

Further Education and Training Certificate: Project Support Services

SAQA ID: 58800

NQF Level: 4

Credits: 126

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

Purpose:

- It will provide the broad knowledge, skills and values required to facilitate access to mobility and progression were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training.
- Have worked in the Project Management sector for many years without a formal Qualification.
- Wish to extend their range of skills and knowledge of the sector so that they can become competent workers in the Project Management sector.

Qualification Unit Standards

No.	SAQA ID	SAQA Title	NQF Level	Credits	Content (Concepts/Content Covered)
1	244558	Comply with organisational ethics in a project environment	4	4	<ul style="list-style-type: none"> • Describing the profession's code of conduct and its ethical principles. • Adhering to code of conduct. • Identifying and understanding the ethical issues in the organisation. • Identifying and understand the issues with regards to confidential information.
2	120372	Explain fundamentals of project management	4	5	<ul style="list-style-type: none"> • Explaining the nature of a project. • Explaining the nature and application of project management. • Explaining the types of structures that are found in a project environment. • Explaining the application of organisation structures in a project environment. • Explaining the major processes and activities required to manage a project.

No.	SAQA ID	SAQA Title	NQF Level	Credits	• Content (Concepts/Content Covered)
3	110023	Present information in report format	4	6	<ul style="list-style-type: none"> • Relating the purpose, content, form, frequency and recipients of a range of reports to the information needs of a selected business • Identifying information sources and organisational procedures for obtaining and distributing information relevant to a selected business function. • Compiling reports related to a selected business function, ensuring content and format are appropriate to information requirements and that reporting deadlines are met • Liaising with relevant parties and verifying that reported information is in accordance with requirements and purpose of the report.
4	244573	Provide technical support for project cost control functions	4	12	<ul style="list-style-type: none"> • Demonstrating an understanding of organisational procedures for cost control. • Carrying out daily cost control procedures. • Maintaining historical cost control records.
5	244556	Provide technical support for project estimating service functions	4	9	<ul style="list-style-type: none"> • Identifying and explaining the sources of information required for a project estimate. • Demonstrating an understanding of the different levels, cost groups and types of a project estimate. • Gathering information and assembling project estimates. • Distributing and recording estimating data.
6	244566	Provide technical support for project planning and scheduling service functions	4	12	<ul style="list-style-type: none"> • Explaining the basic procedures for project planning and scheduling. • Explaining the concepts and implications of a critical path and the types of float present in a schedule. • Gathering and collating planning and scheduling activity data. • Gathering and collating activity resource requirements. • Gathering and collating progress information for updating schedule.
7	119472	Accommodate audience and context needs in oral/signed communication	3	5	<ul style="list-style-type: none"> • Interact successfully in oral/signed communication • Use strategies that capture and retain the interest of an audience • Identify and respond to manipulative use of language

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8	120379	Work as a project team member	4	8	<ul style="list-style-type: none"> • Demonstrating an understanding of the criteria for working as a member of a team. • Collaborating with other team members to improve performance. • Participating in building relations between team members and other stakeholders. • Respecting personal, ethical, religious and cultural differences to enhance interaction between team members. • Using a variety of strategies to deal with potential or actual conflict between team members.
9	119457	Interpret and use information from texts	3	5	<ul style="list-style-type: none"> • Use a range of reading and viewing strategies to understand the literal meaning of specific texts • Use strategies for extracting implicit messages in texts • Respond to selected texts in a manner appropriate to the context • Explore and explain how language structures and features may influence a reader/viewer
10	119467	Use language and communication in occupational learning programmes	3	5	<ul style="list-style-type: none"> • Access and use suitable learning resources • Use learning strategies • Manage occupational learning programme materials • Conduct basic research, analyse and present findings • Function in a team • Reflect on how characteristics of the workplace and occupational context affect learning
11	119465	Write/present/sign texts for a range of communicative contexts	3	5	<ul style="list-style-type: none"> • Write/sign for a specified audience and purpose • Use language structures and features to produce coherent and cohesive texts for a wide range of contexts • Draft own writing/signing and edit to improve clarity and correctness
12	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6	<ul style="list-style-type: none"> • Critique and use techniques for collecting, organising and representing data. • Use theoretical and experimental probability to develop models. • Critically interrogate and use probability and statistical models.

No.	SAQA ID	SAQA Title	NQF Level	Credits	• Content (Concepts/Content Covered)
13	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5	<ul style="list-style-type: none"> • Respond critically yet sensitively as a listener/audience • Analyse responses to spoken/signed texts & adjust as required • Use strategies to be an effective speaker/signer in sustained oral/signed interactions • Evaluate spoken/signed discourse
14	119469	Read/view, analyse and respond to a variety of texts	4	5	<ul style="list-style-type: none"> • Critically analyse texts produced for a range of purposes, audiences and contexts • Identify and explain the values, attitudes and assumptions in texts • Evaluate the effects of content, language and style on readers'/viewers' responses in specific texts.
15	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4	<ul style="list-style-type: none"> • Measure, estimate, and calculate physical quantities in practical situations relevant to the adult with increasing responsibilities in life or the workplace • Explore analyse and critique, describe and represent, interpret and justify geometrical relationships and conjectures to solve problems in two- and three-dimensional geometrical situations
16	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6	<ul style="list-style-type: none"> • Use mathematics to plan and control financial instruments including insurance and assurance, unit trusts, stock exchange dealings, options, futures and bonds • Use simple and compound interest to make sense of and define a variety of situations including mortgage loans, hire purchase, present values, annuities and sinking funds • Investigate various aspects of costs and revenue including marginal costs, marginal revenue and optimisation of profit • Use mathematics to debate aspects of the national and global economy, including tax, productivity and the equitable distribution of resources.
17	119459	Write/present/sign for a wide range of contexts	4	5	<ul style="list-style-type: none"> • Write/sign effectively and creatively on a range of topics • Choose language structures and features to suit communicative purposes • Edit writing/signing for fluency and unity.

No.	SAQA ID	SAQA Title	NQF Level	Credits	Content (Concepts/Content Covered)
18	12153	Use the writing process to compose texts required in the business environment	4	5	<ul style="list-style-type: none"> • Using textual features and conventions specific to texts • Identifying the intended audience for the communication • Identifying the purpose of a text • Select the appropriate text type, format and layout for the purpose • Organising and structuring a technical text appropriately • Using appropriate grammar conventions • Drafting and editing a technical text • Recognising errors and checking for accuracy • Presenting the same information in different ways • Using plain language in business
19	110026	Describe and assist in the control of fraud in an office environment	4	4	<ul style="list-style-type: none"> • Describing fraud as it occurs in an office environment. • Demonstrating knowledge and understanding of legal aspects relating to fraud in an office environment. • Demonstrating knowledge and understanding of internal processes around the investigation of fraud in an office environment. • Analysing trends and the impact of fraud in an office environment. • Explaining and assisting with control mechanisms used to contain fraud in an office environment.
20	117495	Assess legal contracts for business	4	8	<ul style="list-style-type: none"> • Demonstrate an understanding of the nature, role, history and sources of South African Law • Assess the legal rules that relate to the validity of various contracts • Demonstrate an understanding of the rights, duties of parties to a contract. • Demonstrate an understanding of the relevant terms and concepts used within contracts
21	120382	Plan, organise and support project meetings and workshops	4	4	<ul style="list-style-type: none"> • Explaining the purpose, objective and scope of project meetings and / or workshops. • Planning for a project meeting and / or workshop. • Arranging and supporting a project meeting and / or workshop.