

PROFESSIONAL SKILLS  
PROGRAMMES

# WORKPLACE PREPARATION

QUALIFICATION TYPE:  
SKILLS PROGRAMME ID (SP- 20101)

TRAINING DAYS: 30

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



## Prepare people to step into the workplace with confidence

Entering the workplace can be challenging without the right understanding of expectations, behaviour, and communication. Organisations need people who can adapt quickly and contribute from the start.

This Workplace Preparation programme equips learners with the practical skills and behaviours needed to integrate into a professional environment. Learners develop the ability to communicate effectively, manage time, work in teams, and understand workplace standards.

On successful completion of this skills programme and successful FISA (Final Integrated Summative Assessment), learners will be awarded: **QCTO Certificate: Workplace Preparation**  
(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 preparing new entrants for the workplace
- Teams onboarding junior or entry-level employees
- Individuals entering the workforce or transitioning into work environments
- Aspiring professionals building confidence and workplace readiness

### WHAT MAKES THIS COURSE DIFFERENT?

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

- Develop practical workplace behaviours and professional standards
- Apply skills in real-world scenarios that reflect workplace expectations
- Gain confidence in communication, teamwork, and daily work tasks

### WHAT IS THE ENTRY CRITERIA?

- Grade 9



NQF LEVEL **2**



CREDITS **30**

# WORKPLACE PREPARATION

## SKILLS PROGRAMME

This accredited skills programme is designed to equip learners with essential knowledge and practical skills to successfully integrate into the workplace. It focuses on developing professional behavior, understanding workplace policies, and applying effective communication and problem-solving techniques.

Learners will gain insights into workplace health and safety, time management, and teamwork, ensuring they are prepared to contribute effectively in a professional environment.

### The skills your team will build

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

- Understand workplace roles, responsibilities, and expectations
- Apply effective communication and interpersonal skills
- Demonstrate knowledge of health, safety, and compliance standards
- Manage time and tasks efficiently in a work setting
- Foster positive workplace relationships and teamwork

### 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!

✉ [lrmg@impactful.co.za](mailto:lrmg@impactful.co.za)

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

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QUALIFICATION TYPE:  
SKILLS PROGRAMME ID (SP- 20101)

*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

### Topic 1: Why Work and Why You Matter

- Purpose of employment
- Contribution to society and economy
- Personal value and self-worth in the workplace

### Topic 2: Job Search and Growth Mindset

- Job search strategies
- Networking and using digital platforms
- Developing resilience and adaptability

### Topic 3: Know Yourself to Grow Yourself

- Self-awareness and personality traits
- Identifying strengths and weaknesses
- Setting personal and career goals

### Topic 4: Expectations

- Employer expectations
- Workplace norms and culture
- Rights and responsibilities of employees

### Topic 5: Professionalism

- Workplace etiquette
- Ethical behavior
- Maintaining integrity and accountability

### Topic 6: Onboarding – Getting It Right

- Orientation and induction processes
- Understanding company policies
- Building relationships during onboarding

### Topic 7: Succeeding in the Workplace

- Performance management
- Continuous learning and development
- Career progression strategies

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### Topic 8: Money Management 1

- Basics of financial literacy
- Income and expenses
- Saving strategies

### Topic 9: Money Management 2

- Budgeting techniques
- Debt management
- Planning for financial goals

### Topic 10: Time Management

- Prioritization techniques
- Avoiding procrastination
- Tools for effective scheduling

### Topic 11: Interviews and Communication

- Verbal and non-verbal communication
- Interview preparation and techniques
- Professional email and phone etiquette

### Topic 12: Teamwork

- Roles within a team
- Collaboration and conflict resolution
- Building trust and accountability

### Topic 13: Problem Solving and Critical Thinking

- Identifying problems
- Analytical and creative thinking
- Decision-making models

### Topic 14: Beat COVID-19

- Workplace health and safety protocols
- Hygiene and sanitization practices
- Remote work and digital collaboration tools

## APPLICATION COMPONENTS

### **Topic 1: The workplace environment and responsibilities of an employer and employee**

- The workplace environment
- Responsibilities of an employer and employee

### **Topic 2: Apply for a career opportunity**

- Investigate possible employment opportunities in own areas
- Classify work opportunities in terms of categories of work, type of employment and the skills required

### **Topic 3: Prepare and undertake an interview**

- Attending an interview

### **Topic 4: Analyse an employment contract**

- Analyse an employment contract

### **Topic 5: Analyse a workplace policy and guideline**

- Analyse an employee code of conduct

### **Topic 6: The workplace environment and responsibilities of an employer and employee**

- The workplace environment

### **Topic 7: Apply and accept a internship at a Workplace Experience provider**

- Apply for an internship at a workplace experience provider

### **Topic 8: Demonstrate understanding of Occupational Health and Safety legislation in the workplace**

- Occupational health and safety legislation in the workplace

### **Topic 9: Induction at a Workplace Experience provider, covering general workplace policies, procedures and standards**

Induction of a workplace experience provider

### **Topic 10: Observe and undertake general task/s within Workplace Experience provider workplace**

- Observe and create a checklist

### **Topic 11: Understand and apply work ethics, norms and values**

- Apply work ethics, norms and values

### **Topic 12: Work as a team member**

- Working in a team

### **Topic 13: Participate in and contribute to workplace meetings**

- Participate in and contribute to workplace meetings

### **Topic 14: Contribute to maintaining a safe and productive Work Environment**

- Contribute to maintaining a safe and productive work environment