1. 653306000-KM-01, Workplace fundamentals, NQF Level 2, Credits 9

1.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of the basic concepts which underlie the workplace context, the regulatory environment and the explicit and tacit rules which govern the workplace.

The learning will enable learners to demonstrate an understanding of:

- KM-01-KT01: Employment (11%)

- KM-01-KT02: Organisation of work (11%)

- KM-01-KT03: Employer-Employee relationships (11%)

- KM-01-KT04: Concepts related to the performance of work (22%)

- KM-01-KT05: Types and structure of employer organisations and the impact of the external environment (11%)

- KM-01-KT06: Information and communication technology at work (11%)

- KM-01-KT07: Ethics at work (11%)

- KM-01-KT08: Current trends influencing work (12%)

1.2 Guidelines for Topics

1.2.1. KM-01-KT01: Employment (11%)

Topic elements to be covered include:

- KT0101 An employee's legal rights

- KT0102 Legislation which governs workplaces

- KT0103 Employer role and responsibilities

- KT0104 Employee role and responsibilities

- KT0105 Role of organised labour in business

- KT0106 Union organisation, structures and processes

- KT0107 Labour relations

- KT0108 Employment relations in small and micro enterprises

- KT0109 Roles of the Department of Labour, the CCMA and the Labour Court

Internal Assessment Criteria and Weight

- IAC0101 Define and describe the concepts which underpin employment relationships and employment related legislation

- IAC0102 Discuss the impact of these concepts on an employer and an employee

- IAC0103 Describe the processes which govern employment, disputes and other labour relations issues

(Weight 11%)

1.2.2. KM-01-KT02: Organisation of work (11%)

Topic elements to be covered include:

- KT0201 What work is, including products and services, paid and unpaid

- KT0202 Work as sets of value-adding processes

- KT0203 Customers in the value chain, internal and external

- KT0204 Work as collaboration - the role of teams in work processes

- KT0205 How teams function

- KT0206 Team organisation, team roles, meetings and information flow

- KT0207 Meeting protocols for a variety of meeting types, including formal meetings and informal "stand-up" meetings

- KT0208 Organisational hierarchies in medium and large organisations

Internal Assessment Criteria and Weight

- IAC0201 Define and describe the concepts which underpin work, working and working relationships

- IAC0202 Discuss the impact of these concepts on an employee and co-workers

- IAC0203 Describe the processes which govern the work in the workplace

(Weight 11%)

1.2.3. KM-01-KT03: Employer-Employee relationships (11%)

Topic elements to be covered include:

- KT0301 Employment contracts

- KT0302 Learning contracts, including learnerships, apprenticeships, internships

- KT0303 Mandates, vision, mission, policies and procedures

- KT0304 Rules, codes of conduct and ethics

- KT0305 Organisational values, common and specific

- KT0306 Labour relations processes, including discipline, grievance, strikes, lock outs, negotiation, conciliation, mediation and arbitration

Internal Assessment Criteria and Weight

- IAC0301 Define and describe the concepts which define employer and employee relationships

- IAC0302 Discuss the impact of these concepts on an employer and an employee

- IAC0303 Describe processes which govern employer-employee relationships

(Weight 11%)

1.2.4. KM-01-KT04: Concepts related to the performance of work (22%)

Topic elements to be covered include:

- KT0401 Planning, organising and control

- KT0402 Work flow

- KT0403 Cost, waste

- KT0404 Productivity, efficiency

- KT0405 Housekeeping

- KT0406 Risk, health, safety, environment and related systems

- KT0407 Quality and quality systems

- KT0408 Continual improvement

Internal Assessment Criteria and Weight

- IAC0401 Define and describe the concepts related to the performance of work

- IAC0402 Discuss the impact of these concepts on the individual employee

- IAC0403 Describe the processes which govern the performance of work

(Weight 22%)

1.2.5. KM-01-KT05: Types and structure of employer organisations and the impact of the external environment (11%)

Topic elements to be covered include:

- 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 and systems

- KT0506 Departments, services and inter-departmental relationships

- KT0507 Organisational strategies, business plans and related processes, including budgeting and reporting

- KT0508 Typical organisational stakeholders

- KT0509 The economy, markets, customers, competition, service delivery

- KT0510 Resources, including materials, people, finance and technology

- KT0511 Legislation, regulations and standards, including SANS

- KT0512 Organisations and the natural environment

- KT0513 Global influences on local conditions and the economy

Internal Assessment Criteria and Weight

- IAC0501 Describe the various kinds of organisations which are employers and explain the differences between them

- IAC0502 Describe, with the aid of sketches where relevant, how organisations are structured and explain the relationships between elements of the structure

- IAC0503 Describe how organisations fulfil their mandate or mission

- IAC0504 Describe typical stakeholders of various types of organisation

- IAC0505 Discuss the impact of the economy, markets, customers, competition, service delivery on an employer and an employee

- IAC0506 Describe the processes which employer organisations have to apply because of the external environment

(Weight 11%)

1.2.6. KM-01-KT06: Information and communication technology at work (11%)

Topic elements to be covered include:

- KT0601 Computers, software and systems

- KT0602 Telephones, internet and intranet

- KT0603 The use of ICT to support business processes

Internal Assessment Criteria and Weight

- IAC0601 Define and describe the concepts, tools and equipment related to information and communication technology

- IAC0602 Describe and explain, with the aid of sketches where relevant, how organisations use information and communications technology to support business processes

- IAC0603 Discuss the impact of these concepts, tools and equipment on the workplace

(Weight 11%)

1.2.7. KM-01-KT07: Ethics at work (11%)

Topic elements to be covered include:

- KT0701 Definition of ethical behaviour

- KT0702 Components of ethical behaviour, including integrity, honesty, fair dealing, respecting diversity

- KT0703 Unwritten but expected behaviours, including reliability, accountability, time keeping, respect for others

- KT0704 Lapses in ethical behaviour, including sexual harassment, racism, bullying, theft, and abuse of company property, rules, time and sick leave

- KT0705 Conflicts of interest, including primary and secondary interests, the impact on individuals and organisations, and the link to corruption

- KT0706 The need for ethical behaviour and the impact or consequences of lapses in ethical behaviour

Internal Assessment Criteria and Weight

- IAC0701 Define and describe the concepts, issues and examples of ethical and unethical conduct

- IAC0702 Discuss the impact of these factors on an employer and an employee

- IAC0703 Describe the impact of lapses in ethical behaviour on the organisation and individuals in the organisation

- IAC0704 Describe the processes which employer organisations use to support ethical conduct in the workplace

(Weight 11%)

1.2.8. KM-01-KT08: Current trends influencing work (12%)

Topic elements to be covered include:

- KT0801 Employment equity

- KT0802 Broad-Based Black Economic Empowerment

- KT0803 Sustainability

- KT0804 Diversity

- KT0805 Work-life balance

- KT0806 Working smart

Internal Assessment Criteria and Weight

- IAC0801 Describe and explain the current trends affecting organisations and employees

- IAC0802 Discuss the impact of these factors on an employer and an employee

(Weight 12%)

1.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Standard facilities for classroom training, including access to computers and the internet.

- Relevant training materials, models, audio-visual resources, learner management systems.

Human Resource Requirements:

- Lecturer with relevant industry experience and a knowledge of the work of vehicle mechanics.

- Facilitator/learner ratio 1 to 24.

Legal Requirements:

- Compliant with relevant health and safety requirements.

1.4 Exemptions

- None