>	
General Safety and Security	Managing occupational health, safety and general housekeeping
	Maintain basic safety, health and environment issues
	Maintain a secure working environment
	Explain emergency preparedness and response procedures
	Keep workplace safe and productive
	Demonstrate knowledge of OHS Act and the responsibilities of management in terms of the Act
	Perform role of a safety health and environmental protection representative
<b>Chemical Safety</b>	
	Interpret material safety data sheets (MSDS) in order to address chemical safety in the workplace
	Receive handle and store hazardous chemicals safely
	Respond to emergencies in the process environment
<b>Fire Fighting</b>	
	Perform basic fire fighting
	Apply basic fire fighting techniques
	Knowledge and use of hand operated fire fighting equipment



# Technical Skills

## Tools and Equipment

Select, use and care for engineering power tools

Select, use and care for engineering hand tools

Select, use and care for engineering measuring equipment

Select, use vehicle lifting equipment

## Engineering Drawing

Read and interpret engineering drawing

Mark off regular engineering shapes

Read, interpret and produce basic engineering drawings

## Welding Skills programme

Introductory Skills in welding

Welding intermediate

Welding Advanced

## Motor Mechanics

Introductory Skills Automotive Body Repair

Intermediate Skills in Automotive Body Repair

Advanced skills in Automotive Body Repair



## Panel Beating



Introductory Skills Automotive Body Repairer

Intermediate Skills in Automotive Body Repairer

Advanced skills in Automotive Body Repairer

## Spray Painting

Introductory Skills Spray Painting

Intermediate Skills in Spray Painting

Advanced skills in Spray Painting

## Electrical

Introductory Skills

Intermediate Skills

Advanced skills



## GMP and Waste



Demonstrate the knowledge of Good Manufacturing practice in a chemical manufacturing environment

Apply standard operating procedures in a process environment

Control waste or effluent water in a manufacturing environment

Use wastewater/ sewage, effluent and storm water systems in industry

## Numeracy

Plan and manage personal finance

Read, interpret and understand information on a payslip

Apply knowledge of statistics and probability to critically interrogate and effectively communicate

Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing

Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues

Pack manually