



OCCUPATIONAL CERTIFICATE: WATER RETICULATION PRACTITIONER

SAQA ID: 102581 – NQF LEVEL 4

MODULE 1

MODULE 1: 642605001-KM-01: WORKPLACE FUNDAMENTALS

1.1. Overview

Code	Topic	Percentage
KM-01-KT01	EMPLOYMENT KT0101 – Employee and employer legal rights KT0102 – Employer roles and responsibilities KT0103 – Employee roles and responsibilities KT0104 – Role of organised labour in business KT0105 – Labour relations processes KT0106 – Role of the department of Labour, the CCMA, and the Labour Court KT0107 – Role of professional bodies and industry	13%
KM-01-KT02	ORGANISATION OF WORK KT0201 – Work, including products and services, paid and unpaid KT0202 – Work assets of value-adding processes KT0203 – Internal and external customers in the value chain KT0204 – Meeting protocols for formal and informal meetings	7%
KM-01-KT03	EMPLOYER-EMPLOYEE RELATIONSHIPS KT0301 – Employment contracts, including learning contracts such as learnerships, apprenticeships and internships KT0302 – Vision, mission, policies, and procedures KT0303 – Rules, codes of conduct and ethics KT0304 – Company values (common and specific)	10%
KM-01-KT04	CONCEPTS RELATED TO THE PERFORMANCE OF WORK KT0401 – Planning, organising and control KT0402 – Workflow KT0403 – Cost, waste KT0404 – Productivity, efficiency KT0405 – Housekeeping KT0406 – Risk, health, safety, environment, and related systems KT0407 – Quality and quality systems KT0408 – Continual improvement	10%
KM-01-KT05	EMPLOYER ORGANISATIONS KT0501 – Types of employer organisations (including public, private, and non-profit entities) KT0502 – Company as legal persona, stakeholders, responsibilities KT0503 – Differences between micro, small, medium and large organisations KT0504 – Organisational hierarchies KT0505 – Organisational culture, structures, systems KT0506 – Organisational organogram KT0507 – Levels of authority	12%

	KT0508 – Organisational strategies, business plans and processes (budgeting, reporting) KT0509 – Typical organisational stakeholders	
KM-01-KT06	EXTERNAL ENVIRONMENTS IN WHICH ORGANISATIONS OPERATE KT0601 – The economy, markets, customers, competition, service delivery KT0602 – Resources (including materials, people, finance, Public Finance Management Act, technology) KT0603 – Organisations and the natural environment KT0604 – Global influences on local conditions, the economy	8%
KM-01-KT07	INFORMATION AND COMMUNICATION TECHNOLOGY AT WORK KT0701 – Computers, software, and systems KT0702 – Telephones, internet, and intranet	5%
KM-01-KT08	ETHICS AT WORK KT0801 – Definition of ethical behaviour KT0802 – Unwritten, but expected behaviours (including reliability, accountability, time keeping and respect for others) KT0803 – Components of ethical behaviour (including integrity, honesty, fair dealing, respecting diversity) KT0804 – Lapses in ethical behaviour (including sexual harassment, racism, bullying, theft, abuse of company property, rules, time, sick leave) KT0805 – Conflicts of interest	15%
KM-01-KT09	CURRENT TRENDS INFLUENCING WORK <ul style="list-style-type: none"> ▪ KT0901 – Employment equity ▪ KT0902 – Broad-Based Black Economic Empowerment ▪ KT0903 – Sustainability ▪ KT0904 – Diversity ▪ KT0905 – Work-life balance 	7%
KM-01-KT10	COMMUNICATION KT1001 – Theory of communication KT1002 – Telephone techniques and etiquette KT1003 – Listening skills KT1004 – Writing skills KT1005 – Speaking skills KT1006 – Protocols for communication KT1007 – Body language KT1008 – People diversity KT1009 – Barriers to communication	13%

1.2. Learning Outcomes

Module	Learning Outcomes
KM-01-KT01	<ul style="list-style-type: none"> ▪ Define and describe the concepts which underpin employment, employment related legislation and systems. ▪ Discuss the impact of these concepts on an employer and employee. ▪ Describe the processes which govern employment, disputes, and other labour relations issues
KM-01-KT02	<ul style="list-style-type: none"> ▪ Define and describe the concepts which underpin work, working and working relationships. ▪ Discuss the impact of these concepts on an employee and co-workers. ▪ Describe the processes which govern employment, disputes, and other labour relations issues
KM-01-KT03	<ul style="list-style-type: none"> ▪ Define and describe the concepts which define employer and employee relationships. ▪ Discuss the impact of these concepts on an employer and an employee. ▪ Describe the processes which govern employer-employee relationships
KM-01-KT04	<ul style="list-style-type: none"> ▪ Define and describe the concepts related to the performance of work. ▪ Discuss the impact of these concepts on the individual employee. ▪ Describe the processes which govern performance of work
KM-01-KT05	<ul style="list-style-type: none"> ▪ Define and describe the concepts, structures and rules which underpin employer organisations. ▪ Discuss the impact of these concepts on an employer and employee. ▪ Describe the processes which govern work in employer organisations
KM-01-KT06	<ul style="list-style-type: none"> ▪ Define and describe the factors in the external environment which impact on employer organisations and their markets. ▪ Discuss the impact of these factors on an employer and employee. ▪ Describe the processes which employer organisations must apply because of the external environment
KM-01-KT07	<ul style="list-style-type: none"> ▪ Define and describe the concepts, tools and equipment related to information and communication technology. ▪ Discuss the impact of these concepts, tools, and equipment on the work context
KM-01-KT08	<ul style="list-style-type: none"> ▪ Define and describe the concepts, issues, and examples of ethical and unethical conduct. ▪ Discuss the impact of these factors on an employer and employee. ▪ Describe the processes which employer organisations use to support ethical conduct in the workplace
KM-01-KT09	<ul style="list-style-type: none"> ▪ Define and describe the concepts and policies which underpin these current trends. ▪ Discuss the impact of these factors on an employer and employee
KM-01-KT10	<ul style="list-style-type: none"> ▪ Discuss the theory of communication.

	<ul style="list-style-type: none">▪ Identify and discuss telephone techniques appropriate to the tasks at hand.▪ Identify and discuss listening and speaking skills.▪ Discuss the ways to write effective emails, letters, faxes, technical reports.▪ Discuss the protocols and procedures for business communication.▪ Discuss body language appropriate to the communication tasks at hand.▪ Discuss people diversity and its importance in relation to communication.▪ Identify and discuss barriers to communication and show how these can be overcome
--	---