

**PROFESSIONAL SKILLS
PROGRAMMES**

WORKPLACE ESSENTIAL SKILLS

QUALIFICATION TYPE:
SKILLS PROGRAMME ID (SP- 211009)

TRAINING DAYS: 33

*Designed to support your
Workplace Skills Plan and
build job-ready IT capability*



Help people perform, contribute, and succeed at work

Organisations need people who can do more than complete tasks. They need individuals who understand how to work, communicate, and contribute effectively in a professional environment.

This Workplace Essential Skills programme builds practical capability to operate confidently in the workplace. Learners develop the skills to communicate clearly, apply professional behaviours, solve problems, and contribute to team and organisational performance.

On successful completion of this skills programme and successful FISA (Final Integrated Summative Assessment), learners will be awarded:

QCTO Certificate: Workplace Essential Skills

(An accredited, credit-bearing Skills Programme certificate)

We work closely with you to understand your objectives, guide you through the requirements, and support the implementation of skills programmes that deliver real impact.

WHO SHOULD ENROL?

- Organisations building workplace readiness across teams
- Teams in entry-level, operational, or support roles
- Individuals entering the workforce or building core employability skills
- Aspiring professionals developing confidence, communication, and workplace behaviours

WHAT MAKES THIS COURSE DIFFERENT?

This skills programme is designed to move you from learning to doing

- Build essential workplace skills, behaviours, and professional standards
- Apply skills in real-world scenarios that reflect workplace expectations
- Strengthen communication, teamwork, and problem-solving capability

WHAT IS THE ENTRY CRITERIA?

- Grade 9



NQF LEVEL 4



CREDITS 20

WORKPLACE ESSENTIAL SKILLS

SKILLS PROGRAMME

Through practical, real-world learning, participants build confidence and competence to navigate organisational environments, communicate effectively, apply ethical judgement, and perform safely and productively. Designed for individuals entering or growing within the workforce, this programme strengthens core employability skills – ranging from understanding workplace responsibilities and organisational culture to managing performance, problem-solving, and contributing meaningfully in teams. By the end of the skills programme, learners are empowered with the critical skills, behaviours, and workplace readiness required to succeed in today's evolving job market.

The skills your team will build

These exit level outcomes show the skills you'll have built:

- Understand workplace environments, roles, and expectations
- Demonstrate strong work ethics, professionalism, and accountability
- Communicate confidently with colleagues, supervisors, and clients
- Apply essential employability skills such as planning, problem-solving, and teamwork
- Comply with organisational policies, labour legislation, and safety requirements
- Prepare for employment opportunities and participate effectively in interviews
- Contribute to a safe, productive, and ethically sound workplace

Assessment designed to show what you can do

Learners are assessed throughout the programme using a variety of methods, which may include practical tasks, written assignments, short projects, demonstrations, and presentations. Evidence of learning is collected and recorded for monitoring, feedback, and quality assurance. Where the curriculum is delivered in modules, internal summative assessments are conducted at the end of each module and results are recorded. After completing all modules, learners must complete a Final Integrated Supervised Assessment (FISA) that integrates the key outcomes of the skills programme. The FISA is implemented through one assessment process, which may be conducted using either of the following supervised methods:

Face-to-face Assessment

The FISA is conducted in person under direct supervision, using approved assessment instruments and a rubric and/or checklist to confirm that all required competencies have been demonstrated

Virtual delivery via e-assessment

The FISA may be conducted virtually via our secure e-assessment platform (Questionmark). This assessment is conducted under supervised conditions and is further strengthened through the use of proctoring, which provides real-time monitoring and verification of learner identity and assessment conditions. Proctoring enhances the integrity, credibility, and reliability of the FISA by reducing the risk of malpractice, ensuring compliance with assessment rules, and confirming that the assessment is conducted fairly, consistently, and in line with approved assessment requirements

The FISA is supervised, with a pass mark set at 75%

Let's partner for impact!

Our approach combines a deep understanding of your objectives with expert guidance on QCTO skills programmes, ensuring smooth implementation and meaningful impact in the workplace.

We'll help you get clear on the holistic implementation process

From first conversation to final assessment, you'll be supported by a team that understands how to make QCTO programmes work in practice.

Delivered your way

- Classroom | Johannesburg
- Virtual | Instructor-led
- On-site | Nationwide

Take the next step with us!

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[impactful.co.za](https://www.impactful.co.za)

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This detailed overview outlines how the skills programme is structured to develop capability progressively, from foundational knowledge, through applied practical skills, to integrated workplace experience. Each module is aligned to the credit requirements of the nationally recognised skills programme

KNOWLEDGE COMPONENTS

Module 1: The workplace environment and responsibilities of and employer and employee

- 1.1 Purpose and nature of the workplace
- 1.2 Types of workplaces (public, private, hybrid)
- 1.3 Roles and responsibilities of employers
- 1.4 Roles and responsibilities of employees
- 1.5 Rights and obligations in terms of labour legislation
- 1.6 Conditions of employment
- 1.7 Accountability and performance expectations
- 1.8 Consequences of non-compliance

Responsibilities of an employer and employee

- Main responsibility of the employee
- Main responsibility of the employer

Module 2: Employment

- 2.1 Forms of employment (permanent, fixed-term, contract, internship)
- 2.2 Employment life cycle
- 2.3 Recruitment and selection processes
- 2.4 Employment equity principles
- 2.5 Fair labour practices
- 2.6 Termination of employment

Module 3: The organisation of work.

- 3.1 Organisational structures
- 3.2 Job roles and reporting lines
- 3.3 Allocation of work and responsibilities
- 3.4 Workflow and productivity
- 3.5 Teamwork and collaboration
- 3.6 Time management in the workplace

Module 4: Concepts related to the employee's performance of work

- 4.1 Workplace performance standards
- 4.2 Key performance areas and indicators
- 4.3 Quality and productivity measures
- 4.4 Workplace behaviour and professionalism
- 4.5 Continuous improvement
- 5.6 Feedback and performance review concepts

Module 5: Employer organisations

- 5.1 Definition and purpose of employer organisations
- 5.2 Role of employer bodies in labour relations
- 5.3 Collective bargaining structures
- 5.4 Representation of employer interests
- 5.6 Relationship with employees and unions

Module 6: External environments in which organisations operate

- 6.1 Economic environment
- 6.2 Legislative and regulatory environment
- 6.3 Social and technological factors
- 6.4 Industry and sector influences
- 6.5 Impact of external forces on workplaces

Module 7: Employer-Employee relationships

- 7.1 Nature of employment relationships
- 7.2 Mutual expectations and responsibilities
- 7.3 Communication and engagement
- 7.4 Conflict and dispute handling
- 7.5 Disciplinary and grievance procedures
- 7.6 Trust and cooperation in the workplace

Module 8: Workplace health and safety

- 8.1 Principles of Occupational Health and Safety
- 8.2 Employer and employee duties regarding safety
- 8.3 Identification of hazards and risks
- 8.4 Workplace safety rules and procedures
- 8.5 Reporting incidents and unsafe conditions

Module 9: Understand and apply work ethics, norms and values.

- 9.1 Meaning of work ethics
- 9.2 Workplace norms and values
- 9.3 Professional conduct
- 9.4 Respect, diversity and inclusion
- 9.5 Accountability and integrity

Module 10: Ethics at work

- 10.1 Ethical behaviour in the workplace
- 10.2 Common ethical dilemmas
- 10.3 Code of conduct
- 10.4 Managing conflicts of interest
- 10.5 Consequences of unethical behaviour

Module 11: Communication

- 11.1 Verbal and non-verbal communication
- 11.2 Written communication fundamentals
- 11.3 Workplace communication channels
- 11.4 Listening skills
- 11.5 Managing misunderstandings and feedback

Module 12: Current trends influencing work

- 12.1 Technological change and digital workplaces
- 12.2 Remote and hybrid work models
- 12.3 Skills demands and lifelong learning
- 12.4 Workplace diversity trends
- 12.5 Impact of globalisation on work

APPLICATION COMPONENTS

Module 1: The workplace environment and responsibilities of an employer and employee

- 1.1 A description of their workplace environment
- 1.2 Roles and responsibilities of the employer observed
- 1.3 Roles and responsibilities of the employee observed
- 1.4 Explanation of how these responsibilities are applied in practice
- 1.5 Reflection on accountability and workplace conduct

Module 2: Apply for a career opportunity

- 2.1 Updated CV tailored to a specific career opportunity
- 2.2 Motivation letter / cover letter
- 2.3 Copy of the job advert or role description
- 2.4 Short reflection explaining why the learner is suitable for the role

Module 3: Prepare and undertake an interview

- 3.1 Interview preparation notes (likely questions and answers)
- 3.2 Dress code and professional conduct considerations
- 3.3 Reflection on mock or actual interview experience
- 3.4 Lessons learned and areas for improvement

Module 4: Analyse an employment contract

- 4.1 Copy of a sample or actual employment contract (personal details removed)
- 4.2 Identification of key clauses (job role, hours, remuneration, termination)
- 4.3 Explanation of employee rights and obligations
- 4.4 Explanation of employer obligations

Module 5: Analyse a workplace policy and guideline

- 5.1 One workplace policy or guideline
- 5.2 Summary of the policy purpose
- 5.3 Explanation of how the policy applies in daily work
- 5.4 Consequences of non-compliance

Module 6: The workplace environment and responsibilities of an employer and employee

- 6.1 Description of daily workplace operations
- 6.2 Observation of employer employee interactions
- 6.3 Explanation of reporting lines and accountability
- 6.4 Reflection on workplace professionalism

Module 7: Apply and accept a internship at a Workplace Experience provider

- 7.1 Internship application letter or email
- 7.2 Acceptance letter / confirmation
- 7.3 Description of expected duties and responsibilities
- 7.4 Reflection on readiness for workplace experience

Module 8: Demonstrate understanding of Occupational Health and Safety legislation in the workplace

- 8.1 Summary of OHS legislation relevant to the workplace

- 8.2 Identification of workplace hazards
- 8.3 Description of safety procedures and PPE
- 8.4 Incident reporting process

Module 9: Induction at a Workplace Experience provider

- 9.1 List of workplace policies covered during induction
- 9.2 Description of induction process
- 9.3 Reflection on workplace rules, procedures and standards

Module 10: Observe and undertake general task/s within Workplace

- 10.1 Daily or weekly task log
- 10.2 Tasks observed and tasks performed
- 10.3 Skills applied
- 10.4 Supervisor feedback

Module 11: Understand and apply work ethics, norms and values

- 11.1 Explanation of work ethics observed
- 11.2 Examples of ethical behaviour in the workplace
- 11.3 Reflection on professionalism and accountability

Module 12: Work as a team member

- 12.1 Description of team roles and responsibilities
- 12.2 Examples of collaboration and support
- 12.3 Challenges experienced and resolution methods

Module 13: Participate in and contribute to workplace meetings

- 13.1 Agenda or meeting notice
- 13.2 Notes on contributions made
- 13.3 Reflection on communication and participation

Module 14: Contribute to maintaining a safe and productive Work Environment

- 14.1 Examples of actions taken to maintain safety
- 14.2 Examples of contributing to productivity
- 14.3 Reflection on continuous improvement