	ID	UNIT STANDARD TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Core	117943	Install a Personal Computer (PC) peripheral device, in a GUI environment	Level 1	NQF Level 01	2
Core	117902	Use generic functions in a Graphical User Interface (GUI)-environment	Level 1	NQF Level 01	4
Core	114974	Apply the basic skills of customer service	Level 2	NQF Level 02	2
Core	114957	Contribute to the health, safety and security of a financial services workplace	Level 2	NQF Level 02	2
Core	114976	Operate and take care of equipment in an office environment	Level 2	NQF Level 02	2
Core	14911	Participate in formal meetings	Level 2	NQF Level 02	3
Core	14348	Process incoming and outgoing telephone calls	Level 2	NQF Level 02	3
Core	117924	Use a Graphical User Interface (GUI)-based word processor to format documents	Level 2	NQF Level 02	5
Core	242864	Answer customer enquiries by mail, facsimile, and e-mail in a wide range of public sector contexts	Level 3	NQF Level 03	4
Core	242870	Apply public sector policies and procedures to achieve administration objectives	Level 3	NQF Level 03	12
Core	242860	Apply the Batho Pele principles to own work role and context	Level 3	NQF Level 03	4
Core	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	Level 3	NQF Level 03	4
Core	242858	Demonstrate knowledge of and apply the Public Sector Code of Conduct in own work roles and context	Level 3	NQF Level 03	4
Core	242863	Identify basic employment rights and responsibilities and deal appropriately with own grievances and disputes	Level 3	NQF Level 03	4
Core	242866	Identify, operate and maintain the records management system in a Public Sector organisation	Level 3	NQF Level 03	6
Core	242874	Manage own performance improvement process in a public sector context	Level 3	NQF Level 03	4
Core	242862	Manage own work performance in a public sector workplace	Level 3	NQF Level 03	6
Core	11241	Perform Basic Business Calculations	Level 3	NQF Level 03	6
Core	242865	Use data entry and retrieval skills to input and retrieve computer data	Level 3	NQF Level 03	4

Core	242868	Demonstrate and apply knowledge of role and responsibility of local government in South Africa	Level 4	NQF Level 04	6
Core	242856	Demonstrate and apply knowledge of role and responsibility of national government in South Africa	Level 4	NQF Level 04	6
Core	242854	Demonstrate and apply knowledge of role and responsibility of provincial government in South Africa	Level 4	NQF Level 04	6
Core	242857	Demonstrate and apply knowledge of the ethical standards in the Public Sector	Level 4	NQF Level 04	4
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	NQF Level 03	5
Fundamental	9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	Level 3	NQF Level 03	2
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	NQF Level 03	4
Fundamental	119457	Interpret and use information from texts	Level 3	NQF Level 03	5
Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	NQF Level 03	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	NQF Level 03	5
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	NQF Level 03	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	NQF Level 03	5
Elective	119517	Advocate and lobby community issues	Level 3	NQF Level 03	12
Elective	244574	Apply knowledge of HIV/AIDS to a specific business sector and a workplace	Level 3	NQF Level 03	4
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	NQF Level 03	5
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	NQF Level 03	3
Elective	244300	Demonstrate an understanding of public participation in Local Government	Level 3	NQF Level 03	6

Elective	123436	Facilitate community participation in democratic processes and structures	Level 3	NQF Level 03	7
Elective	244188	Facilitate public participation and citizen involvement in Local Government processes	Level 3	NQF Level 03	6
Elective	13937	Monitor and control office supplies	Level 3	NQF Level 03	2
Elective	13928	Monitor and control reception area	Level 3	NQF Level 03	4
Elective	13930	Monitor and control the receiving and satisfaction of visitors	Level 3	NQF Level 03	4
Elective	13935	Plan and conduct basic research in an office environment	Level 3	NQF Level 03	6
Elective	14667	Describe and apply the management functions of an organization	Level 4	NQF Level 04	10
Elective	114589	Manage time productively	Level 4	NQF Level 04	4
Core	113955	Apply the Batho Pele principles to own work role and context	Level 3	NQF Level 03	4
Core	113956	Demonstrate knowledge of and apply the Public Sector Code of Conduct in own work roles and context	Level 3	NQF Level 03	4
Core	242900	Apply administrative principles in the implementation of public sector procedures and work schedule	Level 4	NQF Level 04	6
Core	242901	Apply the principles of good customer service to achieve public sector objectives	Level 4	NQF Level 04	6
Core	242903	Define overall public sector culture and values and apply to own work context	Level 4	NQF Level 04	6
Core	242902	Demonstrate an ability to apply the principles of problem identification, analysis and decision-making within immediate work context	Level 4	NQF Level 04	6
Core	242880	Demonstrate an understanding and apply the framework and overall mechanics of government in public sector policy	Level 4	NQF Level 04	6
Core	119351	Apply principles of computerised systems to manage data and reports relevant to the public sector administration	Level 5	Level TBA: Pre-2009 was L5	10
Core	120307	Apply South African legislation and policy affecting public administration	Level 5	Level TBA: Pre-2009 was L5	10
Core	119334	Discuss the selected legislative regulatory framework governing the public sector management and administration environment	Level 5	Level TBA: Pre-2009 was L5	12
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	NQF Level 03	5

Fundamental	119466	Interpret a variety of literary texts	Level 3	NQF Level 03	5
Fundamental	119457	Interpret and use information from texts	Level 3	NQF Level 03	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	NQF Level 03	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	NQF Level 04	6
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	NQF Level 04	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	NQF Level 04	5
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	NQF Level 04	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	NQF Level 04	6
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	NQF Level 04	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	NQF Level 04	5
Elective	120385	Apply a range of project management tools and techniques	Level 4	NQF Level 04	7
Elective	337060	Apply knowledge of organisation structure and design to support performance to a Public Sector Department	Level 4	NQF Level 04	5
Elective	337064	Apply knowledge of the job evaluation process in the Public Sector in order to ensure that a job has been properly evaluated	Level 4	NQF Level 04	3
Elective	243263	Demonstrate knowledge and understanding of anti-corruption issues in the Public Sector	Level 4	NQF Level 04	5
Elective	337062	Evaluate a job in the Public Sector in South Africa	Level 4	NQF Level 04	6
Elective	11473	Manage individual and team performance	Level 4	NQF Level 04	8
Elective	242819	Motivate and Build a Team	Level 4	NQF Level 04	10
Elective	242861	Participate in budget and general financial management processes within own public sector work context	Level 4	NQF Level 04	6
Elective	242811	Prioritise time and work for self and team	Level 4	NQF Level 04	5

Elective	10981	Supervise work unit to achieve work unit objectives (individuals and teams)	Level 4	NQF Level 04	12
Elective	11273	Apply Fundamental Concepts of Supply Chain Management Optimisation	Level 5	Level TBA: Pre-2009 was L5	8
Elective	119345	Apply principles, regulations and legislation underlying supply chain management in the public sector	Level 5	Level TBA: Pre-2009 was L5	15
Elective	119346	Apply sound communication principles in the coordination of selected public sector communications programmes	Level 5	Level TBA: Pre-2009 was L5	10
Elective	243264	Customise an anti-corruption strategy at operational level for a Public Sector Department	Level 5	Level TBA: Pre-2009 was L5	5
Elective	337061	Demonstrate knowledge and insight into a bid committee system applicable to an Organ of State in South Africa	Level 5	Level TBA: Pre-2009 was L5	15
Elective	337063	Demonstrate knowledge and insight into the principles of monitoring and evaluation in assessing organisation and/or programme performance in a specific context	Level 5	Level TBA: Pre-2009 was L5	5
Elective	120360	Demonstrate understanding of financial and accounting principles for public entities	Level 5	Level TBA: Pre-2009 was L5	12
Elective	119332	Manage and develop oneself in the public sector work environment	Level 5	Level TBA: Pre-2009 was L5	10
Core	120310	Apply client service techniques to improve service delivery	Level 5	Level TBA: Pre-2009 was L5	6
Core	115405	Apply principles of knowledge management to organisational transformation	Level 5	Level TBA: Pre-2009 was L5	10
Core	120303	Apply principles of risk management	Level 5	Level TBA: Pre-2009 was L5	8
Core	120307	Apply South African legislation and policy affecting public administration	Level 5	Level TBA: Pre-2009 was L5	10
Core	15237	Build teams to meet set goals and objectives	Level 5	Level TBA: Pre-2009 was L5	3
Core	15216	Create opportunities for innovation and lead projects to meet innovative ideas	Level 5	Level TBA: Pre-2009 was L5	4
Core	120301	Formulate and evaluate public sector policies and regulations	Level 5	Level TBA: Pre-2009 was L5	8
Core	114226	Interpret and manage conflicts within the workplace	Level 5	Level TBA: Pre-2009 was L5	8
Core	116928	Manage diversity in the workplace	Level 5	Level TBA: Pre-2009 was L5	14

Core	119336	Manage the development and performance of human capital in the public sector	Level 5	Level TBA: Pre-2009 was L5	12
Core	15222	Promote a learning culture in an organisation	Level 5	Level TBA: Pre-2009 was L5	3
Core	120306	Manage service delivery improvement	Level 6	Level TBA: Pre-2009 was L6	8
Fundamental	120304	Analyse, interpret and communicate information	Level 5	Level TBA: Pre-2009 was L5	9
Fundamental	119342	Apply knowledge of ethical principles, standards and professional conduct in public sector management and administration	Level 5	Level TBA: Pre-2009 was L5	8
Fundamental	119332	Manage and develop oneself in the public sector work environment	Level 5	Level TBA: Pre-2009 was L5	10
Elective	337060	Apply knowledge of organisation structure and design to support performance to a Public Sector Department	Level 4	NQF Level 04	5
Elective	337064	Apply knowledge of the job evaluation process in the Public Sector in order to ensure that a job has been properly evaluated	Level 4	NQF Level 04	3
Elective	337062	Evaluate a job in the Public Sector in South Africa	Level 4	NQF Level 04	6
Elective	10142	Fulfill procurement activities and supervise procurement administration	Level 4	NQF Level 04	8
Elective	114878	Identify and measure the factors that influence productivity	Level 4	NQF Level 04	10
Elective	114585	Plan strategically to improve business performance	Level 4	NQF Level 04	4
Elective	120300	Analyse leadership and related theories in a work context	Level 5	Level TBA: Pre-2009 was L5	8
Elective	120305	Analyse the role that emotional intelligence plays in leadership	Level 5	Level TBA: Pre-2009 was L5	8
Elective	252026	Apply a systems approach to decision making	Level 5	Level TBA: Pre-2009 was L5	6
Elective	119350	Apply accounting principles and procedures in the preparation of reports and decision making	Level 5	Level TBA: Pre-2009 was L5	15
Elective	11273	Apply Fundamental Concepts of Supply Chain Management Optimisation	Level 5	Level TBA: Pre-2009 was L5	8
Elective	119351	Apply principles of computerised systems to manage data and reports relevant to the public sector administration	Level 5	Level TBA: Pre-2009 was L5	10
Elective	119352	Apply principles of information systems to public finance and administration	Level 5	Level TBA: Pre-2009 was L5	12

Elective	119954	Apply Public Service labour legislation in mediation	Level 5	Level TBA: Pre-2009 was L5	6
Elective	119348	Apply selected GRAP (Generally Recognised Accounting Practices) to periodic accounting reporting process	Level 5	Level TBA: Pre-2009 was L5	12
Elective	115407	Apply the principles of change management in the workplace	Level 5	Level TBA: Pre-2009 was L5	10
Elective	120311	Apply visionary leadership to develop strategy	Level 5	Level TBA: Pre-2009 was L5	10
Elective	252020	Create and manage an environment that promotes innovation	Level 5	Level TBA: Pre-2009 was L5	6
Elective	114278	Demonstrate and apply an understanding of the Labour Relations Act (Act 66 of 1995)	Level 5	Level TBA: Pre-2009 was L5	12
Elective	337061	Demonstrate knowledge and insight into a bid committee system applicable to an Organ of State in South Africa	Level 5	Level TBA: Pre-2009 was L5	15
Elective	337063	Demonstrate knowledge and insight into the principles of monitoring and evaluation in assessing organisation and/or programme performance in a specific context	Level 5	Level TBA: Pre-2009 was L5	5
Elective	120360	Demonstrate understanding of financial and accounting principles for public entities	Level 5	Level TBA: Pre-2009 was L5	12
Elective	252033	Demonstrate ways of dealing with the effects of dread diseases and in particular HIV/AIDS	Level 5	Level TBA: Pre-2009 was L5	8
Elective	115823	Gather and manage information for decision-making	Level 5	Level TBA: Pre-2009 was L5	5
Elective	15233	Harness diversity and build on strengths of a diverse working environment	Level 5	Level TBA: Pre-2009 was L5	3
Elective	15215	Identify and interpret Best Practice guidelines, and plan for and implement Best Practice within the team, department or division	Level 5	Level TBA: Pre-2009 was L5	4
Elective	117390	Identify and interpret related labour legislation and its impact on the workplace and ensure compliance	Level 5	Level TBA: Pre-2009 was L5	20
Elective	244254	Manage the mainstreaming of gender in programmes and projects	Level 5	Level TBA: Pre-2009 was L5	10
Elective	114879	Promote a productivity improvement strategy	Level 5	Level TBA: Pre-2009 was L5	10
Elective	15214	Recognise areas in need of change, make recommendations and implement change in the team, department or division	Level 5	Level TBA: Pre-2009 was L5	3
Elective	12140	Recruit and select candidates to fill defined positions	Level 5	Level TBA: Pre-2009 was L5	9

Elective	10146	Supervise a project team of a developmental project to deliver project objectives	Level 5	Level TBA: Pre-2009 was L5	14
Elective	337059	Apply monitoring and evaluation approaches and tools to assess an organisation's or programme's performance in a specific context	Level 6	Level TBA: Pre-2009 was L6	15
Elective	260077	Conduct initial assessment for strategic sourcing	Level 6	Level TBA: Pre-2009 was L6	4
Elective	260097	Develop a sourcing strategy	Level 6	Level TBA: Pre-2009 was L6	8
Elective	115196	Establish, implement and control procurement processes	Level 6	Level TBA: Pre-2009 was L6	12
Elective	260137	Execute a strategic sourcing strategy	Level 6	Level TBA: Pre-2009 was L6	6
Elective	10080	Formulate, design and implement customer service delivery systems and processes	Level 6	Level TBA: Pre-2009 was L6	8
Elective	115444	Manage construction organizational assets	Level 6	Level TBA: Pre-2009 was L6	5
Elective	10079	Measure and analyse customer service levels	Level 6	Level TBA: Pre-2009 was L6	12
Elective	116353	Participate in the design and implementation of municipal supply chain management	Level 6	Level TBA: Pre-2009 was L6	12
Elective	120302	Prepare budgets for a specific sector	Level 6	Level TBA: Pre-2009 was L6	15