



SKILLS PROGRAMS

DEFINITION OF A SKILLS PROGRAM

A Skills Program is occupationally based and when completed will constitute credits towards a Qualification registered on the NQF. Provisioning it is undertaken by a training provider accredited by an ETQA (Skills Development Act No.97 of 1998). A Skills Program is a type of Short Learning Program directed at a particular skill that might be required to improve performance.

The Skills Programs offered by Siyaya might include one, two or more Unit Standards and will be assessed against criteria to prove competence. The Skills Programs are all registered with particular SETAs and therefore credits are accumulated and can be used, on achievement, as building blocks towards the particular Qualification where they occur.

Each Individual Skills Program must be trained as a whole, therefore Unit Standards cannot be extracted or swapped between programs as they have been officially registered by a relevant SETA.

A Non-Credit Bearing Short Course can be trained to acquire a skill from any of the Qualifications or parts of Skills Programs offered by Siyaya Skills Institute. These can be clustered and contracted as required but will have no assessment or credit achievement.

ADMINISTRATION

GENERAL SECRETARIAL/ADMINISTRATION SKILLS

Unit Standards:

Attend to customer enquiries face-to-face and on a telephone in a bank environment (7177).
Maintain a Booking System (7706).
Co-ordinate meetings, minor events and travel arrangements (13929).
Plan and prepare meeting communications (13934).

RECEPTIONIST SKILLS

Unit Standards:

Maintain a reception area (14351).
Receive, consult and direct visitors in a reception area (14350).

TELEPHONE SKILLS

Unit Standards:

Process incoming and outgoing telephone calls (14348).
Attend to customer enquiries in an office setting (14338).

CLEANING

BASIC CLEANING PRINCIPLES

Unit Standards:

Understand Basic Principles of Cleaning (243204).
Use chemicals in the cleaning services environment (243203).

CLEAN ABOVE FLOORS, OFFICES AND WINDOWS

Unit Standards:

Clean above the Floor Surfaces (243199).
Clean Windows (243207).

CLEAN CARPETS

Unit Standards:

Vacuum dry surfaces (243201).
Remove spots and spillages from carpets and upholstery (243197).

CLEANING *Cont.*

CLEAN HARD FLOORS USING A SINGLE DISC MACHINE

Unit Standard:

Clean floors using a single disc machine (243202).

CLEAN KITCHENS

Unit Standard: Clean kitchens (243205).

CLEAN TOILETS AND BATHROOMS

Unit Standard: Clean Toilets and Bathrooms (243206).

CUSTOMER SERVICE IN THE CLEANING INDUSTRY

Unit Standard: Provide good customer service in a cleaning services environment (243195).

CLEANING ADVANCED

CLEAN CARPET SPOTS AT A SPECIALIST LEVEL

Unit Standard:

Remove spots and spillages from carpets at a Specialist Level (110460).

CLEAN CARPETS WITH A WET EXTRACTION MACHINE

Unit Standards:

Clean carpets using the wet extraction method (110468).
Vacuum clean dry surfaces (12526).

HARD FLOORS: STRIP AND SEAL

Unit Standards:

Vacuum clean wet surfaces (110470).
Strip and seal hard and resilient floors using a water-based sealing product (110476).

HOSPITAL CLEANING SKILLS

Unit Standards:

Apply basic micro-biological principles in cleaning (110471).
Clean wards and medium-risk, high-risk and isolation patient areas (110466).

IMPLEMENT CLEANING MAINTENANCE PROCESSES

Unit Standard:

Implement the maintenance of equipment in the cleaning industry (110461).

OPERATE AN AUTOMATIC SCRUBBER-DRIER

Unit Standards:

Maintain batteries in automatic scrubber-driers and auto sweepers (110451).
Scrub hard and resilient floors using a battery-operated automatic scrubber-drier (110519).
Scrub hard and resilient floors using a mains-operated automatic scrubber-drier (110448).

COMPUTER SKILLS

BASIC COMPUTER SKILLS

Unit Standards:

Operate a personal computer system (116932).
Use generic functions in a Graphical User Interface (GUI) environment (117902).

BASIC EMAIL

Unit Standard: Use electronic mail to send and receive messages (116945).

COMPUTER SKILLS *Cont.*

BASIC INTERNET

Unit Standard: Use a Graphical User Interface (GUI) based web-browser to search the Internet (116931).

BASIC WORD PROCESSING

Unit Standard: Use a Graphical User Interface (GUI) based word processor to create and edit documents (116938).

INSTALL A PERSONAL COMPUTER

Unit Standard: Install a Personal Computer (PC) peripheral device, in a GUI environment (117943).

KEYBOARD SKILLS

Unit Standard: Develop and use keyboard skills to enter text (9357).

MANAGE FILES

Unit Standard: Managing files in a Graphical User Interface (GUI) environment (117867).

GENERAL BUSINESS SKILLS

DIVERSITY MANAGEMENT

Unit Standard: Demonstrate a knowledge of diversity with different relationships in South African Society (14664).

EMPLOYMENT EQUITY

Unit Standard: Participate in the implementation and utilization of equity related processes (10983).

INDUSTRIAL RELATIONS

Unit Standard:

Chairing a Disciplinary Hearing (10985).

LIFE SKILLS

Unit Standards:

Identify and process waste (9909).

Practice environmental awareness (12512).

Maintain Health, Hygiene and a Professional Image (7800).

Demonstrate an understanding of sexuality and sexually transmitted infections including (14656).

Demonstrate an understanding of factors that contribute to healthy living (14659).

Practice good health and grooming habits (243193).

Maintain a safe working environment (7799).

Manage personal finances (243189).

Understand and apply personal values and ethics (8416).

Organize oneself in the workplace (8618).

Manage time and work processes within a business environment (14342).

Demonstrate an understanding of HIV/AIDS and its implications (8494) Level 2.

PERFORMANCE MANAGEMENT

Unit Standards:

Apply knowledge of self and team in order to develop a plan to enhance team performance (13912).

Operate in a team (8420).

Organize oneself in the workplace (8618).

Manage time and work processes within a business environment (14342).

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PROJECT MANAGEMENT

Unit Standards:

Participate in the estimation and preparation of cost budget for a project or sub project and monitor and control actual cost against budget (120375).

Explain fundamentals of project management (120372).

Apply a range of project management tools and techniques (120385).

Identify, suggest and implement corrective actions to improve quality of project work (120377).

SUPERVISION

Unit Standards:

Understanding your Business Environment (14357).

Operate in a Team (8420).

Use communication skills to handle and resolve conflict in the workplace (9533).

Demonstrate Understanding of Employment Relations in an organization (10170).

MHE FORK LIFT; REACH TRUCK; PALLET TRUCK

Unit Standards:

242972 Operate Advanced Defined Purpose Lift Trucks

242974 Operate Counter Balanced Lift Trucks;

242981, Operate defined purpose lift trucks

WHOLESALE AND RETAIL SKILLS

27/523101 CHECKOUT OPERATOR (CASHIER) (WAS 631102 - OFFICE CASHIER).

Unit Standards:

Interact with customers (114903).

Record transactions (114889).

Process payment at a Point of Sales (114894).

27/432102 A DISPATCH AND RECEIVING CLERK (WAS 591201 RECEIVING AND DISPATCHING CLERK).

Unit Standards:

Dispatch stock from a distribution centre (117891).

Receive stock into a distribution centre (117901).

Sweep Floors (253194).

Mop wet floors (243198).

Clean windows (243207).

Clean toilets and bathrooms (243206).

WHOLESALE AND RETAIL SKILLS *Cont.*

27/833402 C STORE PERSON (STOCKROOM PERSON) (WAS 741101 - STORE PERSON).

Unit Standards:

Pick stock in a Distribution Centre (117899).

Maintain a Safe and Secure Environment in a DC (117892).

27/833401 SHELF FILLER (WAS 741101 STORE PERSON/PACKER/SHELVER).

Unit Standard:

Count stock for a stock-take (114891).

27/833402 B STORE PERSON (STOCKROOM PERSON) (WAS 741101 - STORE PERSON).

Unit Standards:

Maintain the stockroom (243672).

Count stock for a stock-take (114891).

27/833402 A STORE PERSON (STOCKROOM PERSON) (WAS 741101 - STORE PERSON).

Unit Standards:

Pick stock in a Distribution Centre (117899).

Move, pack and maintain stock (117898).

27/833401 SHELF FILLER (WAS 741101 STORE PERSON/PACKER/SHELVER).

Unit Standards:

Interact with customers (114903).

Mark merchandise and maintain displays (114906).

Count stock for a stock-take (11489).

27/833401 SHELF FILLER FCMG MERCHANDISER D (WAS 741101 STORE PERSON/PACKER/SHELVER).

Unit Standards:

Define the core concepts of the Wholesale and Retail environment (114895).

Maintain a safe and secure Wholesale and Retail environment (114912).

Visit www.siyayaskills.co.za for any further information or contact us directly on 0861 00 99 04
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