

**QUALIFICATION: FURTHER EDUCATION AND TRAINING CERTIFICATE IN HUMAN RESOURCES  
MANAGEMENT AND PRACTICES SUPPORT  
(SAQA ID: 67463; NQF LEVEL 4)  
MODE OF DELIVERY: DISTANCE LEARNING**

## DESCRIPTIVE

This qualification will be useful to people who support and participate in human resources management and practices.

## WHO SHOULD ENROL

This programme is right for you if you have one or more of the following training or career needs:

- I would like to make human resources management and practices support my career, and would like to work in the human resources department (or related department) of a company.
- I would like to open my own human resources consulting practice one day.
- I am running a small business, and I need to know more about the human resources and practices support function.

## PROGRAMME PURPOSE

The purpose of the *Further Education and Training Certificate in Human Resources Management and Practices Support* is to provide you with a nationally accredited, internationally recognised human resources management qualification that will allow you to become employable as a Human Resources Administrator, Human Resources Clerk, Employee Relations Officer and in related Human Resources positions. Alternatively, if you are already running your own business, this programme will ensure that you will be able to provide support in terms of the human resources management functions within your business.

This qualification will teach you to support and participate in human resources management and practices.

## PROGRAMME OUTCOMES

After you have successfully completed this programme, you should be able to do the following:

- Perform administrative duties related to human resources management and practices.

- Support the implementation of procedures and systems related to human resources management and practices in all of the following role clusters:
  - Strategic planning for human resources management and practices
  - Acquisition, development and utilisation of people
  - Establishment and improvement of labour and employee relations
  - Compensation and administration related to human resources management and practices
  - Collecting, collating and distributing information related to human resources management and practices in the context of a predetermined plan
  - Providing advice on queries on organisational procedures related to human resources management and practices
  - Demonstrating a basic understanding of people dynamics and the relevant impact on the workplace
  - Demonstrating a basic understanding of the functioning of business, and the role and contribution of individuals within organisations
  - Identifying strengths and areas for improvement in own learning through self-reflection and reflection on support for organisational human resources management and practices.

## PROGRAMME STRUCTURE

The *Further Education and Training Certificate in Human Resources Management and Practices Support* consists of the following six modules, plus a Final Integrated Summative Assessment (FISA):

| Module name                                       |
|---|
| Fundamental Communication Level 3 (FCOM03-F)      |
| Fundamental Communication Level 4 (FCOM04-5)      |
| Fundamental Numeracy (FNUM00-F)                   |
| Business Environment (BUSE00-F)                   |
| HR Environment, Education and Training (HRET00-F) |
| Employee Wellness (EWEL00-F)                      |

## ADMISSION REQUIREMENTS

Grade 11 (old Standard 9), or equivalent.

### English Proficiency

Applicants are required to be proficient in English prior to admission to the course. Applicants whose first language is not English may be required to provide proof of proficiency.

## ACCESS TO TECHNOLOGY

Milpark provides students with materials, resources, formative assessments (including online tests and quizzes), discussion opportunities and a number of administrative services as part of the *myMilpark* and *myCourses* online tuition and support environments. Course materials contain links to additional external resources in the form of links to downloadable documents, websites and videos.

Having access to the abovementioned online facilities is essential for efficient communication, learning and success. You will need continuous (daily) access to study, using the resources mentioned above, and to submit and receive your assignments.

### Minimum system requirements:

1. Reliable broadband Internet access
2. Firefox/Internet Explorer/Chrome web browser
3. Microsoft Word
4. PDF Viewer
5. Ability to scan and upload documents
6. Email/Cellphone for notification and communication.

## STUDENT SUPPORT

### Library access

The Milpark Library provides access to e-books in a virtual library called Cyberlibris (Scholartext). Lecturers may create smart bookshelves per course or module for students to access (these shelves can contain prescribed and recommended books). Students can also create their own personal smart bookshelves containing resources for their studies. Having access to a digital library means that thousands of students can access books and resources from anywhere at the same time online. There is no need to do reservations and requests, and no limit on the time a student has to access a book. With the implementation of Cyberlibris, students also have access to full-text resources via ProQuest (global), Ebsco (global) and Sabinet (South African publications), to assist with research and to enrich their learning experience. Access to the Library is included in the module fee.

### Tutor

Comprehensive student support services are available. Students are provided with administrative support by Student Services. To assist with understanding content, students have access to tutors whom they can contact individually. Students who experience study and/or personal problems have access to a student counsellor. All support services are available to registered students via *myMilpark* (*myCourses*).

## RULES OF PROGRESSION

All the modules are compulsory. After successfully completing all six modules and achieving competency, you will have to do a **Final Integrated Summative Assessment (FISA)**, which covers all six modules, to assess your HR knowledge and practical application.

If you believe that you should be exempt from certain subjects, based on your formal qualifications or work experience, you can apply to Milpark for a subject exemption.

If you have already passed Grade 12, you will receive an exemption for the subjects *Fundamental Communication Level 3* and *Fundamental Communication Level 4*. If you passed Grade 12 Mathematics (not Mathematical Literacy), you will also receive exemption for the subject *Fundamental Numeracy*.

## ASSESSMENT

The South African Board for People Practices (SABPP) is your assessment authority for this programme, which means that the SABPP prescribes how you will be assessed. All assessments will be conducted by Milpark College. Please keep the following in mind:

1. Your assessments comprise **formative assessments, summative assessments** and a **Final Integrated Summative Assessment (FISA)**.
2. Your **formative assessments** are assessments you will do *during* your studies per subject. Your formative assessments are contained in a *Formative Assessment Workbook* per subject. If you are attending classes, you will receive your *Formative Assessment Workbook* with your *Learner Guide* when you enrol. If you are studying through distance learning, you will download your *Formative Assessment Workbook* from the *myMilpark* student portal.
3. If you are attending classes, your lecturer will mark your formative assessments. If you are studying through distance learning, you have to upload your formative assessments for marking via the *myMilpark* student portal.
4. Your **summative assessments** are the final assessments for a subject, which you will complete *at the end* of a subject. When your lecturer deems you ready for the summative assessment, you will receive a *Summative Assessment Guide* per subject to complete. If you are a distance-learning student, you will be able to download your *Summative Assessment Guide* from the *myMilpark* student portal.

Your *Summative Assessment Guide* consists of a knowledge questionnaire and practical activities. If you are attending classes, you will write your knowledge questionnaire questions under tests conditions, and you will do your practical activities on your own.

5. Your answers to the formative and summative assessments will be added to a Portfolio of Evidence (PoE) that will be kept at Milpark College for verification purposes with the SABPP.

**NB:** Your formative assessments do not contribute to your final mark, but they are essential tools to indicate your progression through your course. You have to achieve at least 65% in all summative assessments to qualify for the **Final Integrated Summative Assessment (FISA)**.

6. After you have successfully completed the formative and summative assessments for all nine subjects, you will be required to complete a Final Integrated Summative Assessment (FISA), in order to achieve the full qualification.
7. Your FISA is an external exam administered by the SABPP and has a 65% pass mark.

### **MORE ABOUT SA BOARD OF PEOPLE PRACTICES (SABPP)**

Although Milpark is offering tuition towards the *Further Education and Training Certificate in Human Resources Management and Practices Support*, the SA Board for People Practices (SABPP) certifies the qualification in terms of set requirements of the South African Qualification Authority (SAQA). The SABPP is a recognised professional body, and education and training quality assurance body for people management qualifications on the National Qualification Framework (NQF) of South Africa.

SABPP graduates are recognised nationally and internationally in terms of the comparability to similar qualifications from countries such as New Zealand, Scotland and Australia. HR professionals registered with the SABPP will carry official status as a professional, alongside other traditional professions. For more information about the SABPP, please visit <http://www.sabpp.co.za>.

The *Further Education and Training Certificate in Human Resources Management and Practices Support* is one of two HR Technician-level qualifications from the SABPP.

| <b>SABPP designation</b>              | <b>Qualification</b>   | <b>Modules</b>                         |
|---------------------------------------|--|--|
| Registered Human Resources Technician | <i>FETC: Human Resources Management and Practices Support</i> , NQF Level 4, SAQA ID 49691/67463     | Fundamental Communication Level 3      |
|                                       |  | Fundamental Communication Level 4      |
|                                       |  | Fundamental Literacy                   |
|                                       |  | Business Environment                   |
|                                       |  | HR Environment, Education and Training |
|                                       |  | Employee Wellness                      |
|                                       |  | Final Integrated Summative Assessment  |
| Registered Human Resources Technician | <i>National Diploma: Human Resources Management and Practices</i> , NQF Level 5, SAQA ID 49692/61592 | Communication                          |
|                                       |  | Administration                         |
|                                       |  | Legal Framework                        |
|                                       |  | Human Resource Management              |

| SABPP designation | Qualification | Modules                                   |
|-------------------|---------------|---|
|                   |               | Labour Relations                          |
|                   |               | Team Dynamics                             |
|                   |               | Skills Development Facilitator            |
|                   |               | Education and Training/Skills Development |
|                   |               | Management                                |
|                   |               | Final Integrated Summative Assessment     |

## DURATION

The *Further Education and Training Certificate in Human Resources Management and Practices Support* is a one-year programme.

## CERTIFICATION

On successful completion of all subjects in this qualification, plus your Final Integrated Summative Assessment (FISA), your details will be uploaded onto the National Learner Records Database by the SABPP, and the *Further Education and Training Certificate in Human Resources Management and Practices Support* will be issued to you.

## FURTHER STUDIES

The programme is at NQF Level 4 and provides for articulation to the Level 5 *Diploma in HR Management and Support*. You can study this diploma at Milpark College through contact or distance learning.

A student who has completed certain modules on this qualification at Milpark College and who wishes to transfer to another tertiary institution should be able to apply for exemption from relevant modules based on the modules that have been passed at Milpark College.

## PRICING

Your Milpark College course fees include the cost of study material and tuition. However, SABPP registration fees as an associate (upon achieving the qualification) and future membership fees are not included in your course fees. Your prescribed textbook is also not included. You will have to pay these fees separately, and buy your textbook yourself. Details of all SABPP fees are available on the SABPP website (<http://www.sabpp.co.za>). However, these fees will only apply once you have achieved competency in the full qualification.

Please contact Milpark College for all current course fees.

## DISCLAIMER

The content of this brochure is accurate at the time of going to print. Milpark Education reserves the right to change the programme content due to changes in legislation, market requirements and other reasons. Notice of such changes will be published on our website.

**WEBSITE:** [www.milpark.ac.za](http://www.milpark.ac.za)

**EMAIL:** [info@milpark.ac.za](mailto:info@milpark.ac.za)

**CAPE TOWN CAMPUS:** Tel: (021) 673-9100 Fax: (021) 673-9111  
2nd Floor, Sunclare Building,  
Cnr Dreyer & Protea Roads, Claremont  
P.O. Box 44235, Claremont, 7735  
Email: [studentservices@milpark.ac.za](mailto:studentservices@milpark.ac.za)

**JOHANNESBURG CAMPUS:** Tel: (011) 718-4000 Fax: (011) 482-1814

**DURBAN OFFICE:** Tel: (031) 266-0444