



Developed Unit Standards - ready for sale

Summary list of unit standards

The following unit standards are available as learning material sets at the prices indicated and are available immediately.

Please contact Helene or Zelda for a detailed breakdown of the content for these qualifications

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Learning material sets for qualifications

Various unit standard learning material packs may be purchased individually.

The materials are created in learning material sets. Each learning material set consists of the following MS Word documents:

- Learner Guide
- Learner Workbook (formative assessment)
- Learner Portfolio of Evidence Guide (summative assessment)
- Facilitator Guide with Memorandum
- Assessor Assessment Guide with Memorandum
- Assessor Feedback Document
- Moderation Plan, Guide and Report
- Programme Curriculum, Strategy and Alignment document

Optional extra: PowerPoint slides can be created at an additional cost of R570 per unit standard

Once the signed SLA and proof of payment have been received, the learning material will be shared with the client electronically via Dropbox, in MS Word format

Please note that all prices are quoted **inclusive of VAT**, as indicated on the GemTrain Price List and please take note of the **Terms and Conditions of Sale**

The following qualifications are available as learning material sets at the standard prices indicated. On the Black Friday/Fortnight Sale you will receive 50% off this listed price:



Summary list of unit standards

The following unit standards are available as learning material sets at the standard prices indicated. On the Black Friday/Fortnight Sale you will receive 50% off this listed price:

SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
7175	Provide customer service in a banking environment	Level 3	3	R 2 700 R1 350
7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5	R 2 700 R1 350
7465	Collect and use data to establish complex statistical and probability models and solve related problems	Level 4	5	R 3 000 R1 500
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6	R 2 700 R1 350
7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2	R 2 200 R1 100
7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3	R 2 200 R1 100
7547	Operate a personal computer system	Level 2	6	R 2 200 R1 100
7566	Operate personal computer peripherals	Level 2	3	R 2 200 R1 100
7567	Produce and use spreadsheets for business	Level 3	5	R 2 700 R1 350
7568	Demonstrate knowledge of and produce word processing documents using basic functions	Level 2	3	R 2 200 R1 100
7570	Produce word processing documents for business	Level 3	5	R 2 700 R1 350
7571	Demonstrate the ability to use electronic mail software to send and receive messages	Level 2	3	R 2 200 R1 100
7573	Demonstrate ability to use the World Wide Web	Level 2	3	R 2 200 R1 100
7575	Produce presentation documents for business	Level 3	5	R 2 700 R1 350
7706	Maintain a Booking System	Level 3	2	R 2 700 R1 350
7732	Prepare and clear areas for counter service	Level 2	1	R 2 200 R1 100
7743	Accept and store food deliveries	Level 4	3	R 3 000 R1 500
7785	Function in a business environment	Level 3	5	R 2 700 R1 350
7790	Process incoming and outgoing telephone calls	Level 3	3	R 2 700 R1 350
7791	Display cultural awareness in dealing with customers and colleagues	Level 4	4	R 3 000 R1 500
7796	Maintain a secure working environment	Level 3	1	R 2 700 R1 350
7800	Maintain health, hygiene and a professional appearance	Level 1	1	R 2 000 R1 000
7836	Monitor customer satisfaction	Level 4	3	R 3 000 R1 500
7860	Introduce new staff to the workplace	Level 3	1	R 2 700 R1 350
8104	Operate and take care of equipment in an office environment	Level 2	2	R 2 200 R1 100
8420	Operate in a team	Level 2	4	R 2 200 R1 100
8618	Organise oneself in the workplace	Level 2	3	R 2 200 R1 100
8647	Apply workplace communication skills	Level 5	10	R 3 800 R1 900



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SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
8648	Demonstrate an understanding of professional values and ethics	Level 5	4	R 3 800 R1 900
8962	Maintain and adapt oral communication [1st language]	Level 2	5	R 2 200 R1 100
8963	Access and use information from texts [1st language]	Level 2	5	R 2 200 R1 100
8964	Write for a defined context [1st language]	Level 2	5	R 2 200 R1 100
8965	Respond to literary texts [1st language]	Level 2	5	R 2 200 R1 100
8967	Use language and communication in occupational learning programmes [1st language]	Level 2	5	R 2 200 R1 100
8968	Accommodate audience and context needs in oral communication [1st language]	Level 3	5	R 2 700 R1 350
8968	Accommodate audience and context needs in oral communication [2nd language]	Level 3	5	R 2 700 R1 350
8968	Accommodate audience and context needs in oral communication [Afrikaans]	Level 3	5	R 2 700 R1 350
8969	Interpret and use information from texts [1st language]	Level 3	5	R 2 700 R1 350
8969	Interpret and use information from texts [2nd language]	Level 3	5	R 2 700 R1 350
8969	Interpret and use information from texts [Afrikaans]	Level 3	5	R 2 700 R1 350
8970	Write texts for a range of communicative contexts [1st language]	Level 3	5	R 2 700 R1 350
8970	Write texts for a range of communicative contexts [2nd language]	Level 3	5	R 2 700 R1 350
8970	Write texts for a range of communicative contexts [Afrikaans]	Level 3	5	R 2 700 R1 350
8972	Interpret a variety of literary texts [1st language]	Level 3	5	R 2 700 R1 350
8972	Interpret a variety of literary texts [2nd language]	Level 3	5	R 2 700 R1 350
8972	Interpret a variety of literary texts [Afrikaans]	Level 3	5	R 2 700 R1 350
8973	Use language and communication in occupational learning programmes [1st language]	Level 3	5	R 2 700 R1 350
8973	Use language and communication in occupational learning programmes [2nd language]	Level 3	5	R 2 700 R1 350
8973	Use language and communication in occupational learning programmes [Afrikaans]	Level 3	5	R 2 700 R1 350
8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5	R 3 000 R1 500
8975	Read analyse and respond to a variety of texts	Level 4	5	R 3 000 R1 500
8976	Write for a wide range of contexts	Level 4	5	R 3 000 R1 500
8977	Evaluate literary texts	Level 4	5	R 3 000 R1 500
8979	Use language and communication in occupational learning programmes	Level 4	5	R 3 000 R1 500
9007	Work with a range of patterns and functions and solve problems	Level 2	5	R 2 200 R1 100
9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	Level 2	3	R 2 200 R1 100
9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	Level 2	3	R 2 200 R1 100



SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
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	2	R 2 700 R1 350
9012	Investigate life and work related problems using data and probabilities	Level 3	4	R 2 700 R1 350
9013	Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	Level 3	5	R 2 700 R1 350
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6	R 3 000 R1 500
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4	R 3 000 R1 500
9224	Implement policies regarding HIV/AIDS in the workplace	Level 5	4	R 3 800 R1 900
9244	Plan and conduct meetings	Level 4	4	R 3 000 R1 500
9302	Access information in order to respond to client enquiries in a financial services environment	Level 3	2	R 2 700 R1 350
9303	Communicate verbally with clients in a financial environment	Level 3	3	R 2 700 R1 350
9357	Develop and use keyboard skills to enter text	Level 1	4	R 2 000 R1 000
9506	Communicate in an assertive manner with clients and fellow workers	Level 4	4	R 3 000 R1 500
9533	Use communication skills to handle and resolve conflict in the workplace	Level 3	3	R 2 700 R1 350
9960	Communicate verbally and non-verbally in the workplace	Level 3	8	R 2 700 R1 350
9964	Apply health and safety to a work area	Level 2	3	R 2 200 R1 100
10006	Demonstrate an understanding of entrepreneurship and develop entrepreneurial qualities	Level 1	2	R 2 000 R1 000
10007	Identify, analyse and select business opportunities	Level 1	3	R 2 000 R1 000
10009	Demonstrate the ability to start and run a business and adapt to a changing business environment	Level 1	3	R 2 000 R1 000
10022	Comply with organisational ethics	Level 4	4	R 3 000 R1 500
10023	Identify internal and external stakeholders	Level 4	4	R 3 000 R1 500
10044	Implement a generic communication strategy	Level 5	10	R 3 800 R1 900
10045	Identify product features, advantages and benefits to the customer	Level 5	10	R 3 800 R1 900
10047	Close a deal with a customer (in a Contact Centre)	Level 5	5	R 3 800 R1 900
10048	Identify brand mix elements	Level 5	8	R 3 800 R1 900
10052	Monitor handling of customers by frontline customer service	Level 5	6	R 3 800 R1 900
10053	Manage customer requirements and needs and implement action plans	Level 5	8	R 3 800 R1 900
10054	Identify and manage areas of customer service impact	Level 5	6	R 3 800 R1 900
10064	Investigate and explain marketing communications concepts	Level 5	8	R 3 800 R1 900
10065	Demonstrate an understanding of marketing communications roles	Level 5	12	R 3 800 R1 900
10066	Establish customer needs and relationships	Level 5	16	R 3 800 R1 900



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SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
10067	Develop customer needs and relationships	Level 5	16	R 3 800 R1 900
10135	Work as a project team member	Level 4	8	R 3 000 R1 500
10140	Apply a range of project management tools	Level 4	8	R 3 000 R1 500
10147	Supervise a project team of a technical project to deliver project objectives	Level 5	14	R 3 800 R1 900
10170	Demonstrate understanding of employment relations in an organisation	Level 3	3	R 2 700 R1 350
10255	Select, use and care for power tools	Level 2	5	R 2 200 R1 100
10313	Comply with service levels as set out in a Contact Centre Operation	Level 4	10	R 3 000 R1 500
10324	Describe features, advantages and benefits of a range of products or services	Level 4	6	R 3 000 R1 500
10327	Provide coaching to personnel within a Contact Centre	Level 4	10	R 3 000 R1 500
10328	Implement and co-ordinate Contact Centre activities in a commercial environment	Level 4	18	R 3 000 R1 500
10349	Input data received onto appropriate computer packages within a Contact Centre	Level 2	12	R 2 200 R1 100
10350	Collect and record information queries and requests from customers	Level 2	8	R 2 200 R1 100
10353	Meet performance standards within a Contact Centre	Level 2	6	R 2 200 R1 100
10354	Contribute to a diverse working environment in a Contact Centre	Level 2	8	R 2 200 R1 100
10388	Interpret basic financial statements	Level 4	3	R 3 000 R1 500
10978	Recruit and select candidates to fill defined positions	Level 4	10	R 3 000 R1 500
10983	Participate in the implementation and utilisation of equity related processes	Level 4	5	R 3 000 R1 500
10985	Conduct a disciplinary hearing	Level 6	5	R 4 300 R2 150
11235	Maintain effective working relationships with other members of staff	Level 3	1	R 2 700 R1 350
11241	Perform basic business calculations	Level 3	6	R 2 700 R1 350
11286	Institute disciplinary action	Level 5	8	R 3 800 R1 900
11473	Manage individual and team performance	Level 4	8	R 3 000 R1 500
12140	Recruit and select candidates to fill defined positions	Level 5	9	R 3 800 R1 900
12153	Use the writing process to compose texts required in the business environment	Level 4	5	R 3 000 R1 500
12154	Apply comprehension skills to engage oral texts in a business environment	Level 4	5	R 3 000 R1 500
12155	Apply comprehension skills to engage written texts in a business environment	Level 4	4	R 3 000 R1 500
12417	Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities	Level 4	4	R 3 000 R1 500
12433	Use communication techniques effectively	Level 5	8	R 3 800 R1 900
12444	Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts	Level 2	3	R 2 200 R1 100



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12466	Explain the individual's role within business	Level 2	4	R 2 200 R1 100
12484	Perform basic fire fighting	Level 2	4	R 2 200 R1 100
12537	Identify personal values and ethics in the workplace	Level 1	4	R 2 000 R1 000
12544	Facilitate the preparation and presentation of evidence for assessment	Level 4	4	R 3 000 R1 500
12885	Apply concepts and principles relevant to the practical aspects of corporate governance and accountability	Level 6	10	R 4 300 R2 150
13167	Identify potential hazards and critical safety issues in the workplace	Level 1	2	R 2 000 R1 000
13176	Describe and discuss basic issues relating to the nature of business, the stakeholders in a business and business profitability	Level 1	3	R 2 000 R1 000
13224	Monitor the application of safety, health and environmental protection procedures	Level 4	4	R 3 000 R1 500
13235	Maintain the quality assurance system	Level 4	5	R 3 000 R1 500
13322	Operate a note sorting machine	Level 3	12	R 2 700 R1 350
13427	Solve note-processing operating problems to maintain efficiency of production process	Level 4	8	R 3 000 R1 500
13483	Evaluate an event to ensure sustainable events	Level 5	3	R 3 800 R1 900
13484	Perform successful event administration	Level 5	8	R 3 800 R1 900
13486	Research an event	Level 5	4	R 3 800 R1 900
13872	Instil in myself a personal Contact Centre culture	Level 4	4	R 3 000 R1 500
13873	Handle a range of customer complaints in Contact Centres	Level 4	4	R 3 000 R1 500
13874	Work as a member of a Contact Centre Team	Level 4	5	R 3 000 R1 500
13883	Apply out-bound Contact Centre Operations within a commercial environment	Level 3	8	R 2 700 R1 350
13884	Apply in-bound and out-bound Contact Centre operations within an emergency context	Level 3	16	R 2 700 R1 350
13911	Induct a new member into a team	Level 3	3	R 2 700 R1 350
13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5	R 2 700 R1 350
13914	Conduct a formal meeting	Level 3	3	R 2 700 R1 350
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	4	R 2 700 R1 350
13916	Identify and keep the records that a team manager is responsible for keeping	Level 3	4	R 2 700 R1 350
13917	Indicate the role of a team leader ensuring that a team meets an organisation's standards	Level 3	6	R 2 700 R1 350
13918	Manage time and the work process in a business environment	Level 3	4	R 2 700 R1 350
13919	Investigate and explain the structure of a selected workplace or organisation	Level 3	10	R 2 700 R1 350
13925	Present information in a public setting	Level 5	5	R 3 800 R1 900
13928	Monitor and control reception area	Level 3	4	R 2 700 R1 350



SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
13929	Co-ordinate meetings, minor events & travel arrangements	Level 3	3	R 2 700 R1 350
13930	Monitor and control the receiving and satisfaction of visitors	Level 3	4	R 2 700 R1 350
13931	Monitor and control the maintenance of office equipment	Level 3	4	R 2 700 R1 350
13932	Prepare and process documents for financial and banking processes	Level 3	5	R 2 700 R1 350
13933	Plan, monitor and control an information system in a business environment	Level 3	3	R 2 700 R1 350
13934	Plan and prepare meeting communications	Level 3	4	R 2 700 R1 350
13935	Plan and conduct basic research in an office environment	Level 3	6	R 2 700 R1 350
13937	Monitor and control office supplies	Level 3	2	R 2 700 R1 350
13941	Apply the budget function in a business unit	Level 4	5	R 3 000 R1 500
13943	Analyse new developments reported in the media that could impact on a business sector or industry	Level 4	10	R 3 000 R1 500
13944	Describe the relationship of junior management to the general management function	Level 4	5	R 3 000 R1 500
13945	Describe and apply the management of stock and fixed assets in a business unit	Level 4	2	R 3 000 R1 500
13947	Motivate a team	Level 4	6	R 3 000 R1 500
13948	Negotiate an agreement or deal in an authentic work situation	Level 4	5	R 3 000 R1 500
13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	Level 4	8	R 3 000 R1 500
13961	Demonstrate knowledge and use of hand operated fire fighting equipment	Level 2	4	R 2 200 R1 100
13994	Identify and discuss different types of business and their legal implications	Level 1	4	R 2 000 R1 000
13995	Demonstrate an understanding of contracts and their sources	Level 1	2	R 2 000 R1 000
13999	Demonstrate an understanding of basic accounting practices	Level 1	4	R 2 000 R1 000
14338	Attend to customer enquiries in an office setting	Level 2	2	R 2 200 R1 100
14339	Identify and maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain confidentiality	Level 2	5	R 2 200 R1 100
14340	Maintain an existing information system in a business environment	Level 2	4	R 2 200 R1 100
14341	Keep informed about current affairs related to one's own industry	Level 2	4	R 2 200 R1 100
14342	Manage time and work processes within a business environment	Level 2	4	R 2 200 R1 100
14343	Investigate the structure of an organization as a workplace	Level 2	8	R 2 200 R1 100
14344	Demonstrate an understanding of a selected business environment	Level 2	10	R 2 200 R1 100
14346	Process numerical and text data in a business environment	Level 2	2	R 2 200 R1 100
14348	Process incoming and outgoing telephone calls	Level 2	3	R 2 200 R1 100
14347	Receive, distribute and dispatch mail in an office environment	Level 2	2	R 2 200 R1 100
14349	Receive and execute instructions	Level 2	2	R 2 200 R1 100



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SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
14352	Manage a diary for self and others	Level 2	4	R 2 200 R1 100
14353	Conduct basic financial transactions	Level 2	3	R 2 200 R1 100
14355	Order and distribute office supplies	Level 2	2	R 2 200 R1 100
14357	Demonstrate an understanding of a selected business environment	Level 4	10	R 3 000 R1 500
14359	Behave in a professional manner in a business environment	Level 2	5	R 2 200 R1 100
14427	Select and supervise the use and maintenance of plant, equipment and tools	Level 4	10	R 3 000 R1 500
14444	Demonstrate an understanding of a general business plan and adapt it to a selected business idea	Level 1	7	R 2 000 R1 000
14534	Apply knowledge of community issues in relation to development projects	Level 3	4	R 2 700 R1 350
14552	Contract service providers	Level 4	3	R 3 000 R1 500
14656	Demonstrate an understanding of sexuality and sexually transmitted infections including HIV/AIDS	Level 1	5	R 2 000 R1 000
14665	Interpret current affairs related to a specific business sector	Level 3	10	R 2 700 R1 350
14667	Describe and apply the management functions of an organisation	Level 4	10	R 3 000 R1 500
14734	Deal with customers	Level 5	8	R 3 800 R1 900
14913	Explain the principles of computer networks	Level 3	5	R 2 700 R1 350
14917	Explain computer architecture concepts	Level 4	7	R 3 000 R1 500
14920	Participate in groups and/or teams to recommend solutions to problems	Level 4	3	R 3 000 R1 500
14921	Describe the types of computer systems and associated hardware configurations	Level 4	6	R 3 000 R1 500
14927	Apply problem solving strategies	Level 4	4	R 3 000 R1 500
14936	Describe and install scanning systems	Level 4	3	R 3 000 R1 500
14942	Demonstrate an understanding of computer network communication	Level 4	9	R 3 000 R1 500
14944	Explain how data is stored on computers	Level 4	7	R 3 000 R1 500
14947	Describe data communications	Level 3	4	R 2 700 R1 350
14963	Investigate the use of computer technology in an organisation	Level 4	6	R 3 000 R1 500
14994	Demonstrate knowledge and understanding of insurable risk	Level 4	2	R 3 000 R1 500
15091	Plan to manage one`s time	Level 1	3	R 2 000 R1 000
15094	Demonstrate insight into the application of theories of Emotional and Spiritual Intelligence in personal development	Level 5	5	R 3 800 R1 900
15214	Recognise areas in need of change, make recommendations and implement change in the team, department or division	Level 5	3	R 3 800 R1 900
15216	Create opportunities for innovation and lead projects to meet innovative ideas	Level 5	4	R 3 800 R1 900
15217	Develop an organisational training and development plan	Level 5	7	R 3 800 R1 900
15219	Develop and implement a strategy and action plans for a team, department or division	Level 5	4	R 3 800 R1 900



SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
15220	Set, monitor and measure the achievement of goals and objectives for a team, department or division within an organisation	Level 5	4	R 3 800 R1 900
15221	Provide information and advice regarding skills development and related issues	Level 5	4	R 3 800 R1 900
15224	Empower team members through recognising strengths, encouraging participation in decision making & delegating results	Level 5	4	R 3 800 R1 900
15227	Conduct skills development administration in an organisation	Level 4	4	R 3 000 R1 500
15228	Advise on the establishment and implementation of a quality management system for skills development practices in an organisation	Level 5	10	R 3 800 R1 900
15232	Coordinate planned skills development interventions in an organisation	Level 5	6	R 3 800 R1 900
15234	Apply efficient time management to the work of a department/division/section	Level 5	4	R 3 800 R1 900
15235	Prepare and conduct staff selection interviews	Level 5	3	R 3 800 R1 900
15236	Apply financial analysis	Level 5	4	R 3 800 R1 900
15237	Build teams to meet set goals and objectives	Level 5	3	R 3 800 R1 900
15238	Devise and apply strategies to establish and maintain relationships	Level 5	3	R 3 800 R1 900
109999	Manage service providers in a selected organisation	Level 4	5	R 3 000 R1 500
110003	Develop administrative procedures in a selected organisation	Level 4	8	R 3 000 R1 500
110009	Manage administration records	Level 4	4	R 3 000 R1 500
110021	Achieve personal effectiveness in business environment	Level 4	6	R 3 000 R1 500
110023	Present information in report format	Level 4	6	R 3 000 R1 500
110026	Describe and assist in the control of fraud in an office environment	Level 4	4	R 3 000 R1 500
110064	Contribute to the health, safety and security of the workplace	Level 2	4	R 2 200 R1 100
110082	Understand the impact of customer service on a business	Level 1	6	R 2 000 R1 000
110083	Process, analyse and communicate numerical data	Level 1	4	R 2 000 R1 000
110295	Arrange a Public Relations / Communication event	Level 4	5	R 3 000 R1 500
110466	Clean wards and medium-risk, high-risk and isolation patient areas	Level 2	8	R 2 200 R1 100
110502	Demonstrate and apply knowledge and understanding of the roles, function and responsibilities of the main stakeholders and role players in local economic development	Level 4	4	R 3 000 R1 500
110646	Monitor the quality system in the laboratory	Level 5	8	R 3 800 R1 900
113836	Apply basic computer technology	Level 3	11	R 2 700 R1 350
113852	Apply occupational health, safety and environmental principles	Level 3	10	R 2 700 R1 350
113909	Coach a team member in order to enhance individual performance in work environment	Level 3	5	R 2 700 R1 350
113924	Apply basic business ethics in a work environment	Level 2	2	R 2 200 R1 100



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SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
113955	Apply the Batho Pele principles to own work role and context	Level 3	4	R 2 700 R1 350
113960	Demonstrate and apply knowledge of the ethical standards in the Public Sector	Level 4	4	R 3 000 R1 500
114050	Explain the principles of business and the role of information technology	Level 5	4	R 3 800 R1 900
114052	Demonstrate appropriate customer care in the context of IT support, according to a Service Level Agreement	Level 5	8	R 3 800 R1 900
114055	Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa	Level 5	3	R 3 800 R1 900
114056	Describe enterprise systems management and its role in IT systems support	Level 5	3	R 3 800 R1 900
114076	Use computer technology to research a computer topic MS Internet Explorer	Level 4	3	R 3 000 R1 500
114209	Apply Return on Investment (ROI) theory and practice to a business unit <i>Either Management or Marketing focused</i>	Level 4	6	R 3 000 R1 500
114215	Mentor a colleague to enhance the individual's knowledge, skills, values and attitudes in a selected career path	Level 4	3	R 3 000 R1 500
114226	Interpret and manage conflicts within the workplace	Level 5	8	R 3 800 R1 900
114273	Demonstrate and apply an understanding of the Labour Relations Act with respect to Collective Agreements and Bargaining Councils	Level 5	6	R 3 800 R1 900
114274	Demonstrate & apply an understanding of the Basic Conditions of Employment Act (Act 75 of 1997)	Level 5	8	R 3 800 R1 900
114584	Finance a new venture	Level 4	6	R 3 000 R1 500
114585	Plan strategically to improve business performance	Level 4	4	R 3 000 R1 500
114589	Manage time productively	Level 4	4	R 3 000 R1 500
114592	Produce business plans for a new venture	Level 4	8	R 3 000 R1 500
114593	Tender to secure business for a new venture	Level 4	5	R 3 000 R1 500
114596	Research the viability of new venture ideas/opportunities	Level 4	5	R 3 000 R1 500
114600	Apply innovative thinking to the development of a small business	Level 4	4	R 3 000 R1 500
114623	Select, inspect, use and maintain measurement, test and calibration equipment	Level 3	8	R 2 700 R1 350
114636	Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment	Level 3	6	R 2 700 R1 350
114749	Maintain an Automated Teller Machine (ATM)	Level 4	4	R 3 000 R1 500
114805	Manage general administration	Level 4	4	R 3 000 R1 500
114828	Prepare for and perform a facial consultancy service	Level 3	5	R 2 700 R1 350
114873	Apply basic financial procedures to PFMA principles	Level 5	3	R 3 800 R1 900
114877	Formulate and implement an action plan to improve productivity within an organisational unit	Level 4	8	R 3 000 R1 500
114889	Record transactions	Level 2	8	R 2 200 R1 100
114890	Perform office functions in a wholesale and retail outlet	Level 2	4	R 2 200 R1 100
114891	Count stock for a stocktake (in a retail / wholesale outlet)	Level 2	5	R 2 200 R1 100



SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
114892	Dispatch stock (in a retail / wholesale outlet)	Level 3	10	R-2 700 R1 350
114893	Pack customer purchases at point of sales	Level 2	3	R-2 200 R1 100
114894	Process payment at a Point of Sales (POS)	Level 2	10	R-2 200 R1 100
114895	Define the core concepts of the wholesale and retail environment	Level 2	10	R-2 200 R1 100
114896	Receive stock (in a retail / wholesale outlet)	Level 3	12	R-2 700 R1 350
114900	Sell products to customers in a Wholesale and Retail outlet	Level 3	12	R-2 700 R1 350
114902	Operate a computer in a Wholesale/Retail outlet	Level 2	6	R-2 200 R1 100
114903	Interact with customers	Level 2	8	R-2 200 R1 100
114906	Mark merchandise and maintain displays	Level 2	10	R-2 200 R1 100
114911	Resolve customer queries / complaints (in retail)	Level 3	8	R-2 700 R1 350
114912	Maintain a safe and secure wholesale and retail environment	Level 2	10	R-2 200 R1 100
114916	Use labour intensive construction methods to construct and maintain roads and stormwater drainage	Level 2	8	R-2 200 R1 100
114924	Demonstrate understanding of the outcomes-based education and training approach within the context of a National Qualifications Framework	Level 5	5	R-3 800 R1 900
114941	Apply knowledge of HIV/AIDS to a specific business sector and a workplace	Level 3	4	R-2 700 R1 350
114959	Behave in a professional manner in a business environment	Level 2	4	R-2 200 R1 100
114960	Investigate the need to provide financially for own retirement	Level 3	3	R-2 700 R1 350
114974	Apply the basic skills of customer service	Level 2	2	R-2 200 R1 100
114979	Operate a computer workstation in a business environment	Level 3	2	R-2 700 R1 350
115074	Engage in short conversations with a Deaf person on a familiar topic using SASL	Level 4	6	R-3 000 R1 500
115079	Perform everyday communicative tasks using South African Sign Language (SASL)	Level 4	4	R-3 000 R1 500
115091	Monitor compliance to safety, health and environmental requirements in a workplace	Level 2	2	R-2 200 R1 100
115208	Establish the basic principles of fundraising	Level 4	5	R-3 000 R1 500
115215	Analyse the fundraising strategies of a successful non-profit organisation	Level 4	7	R-3 000 R1 500
115358	Apply information gathering techniques for computer system development	Level 5	7	R-3 800 R1 900
115382	Apply the principles of creating computer programs containing advanced algorithms using a procedural programming language	Level 6	12	R-4 300 R2 150
115384	Test a computer program against a given specification	Level 5	6	R-3 800 R1 900
115391	Demonstrate an understanding of the principles of the internet and the world-wide-web MS Internet Explorer	Level 4	3	R-3 000 R1 500
115395	Apply and explain the generic business process and value chain model	Level 5	12	R-3 800 R1 900
115398	Observe and record the findings of a business requirements gathering session	Level 5	8	R-3 800 R1 900



SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
115402	Assist in researching the problem and the solution within a consulting context	Level 5	6	R 3 800 R1 900
115407	Apply the principles of change management in the workplace	Level 5	10	R 3 800 R1 900
115498	Resolve client requests and queries	Level 4	4	R 3 000 R1 500
115500	Inform client of planned process and follow-up on requests	Level 4	4	R 3 000 R1 500
115753	Conduct outcomes-based assessment	Level 5	15	R 3 800 R1 900
115755	Design and develop outcomes-based assessments	Level 6	10	R 4 300 R2 150
115759	Conduct moderation of outcomes-based assessments	Level 6	10	R 4 300 R2 150
115789	Sustain oral interaction across a wide range of contexts and critically evaluate spoken texts	Level 5	5	R 3 800 R1 900
115790	Write and present for a wide range of purposes, audiences and contexts	Level 5	5	R 3 800 R1 900
115792	Access, process, adapt and use data from a wide range of texts	Level 5	5	R 3 800 R1 900
115803	Explain complex processes to Deaf individuals and groups of Deaf people, using South African Sign Language (SASL)	Level 5	3	R 3 800 R1 900
115813	Hold conversations with Deaf individuals and groups of Deaf people on an unfamiliar topic using South African Sign Language (SASL)	Level 5	6	R 3 800 R1 900
115814	Paraphrase and summarise signed monologues on familiar topics using South African Sign Language (SASL)	Level 5	4	R 3 800 R1 900
115817	Provide and respond to feedback	Level 5	4	R 3 800 R1 900
115821	Apply business financial practices	Level 5	4	R 3 800 R1 900
115823	Gather and manage information for decision-making	Level 5	5	R 3 800 R1 900
115835	Operate in a professional manner utilising trouble shooting techniques while applying creative thinking processes	Level 5	5	R 3 800 R1 900
115855	Create, maintain & update record keeping systems	Level 5	5	R 3 800 R1 900
115857	Explain marketing for SMMEs	Level 5	6	R 3 800 R1 900
116338	Apply basic business accounting practices	Level 6	9	R 4 300 R2 150
116365	Evaluate the financial practices of a business	Level 6	9	R 4 300 R2 150
116380	Supervise workers at levels 2 and 3	Level 4	6	R 3 000 R1 500
116394	Implement and manage human resource and labour relations policies and acts	Level 5	9	R 3 800 R1 900
116483	Apply moral decision making and problem solving strategies	Level 3	6	R 2 700 R1 350
116720	Show understanding of diversity in the workplace	Level 3	3	R 2 700 R1 350
116779	Develop and implement specifications to achieve the desired product or service	Level 5	10	R 3 800 R1 900
116927	Apply the principles of employment equity to organisational transformation	Level 5	10	R 3 800 R1 900
116928	Manage diversity in the workplace	Level 5	14	R 3 800 R1 900
116929	Recognise the transformative elements of South Africa's Human Resources Development legislation	Level 5	10	R 3 800 R1 900



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SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
116930	Use a Graphical User Interface (GUI)-based presentation application to enhance presentation appearance MS PowerPoint 2007 or 2013	Level 3	5	R 2 700 R1 350
116931	Use a Graphical User Interface (GUI)-based web-browser to search the Internet MS Internet Explorer	Level 2	4	R 2 200 R1 100
116932	Operate a personal computer system MS Windows 7 or 10	Level 1	3	R 2 000 R1 000
116933	Use a Graphical User Interface (GUI)-based presentation application to create and edit slide presentations MS PowerPoint 2013	Level 1	3	R 2 000 R1 000
116935	Enhance, edit and organise electronic messages using a Graphical User Interface (GUI)-based messaging application MS Outlook 2013	Level 2	2	R 2 200 R1 100
116936	Use a Graphical User Interface (GUI)-based database application to work with simple databases MS Access 2013	Level 3	3	R 2 700 R1 350
116937	Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets MS Excel 2013	Level 2	4	R 2 200 R1 100
116938	Use a Graphical User Interface (GUI)-based word processor to create and edit documents MS Word 2013	Level 1	4	R 2 000 R1 000
116940	Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem MS Excel 2013	Level 3	6	R 2 700 R1 350
116942	Use a GUI-based word processor to create merged documents MS Word 2013	Level 3	3	R 2 700 R1 350
116943	Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph /charts to a spreadsheet MS Excel 2013	Level 4	3	R 3 000 R1 500
116945	Use electronic mail to send and receive messages MS Outlook 2013	Level 2	2	R 2 200 R1 100
116949	Establish how a value system underpins organisational transformation	Level 5	12	R 3 800 R1 900
117029	Provide care to a frail person	Level 1	12	R 2 000 R1 000
117111	Apply knowledge of basic accounting principles to financial services	Level 3	4	R 2 700 R1 350
117132	Explain basic economics	Level 3	3	R 2 700 R1 350
117149	Apply knowledge and insight into the statutory cover afforded under the Compensation for Occupational Injuries and Diseases Act, 130 of 1993, as amended (COIDA)	Level 4	3	R 3 000 R1 500
117155	Explain the scope of the Compensation for Occupational Injuries and Diseases Act 130 of 1993 (COIDA)	Level 4	2	R 3 000 R1 500
117156	Interpret basic financial statements	Level 4	4	R 3 000 R1 500
117513	Use knowledge of self to make a life decision in the creative world	Level 4	5	R 3 000 R1 500
117558	Write scripts for an audio visual medium	Level 5	10	R 3 800 R1 900
117578	Recognise and apply conceptual and lateral thinking in the developmental process	Level 5	12	R 3 800 R1 900
117581	Demonstrate an understanding of an advertising agency/design company	Level 5	8	R 3 800 R1 900
117593	Demonstrate an understanding of the creative principles of copywriting in marketing communications	Level 5	10	R 3 800 R1 900
117595	Evaluate media	Level 5	3	R 3 800 R1 900



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SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
117597	Demonstrate an understanding of copy, copywriting and the copywriter	Level 5	12	R 3 800 R1 900
117598	Develop and present creative work and compile work portfolio	Level 5	8	R 3 800 R1 900
117600	Demonstrate an understanding of the creative writing process	Level 5	5	R 3 800 R1 900
117604	Demonstrate an understanding of marketing communications production	Level 5	5	R 3 800 R1 900
117730	Describe the alignment of the business system to the business strategy and objectives	Level 4	4	R 3 000 R1 500
117731	Demonstrate an understanding of cultural awareness in the workplace	Level 3	4	R 2 700 R1 350
117853	Conduct negotiations to deal with conflict situations	Level 5	8	R 3 800 R1 900
117865	Assist and support learners to manage their learning experiences	Level 4	5	R 3 000 R1 500
117867	Managing files in a Graphical User Interface (GUI) environment MS Windows 7 or 10	Level 1	3	R 2 000 R1 000
117870	Conduct targeted training and development using given methodologies	Level 4	10	R 3 000 R1 500
117871	Facilitate learning using a variety of given methodologies	Level 5	10	R 3 800 R1 900
117874	Guide learners about their learning, assessment and recognition opportunities	Level 5	6	R 3 800 R1 900
117877	Perform one-to-one training on the job	Level 3	4	R 2 700 R1 350
117887	Complete basic business calculations	Level 2	5	R 2 200 R1 100
117891	Dispatch stock from a distribution centre (DC/Warehouse)	Level 3	12	R 2 700 R1 350
117892	Maintain a safe and secure environment in a distribution centre	Level 2	12	R 2 200 R1 100
117897	Maintain stock balances	Level 3	8	R 2 700 R1 350
117898	Move, pack and maintain stock in a distribution centre / warehouse	Level 2	12	R 2 200 R1 100
117899	Pick stock in a distribution centre/warehouse	Level 2	12	R 2 200 R1 100
117900	Plan self-development	Level 2	10	R 2 200 R1 100
117901	Receive stock in a DC/Warehouse	Level 3	15	R 2 700 R1 350
117902	Use generic functions in a Graphical User Interface (GUI)-environment MS Windows 7 or 10	Level 1	4	R 2 000 R1 000
117923	Use a Graphical User Interface (GUI)-based presentation application to prepare and produce a presentation according to a given brief MS PowerPoint 2013	Level 2	5	R 2 200 R1 100
117924	Use a Graphical User Interface (GUI)-based word processor to format documents MS Word 2013	Level 2	5	R 2 200 R1 100
117925	Describe the concepts of Information and Communication Technology (ICT) and the use of its components in a healthy and safe manner	Level 2	3	R 2 200 R1 100
117927	Use a Graphical User Interface (GUI)-based database application to solve a given problem	Level 4	6	R 3 000 R1 500
117928	Describe the application and effect of Information and Communication Technologies (ICT) on society	Level 4	5	R 3 000 R1 500
118028	Supervise customer service standards	Level 4	8	R 3 000 R1 500



SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
118029	Supervise housekeeping and hygiene in a store	Level 4	6	R 3 000 R1 500
118030	Supervise P.O.S. Operations	Level 4	8	R 3 000 R1 500
118033	Supervise promotional activities	Level 4	8	R 3 000 R1 500
118037	Supervise sales performance	Level 4	8	R 3 000 R1 500
118043	Supervise stock counts	Level 4	8	R 3 000 R1 500
118045	Supervise implementation of loss control measures	Level 4	8	R 3 000 R1 500
119078	Use a GUI-based word processor to enhance a document through the use of tables and columns MS Word 2013	Level 3	5	R 2 700 R1 350
119153	Apply and implement corporate culture	Level 3	2	R 2 700 R1 350
119173	Develop and maintain effective working relationship with clients	Level 5	8	R 3 800 R1 900
119274	Select learning support materials and assistive technology for inclusive settings	Level 4	12	R 3 000 R1 500
119342	Apply knowledge of ethical principles, standards and professional conduct in public sector management and administration	Level 5	8	R 3 800 R1 900
119362	Work with numbers; operations with numbers and relationships between numbers	Level 1	4	R 2 000 R1 000
119368	Describe, interpret and represent mathematical patterns, functions and algebra in different contexts	Level 1	6	R 2 000 R1 000
119373	Describe and represent objects in terms of shape, space and measurement	Level 1	5	R 2 000 R1 000
119454	Maintain and adapt oral/signed communication	Level 2	5	R 2 200 R1 100
119456	Write/present for a defined context	Level 2	5	R 2 200 R1 100
119457	Interpret and use information from texts [1 st language]	Level 3	5	R 2 700 R1 350
119457	Interpret and use information from texts [2 nd language]	Level 3	5	R 2 700 R1 350
119457	Interpret and use information from texts [Afrikaans]	Level 3	5	R 2 700 R1 350
119458	Analyse and respond to a variety of literary texts [1st language]	Level 3	5	R 2 700 R1 350
119459	Write/present/sign for a wide range of contexts	Level 4	5	R 3 000 R1 500
119460	Use language and communication in occupational learning programmes	Level 2	5	R 2 200 R1 100
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5	R 3 000 R1 500
119463	Access and use information from texts	Level 2	5	R 2 200 R1 100
119465	Write/present/sign texts for a range of communicative contexts [1 st language]	Level 3	5	R 2 700 R1 350
119465	Write/present/sign texts for a range of communicative contexts [2 nd language]	Level 3	5	R 2 700 R1 350
119465	Write/present/sign texts for a range of communicative contexts [Afrikaans]	Level 3	5	R 2 700 R1 350
119466	Interpret a variety of literary texts [1st language]	Level 3	5	R 2 700 R1 350
119467	Use language and communication in occupational learning programmes [1 st language]	Level 3	5	R 2 700 R1 350



SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
119467	Use language and communication in occupational learning programmes [2 nd language]	Level 3	5	R 2 700 R1 350
119467	Use language and communication in occupational learning programmes [Afrikaans]	Level 3	5	R 2 700 R1 350
119469	Read/view, analyse and respond to a variety of texts	Level 4	5	R 3 000 R1 500
119471	Use language and communication in occupational learning programmes	Level 4	5	R 3 000 R1 500
119472	Accommodate audience and context needs in oral/signed communication [1 st language]	Level 3	5	R 2 700 R1 350
119472	Accommodate audience and context needs in oral/signed communication [2 nd language]	Level 3	5	R 2 700 R1 350
119472	Accommodate audience and context needs in oral/signed communication [Afrikaans]	Level 3	5	R 2 700 R1 350
119554	Apply environmental management tools to assess impacts	Level 2	5	R 2 200 R1 100
119565	Assist with Palliative Care	Level 1	6	R 2 000 R1 000
119567	Perform basic life support and first aid procedures	Level 1	5	R 2 000 R1 000
119631	Explore and use a variety of strategies to learn	Level 1	5	R 2 000 R1 000
119635	Engage in a range of speaking/signing and listening interactions for a variety of purposes	Level 1	6	R 2 000 R1 000
119636	Write/Sign for a variety of different purposes	Level 1	6	R 2 000 R1 000
119640	Read/view and respond to a range of text types	Level 1	6	R 2 000 R1 000
119666	Determine financial requirements of a new venture	Level 2	8	R 2 200 R1 100
119667	Identify the composition of a selected new venture's industry/sector and its procurement systems	Level 2	8	R 2 200 R1 100
119668	Manage business operations	Level 2	8	R 2 200 R1 100
119669	Match new venture opportunity to market needs	Level 2	6	R 2 200 R1 100
119670	Produce a business plan for a new venture	Level 2	8	R 2 200 R1 100
119671	Administer contracts for a selected new venture	Level 3	10	R 2 700 R1 350
119672	Manage marketing and selling processes of a new venture	Level 2	7	R 2 200 R1 100
119673	Identify and demonstrate entrepreneurial ideas and opportunities	Level 2	7	R 2 200 R1 100
119674	Manage finances for a new venture	Level 2	10	R 2 200 R1 100
119676	Apply the skills of customer care in a specific work environment	Level 4	4	R 3 000 R1 500
119712	Tender for business or work in a selected new venture	Level 3	8	R 2 700 R1 350
119713	Apply basic HR principles in a new venture	Level 3	4	R 2 700 R1 350
119939	Conduct negotiations in labour mediation	Level 5	6	R 3 800 R1 900
119964	Understand and apply a problem-solving technique	Level 2	2	R 2 200 R1 100
120300	Analyse leadership and related theories in a work context	Level 5	8	R 3 800 R1 900
120304	Analyse, interpret and communicate information	Level 5	9	R 3 800 R1 900



SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
120305	Analyse the role that emotional intelligence plays in leadership	Level 5	8	R 3 800 R1 900
120308	Apply knowledge of self in order to make a personal decision	Level 2	3	R 2 200 R1 100
120311	Apply visionary leadership to develop strategy	Level 5	10	R 3 800 R1 900
120330	Conduct a continuous risk assessment in a workplace	Level 3	4	R 2 700 R1 350
120337	Demonstrate knowledge pertaining to the preparation, conducting, recording and follow-up actions of a planned task observation in a working place	Level 3	2	R 2 700 R1 350
120362	Monitor, report and make recommendations pertaining to specified requirements in terms of working at heights	Level 3	4	R 2 700 R1 350
120372	Explain fundamentals of project management	Level 4	5	R 3 000 R1 500
120373	Contribute to project initiation, scope definition and scope change control	Level 4	9	R 3 000 R1 500
120374	Contribute to the management of project risk within own field of expertise	Level 4	5	R 3 000 R1 500
120375	Participate in the estimation and preparation of cost budget for a project or sub project and monitor and control actual cost against budget	Level 4	6	R 3 000 R1 500
120376	Conduct project documentation management to support project processes	Level 4	6	R 3 000 R1 500
120378	Support the project environment and activities to deliver project objectives	Level 5	14	R 3 800 R1 900
120379	Work as a project team member	Level 4	8	R 3 000 R1 500
120381	Implement project administration processes according to requirements	Level 4	5	R 3 000 R1 500
120382	Plan, organise and support project meetings and workshops	Level 4	4	R 3 000 R1 500
120383	Provide assistance in implementing and assuring project work meets quality requirements	Level 3	6	R 2 700 R1 350
120384	Develop a simple schedule to facilitate effective project execution	Level 4	8	R 3 000 R1 500
120385	Apply a range of project management tools and techniques	Level 4	7	R 3 000 R1 500
120387	Monitor, evaluate and communicate simple project schedules	Level 4	4	R 3 000 R1 500
120388	Supervise a project team of a small project to deliver project objectives	Level 5	14	R 3 800 R1 900
120389	Explain and apply the concept, principles and theories of motivation in a leadership context	Level 4	6	R 3 000 R1 500
120390	Develop and apply a service culture to a leadership role	Level 4	8	R 3 000 R1 500
120391	Apply leadership skills to relationship management	Level 4	8	R 3 000 R1 500
120392	Apply the concept and principles of knowledge management to leadership	Level 4	8	R 3 000 R1 500
120393	Explain and apply legislation and policies applicable to leadership in a specific sector or context	Level 5	10	R 3 800 R1 900
120394	Apply communication principles, strategies and processes in a leadership role	Level 4	6	R 3 000 R1 500
120496	Provide risk-based primary emergency care/first aid in the workplace (first aid)	Level 2	5	R 2 200 R1 100
123372	Use appropriate tools and information systems to manage own information and communication	Level 4	4	R 3 000 R1 500
123394	Develop outcomes-based learning programmes	Level 5	10	R 3 800 R1 900



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SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
123396	Define target audience profiles and skills gaps	Level 4	6	R 3 000 R1 500
123397	Evaluate a learning intervention using given evaluation instruments	Level 5	10	R 3 800 R1 900
229994	Assess a worksite for work at height and prepare a fall protection plan	Level 4	3	R 3 000 R1 500
229995	Install, use and perform basic rescues from fall arrest systems and implement the fall protection plan	Level 2	3	R 2 200 R1 100
229998	Explain and perform fall arrest techniques when working at height	Level 1	2	R 2 000 R1 000
230000	Perform a limited range of rope access tasks and rescues	Level 2	6	R 2 200 R1 100
230448	Contribute towards organisation policy development	Level 5	8	R 3 800 R1 900
230469	Describe and apply conceptual processes in a marketing communication context	Level 5	8	R 3 800 R1 900
230471	Define and explain the nature, role and history of marketing communication	Level 5	8	R 3 800 R1 900
230472	Develop and implement the marketing and advertising creative process	Level 6	10	R 4 300 R2 150
242655	Demonstrate knowledge and application of ethical conduct in a business environment	Level 4	4	R 3 000 R1 500
242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	Level 4	4	R 3 000 R1 500
242766	Demonstrate knowledge and understanding of operating regulations for high voltage systems	Level 5	8	R 3 800 R1 900
242810	Manage Expenditure against a budget	Level 4	6	R 3 000 R1 500
242811	Prioritise time and work for self and team	Level 4	5	R 3 000 R1 500
242812	Induct a member into a team	Level 3	4	R 2 700 R1 350
242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	Level 4	5	R 3 000 R1 500
242814	Identify and explain the core and support functions of an organisation	Level 3	6	R 2 700 R1 350
242815	Apply the organisation's code of conduct in a work environment	Level 4	5	R 3 000 R1 500
242816	Conduct a structured meeting	Level 4	5	R 3 000 R1 500
242817	Solve problems, make decisions and implement solutions	Level 4	8	R 3 000 R1 500
242818	Describe the relationship of junior management to other roles	Level 4	5	R 3 000 R1 500
242819	Motivate and Build a Team	Level 4	10	R 3 000 R1 500
242820	Maintain records for a team	Level 3	4	R 2 700 R1 350
242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6	R 3 000 R1 500
242822	Employ a systematic approach to achieving objectives	Level 4	10	R 3 000 R1 500
242824	Apply leadership concepts in a work context	Level 4	12	R 3 000 R1 500
242829	Monitor the level of service to a range of customers	Level 4	5	R 3 000 R1 500
242840	Make oral presentations	Level 4	2	R 3 000 R1 500
242867	Advise, capacitate and contract service providers	Level 5	8	R 3 800 R1 900



SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
242999	Respond to and clean up a spill	Level 4	4	R 3 000 R1 500
243189	Manage personal finances	Level 1	8	R 2 000 R1 000
243193	Practice good health and grooming habits	Level 1	4	R 2 000 R1 000
243672	Maintain the stockroom	Level 3	10	R 2 700 R1 350
243673	Identify the role of the fast moving consumer goods merchandiser in the wholesale and retail industry	Level 2	8	R 2 200 R1 100
243676	Source and collect products for resale	Level 2	12	R 2 200 R1 100
243679	Recommend orders for clients in a fast moving consumer goods environment	Level 3	8	R 2 700 R1 350
243680	Take orders from customers	Level 3	12	R 2 700 R1 350
243681	Uplift stock for return	Level 3	5	R 2 700 R1 350
243712	Address customer queries in a wholesale environment	Level 3	10	R 2 700 R1 350
243804	Replenish stock in a retail business	Level 3	12	R 2 700 R1 350
243805	Merchandise products in a retail business	Level 3	12	R 2 700 R1 350
243806	Deal with customers in a retail business	Level 3	8	R 2 700 R1 350
243807	Maintain a safe and secure environment in a retail business	Level 3	8	R 2 700 R1 350
243809	Run a small business	Level 3	12	R 2 700 R1 350
243810	Control cash in a small business	Level 3	12	R 2 700 R1 350
243811	Determine the work required to accomplish the objectives and organise the scope of a simple to moderately complex project	Level 5	7	R 3 800 R1 900
243813	Develop a project cost management plan for a simple to moderately complex project	Level 5	12	R 3 800 R1 900
243815	Manage stakeholder relations on a project	Level 5	12	R 3 800 R1 900
243820	Develop an optimised work and resource schedule for a simple to moderately complex project	Level 5	12	R 3 800 R1 900
243954	Understand the need for cultural awareness in dealing with customers and colleagues	Level 4	4	R 3 000 R1 500
244063	Maintain basic safety, health and environmental issues	Level 1	6	R 2 000 R1 000
244283	Facilitate the development, implementation and maintenance of a Safety, Health and Environment management system - General	Level 5	10	R 3 800 R1 900
244283	Facilitate the development, implementation and maintenance of a Safety, Health and Environment management system – Mining environment	Level 5	10	R 3 800 R1 900
244365	Lift and move material and equipment by means of a forklift	Level 2	3	R 2 200 R1 100
244383	Conduct continuous hazard identification and risk assessment within a workplace – mining environment	Level 2	2	R 2 200 R1 100
244449	Plan, organise, lead and control activities	Level 3	10	R 2 700 R1 350
244478	Manage an Early Childhood Development service	Level 5	5	R 3 800 R1 900
244560	Present advertising ideas	Level 5	7	R 3 800 R1 900



GemTrain

SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
244572	Describe how to manage workplace relationships	Level 3	3	R 2 700 R1 350
244574	Apply knowledge of HIV/AIDS to a specific business sector and a workplace	Level 3	4	R 2 700 R1 350
244580	Develop advertising activity specifications	Level 5	15	R 3 800 R1 900
244586	Contract suppliers for advertising assignments	Level 5	15	R 3 800 R1 900
244589	Identify causes of stress and techniques to manage it in the workplace	Level 3	2	R 2 700 R1 350
244608	Demonstrate ability to lead a team or group	Level 2	3	R 2 200 R1 100
244611	Apply problem-solving techniques to make a decision or solve a problem in a real life context	Level 3	2	R 2 700 R1 350
244612	Write advertising copy	Level 5	15	R 3 800 R1 900
244613	Select information for advertising assignments	Level 5	10	R 3 800 R1 900
244616	Recommend resources for advertising assignments	Level 5	15	R 3 800 R1 900
246758	Demonstrate and apply understanding of the main issues of responsible tourism	Level 4	5	R 3 000 R1 500
251960	Identify and describe disaster related risks and threatening situations utilising basic disaster management concepts and indigenous knowledge	Level 3	6	R 2 700 R1 350
252020	Create and manage an environment that promotes innovation	Level 5	6	R 3 800 R1 900
252021	Formulate recommendations for a change process	Level 5	8	R 3 800 R1 900
252022	Develop, implement and evaluate a project plan	Level 5	8	R 3 800 R1 900
252024	Evaluate current practices against best practice	Level 5	4	R 3 800 R1 900
252025	Monitor, assess and manage risk	Level 5	8	R 3 800 R1 900
252026	Apply a systems approach to decision making	Level 5	6	R 3 800 R1 900
252027	Devise and apply strategies to establish and maintain workplace relationships	Level 5	6	R 3 800 R1 900
252029	Lead people development and talent management	Level 5	8	R 3 800 R1 900
252031	Apply the principles and concepts of emotional intelligence to the management of self and others	Level 5	4	R 3 800 R1 900
252032	Develop, implement and evaluate an operational plan	Level 5	8	R 3 800 R1 900
252034	Monitor and evaluate team members against performance standards	Level 5	8	R 3 800 R1 900
252035	Select and coach first line managers	Level 5	8	R 3 800 R1 900
252036	Apply mathematical analysis to economic and financial information	Level 5	6	R 3 800 R1 900
252037	Build teams to achieve goals and objectives	Level 5	6	R 3 800 R1 900
252040	Manage the finances of a unit	Level 5	8	R 3 800 R1 900
252041	Promote a learning culture in an organisation	Level 5	5	R 3 800 R1 900
252042	Apply the principles of ethics to improve organisational culture	Level 5	5	R 3 800 R1 900
252043	Manage a diverse work force to add value	Level 5	6	R 3 800 R1 900



SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
252044	Apply the principles of knowledge management	Level 5	6	R 3 800 R1 900
252170	Apply the principles of customer care in client interactions	Level 4	5	R 3 000 R1 500
252191	Identify internal and external stakeholders	Level 4	4	R 3 000 R1 500
252192	Demonstrate an understanding and define the nature and role of marketing communications	Level 4	6	R 3 000 R1 500
252193	Identify potential and existing customers of the business	Level 4	4	R 3 000 R1 500
252194	Meet marketing performance standards	Level 4	4	R 3 000 R1 500
252195	Identify expertise and resources	Level 4	3	R 3 000 R1 500
252196	Describe features, advantages and benefits of products and services	Level 4	4	R 3 000 R1 500
252197	Identify and use marketing resources to meet objectives	Level 4	4	R 3 000 R1 500
252198	Demonstrate an understanding of creative principles of marketing communications	Level 4	6	R 3 000 R1 500
252200	Implement activity plans to meet agreed deadlines	Level 4	6	R 3 000 R1 500
252201	Apply marketing team work strategies	Level 4	4	R 3 000 R1 500
252202	Deal with brand, product and service promotions	Level 4	4	R 3 000 R1 500
252203	Demonstrate an understanding of the target market	Level 4	4	R 3 000 R1 500
252204	Monitor marketing information flow and collect and process marketing data	Level 4	4	R 3 000 R1 500
252206	Demonstrate an understanding of product positioning	Level 4	4	R 3 000 R1 500
252207	Attend briefing and return work on deadline	Level 4	7	R 3 000 R1 500
252209	Instil in oneself a personal marketing culture	Level 4	4	R 3 000 R1 500
252210	Handle a range of customer complaints	Level 4	4	R 3 000 R1 500
252211	Demonstrate an understanding of the competitive environment and product positioning	Level 4	6	R 3 000 R1 500
252213	Carry out marketing administration within agreed parameters	Level 4	6	R 3 000 R1 500
252214	Conduct follow-up with customers to evaluate satisfaction levels	Level 4	6	R 3 000 R1 500
252216	Comply with legal requirements and organisational and professional codes of conduct	Level 4	4	R 3 000 R1 500
252217	Comply with organisational ethics	Level 4	4	R 3 000 R1 500
252218	Liaise with a range of customers of a business	Level 4	4	R 3 000 R1 500
252219	Describe and apply conceptual processes in a marketing communication context	Level 5	8	R 3 800 R1 900
252250	Apply fire fighting techniques	Level 1	3	R 2 000 R1 000
252457	Combat soil erosion	Level 2	8	R 2 200 R1 100
252492	Develop inclusive learning programmes that enable participation of learners experiencing barriers to learning and development	Level 5	10	R 3 800 R1 900
253965	Apply basic conservation management planning	Level 5	4	R 3 800 R1 900



SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
254114	Demonstrate knowledge of quality and its management in water and wastewater context	Level 3	4	R 2 700 R1 350
254116	Demonstrate knowledge of activated sludge processes in wastewater treatment	Level 3	6	R 2 700 R1 350
254117	Operate a membrane process	Level 3	8	R 2 700 R1 350
255474	Operate mechanical and electrical plant and equipment in a water and wastewater environment	Level 3	6	R 2 700 R1 350
255499	Manage shrinkage and losses in a wholesale and retail unit	Level 5	12	R 3 800 R1 900
255514	Conduct a disciplinary hearing	Level 5	15	R 3 800 R1 900
256134	Engage in directed planning behaviour	Level 1	8	R 2 000 R1 000
256154	Interpret and implement instructions	Level 1	8	R 2 000 R1 000
256523	Apply knowledge of legislation regarding dangerous goods and substances conveyed by road	Level 4	4	R 3 000 R1 500
258126	Apply facilities management principles	Level 5	8	R 3 800 R1 900
258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	Level 3	10	R 2 700 R1 350
258156	Build customer relations in an operational unit	Level 3	10	R 2 700 R1 350
258157	Explain the processing of transactions in a wholesale and retail outlet	Level 2	6	R 2 200 R1 100
258158	Advise on and promote skin care products in a retail environment	Level 3	5	R 2 700 R1 350
258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	Level 3	8	R 2 700 R1 350
258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	Level 3	8	R 2 700 R1 350
258162	Sell products to customers in a wholesale and retail outlet	Level 3	12	R 2 700 R1 350
258175	Break bulk, pack and label stock	Level 2	8	R 2 200 R1 100
258176	Advise on and promote colour cosmetic products in a retail environment	Level 3	3	R 2 700 R1 350
258178	Advise on and promote hair care products in a retail environment	Level 3	3	R 2 700 R1 350
258179	Advise on and promote nail care products in a retail environment	Level 3	3	R 2 700 R1 350
258215	Present a visual display in a wholesale or retail outlet	Level 3	8	R 2 700 R1 350
258835	Model and design business processes and workflow	Level 5	10	R 3 800 R1 900
258836	Analyse and apply different Information and Communication Technology (ICT) Systems Development Lifecycle (SDLC) models for a given scenario	Level 5	8	R 3 800 R1 900
258837	Demonstrate an understanding of business applications and systems	Level 5	10	R 3 800 R1 900
258839	Apply basic principles of requirements-related modelling	Level 5	4	R 3 800 R1 900
258840	Demonstrate an understanding of the external environment of business	Level 5	5	R 3 800 R1 900
258875	Design forms and reports using a Graphic User Interface (GUI) based database MS Access 2013	Level 4	4	R 3 000 R1 500
258876	Work with spreadsheets MS Excel 2013/16	Level 4	3	R 3 000 R1 500



GemTrain



SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
258878	Ensure spreadsheet integrity to enhance reliability MS Excel 2013	Level 4	3	R 3 000 R1 500
258879	Change the appearance of a spreadsheet MS Excel 2013	Level 3	3	R 2 700 R1 350
258880	Utilise special features to enhance presentations MS PowerPoint 2013	Level 3	3	R 2 700 R1 350
258883	Use generic functions in a Graphical User Interface (GUI)- environment MS Windows Win7/10	Level 1	4	R 2 000 R1 000
258897	Apply electronic messaging and calendar application MS Outlook 2013	Level 2	2	R 2 200 R1 100
258898	Review and create documents using a Graphical User Interface (GUI)-based word processor MS Word 2013	Level 3	7	R 2 700 R1 350
258925	Apply and maintain safety in a working environment	Level 2	5	R 2 200 R1 100
259458	Interpret classification systems in order to organise, retrieve and dispose of records	Level 4	8	R 3 000 R1 500
259477	Demonstrate knowledge of concepts, terminology and ethics applicable to archives and records management	Level 4	4	R 3 000 R1 500
259597	Explain emergency preparedness and response procedures	Level 2	3	R 2 200 R1 100
259599	Participate in the establishment, implementation and monitoring of a health and safety agreement	Level 2	2	R 2 200 R1 100
259601	Participate in the implementation and evaluation of a safety and health management programme in the workplace	Level 2	2	R 2 200 R1 100
259602	Describe sources of and control measures for noise in a work place	Level 1	2	R 2 000 R1 000
259604	Verify compliance to safety, health and environmental requirements in the workplace	Level 2	4	R 2 200 R1 100
259609	Demonstrate an understanding of Occupational Hygiene	Level 2	9	R 2 200 R1 100
259610	Demonstrate basic understanding of the procedure for submission of compensation claims for injuries and occupational diseases	Level 2	2	R 2 200 R1 100
259617	Conduct an investigation into workplace safety, health and environmental incidents	Level 2	3	R 2 200 R1 100
259618	Examine refuge bays / places of safety	Level 2	2	R 2 200 R1 100
259619	Conduct workplace Occupational Health and Safety (OHS) inspections	Level 2	3	R 2 200 R1 100
259620	Manoeuvre materials safely by hand in a workplace	Level 2	2	R 2 200 R1 100
259621	Manage the prevention of fatigue in the workplace	Level 2	3	R 2 200 R1 100
259622	Describe the functions of the workplace health and safety representative - General	Level 2	3	R 2 200 R1 100
259622	Describe the functions of the workplace health and safety representative – Mining environment	Level 2	3	R 2 200 R1 100
259624	Control workplace hazards and risks – hazardous substances	Level 2	4	R 2 200 R1 100
259639	Explain basic health and safety principles in and around the workplace	Level 2	4	R 2 200 R1 100
259639	Explain basic health and safety principles in and around the workplace – mining environment	Level 2	4	R 2 200 R1 100
259762	Demonstrate an understanding of HIV/AIDS and its impact on the workplace	Level 2	12	R 2 200 R1 100
260380	Facilitate the optimal functioning of the client with intellectual disability	Level 4	15	R 3 000 R1 500
260599	Facilitate the optimal functioning of the person with a psychiatric disorder by promoting activities of daily living	Level 3	12	R 2 700 R1 350



GemTrain

SAQA ID	Unit Standard Title	NQF	Credits	Price (incl. VAT)
260762	Operate rough terrain / earthmoving / agricultural equipment	Level 3	11	R 2 700 R1 350
262625	Provide reception and administrative services (hairdressing)	Level 3	12	R 2 700 R1 350
262627	Explain employment in a specific occupation (hairdressing)	Level 3	6	R 2 700 R1 350
262629	Perform hair styling techniques	Level 2	10	R 2 200 R1 100
263205	Inspect access scaffolding	Level 4	6	R 3 000 R1 500
263245	Erect, use and dismantle access scaffolding	Level 3	5	R 2 700 R1 350
263356	Demonstrate an understanding of an entrepreneurial profile	Level 4	5	R 3 000 R1 500
263377	Demonstrate an understanding of quality requirements for a quality management system	Level 5	12	R 3 800 R1 900
263377	Demonstrate an understanding of quality requirements for a quality management system	Level 5	12	R 3 800 R1 900
263380	Produce a business plan for a small business	Level 5	12	R 3 800 R1 900
263434	Plan and manage production/operations in a new venture	Level 4	6	R 3 000 R1 500
263455	Apply the principles of costing and pricing to a business venture	Level 4	6	R 3 000 R1 500
263456	Plan strategically to improve new venture performance	Level 4	4	R 3 000 R1 500
263474	Manage finances of a new venture	Level 4	6	R 3 000 R1 500
263514	Demonstrate an understanding of the function of the market mechanisms in a new venture	Level 4	5	R 3 000 R1 500
263534	Implement an action plan for a new venture	Level 4	4	R 3 000 R1 500
263976	Demonstrate understanding of the outcomes-based education and training approach within the context of a National Qualifications Framework	Level 5	5	R 3 800 R1 900
264408	Manage and improve communication processes in a function	Level 6	3	R 4 300 R2 150
264461	Demonstrate an understanding of Integrated Waste Management	Level 5	8	R 3 800 R1 900
335835	Adhere to professional conduct and business ethics	Level 4	4	R 3 000 R1 500
335839	Conduct tasks related to marketing, market research and promotions	Level 4	6	R 3 000 R1 500
335961	Implement a crisis communication management plan	Level 5	7	R 3 800 R1 900
376480	Provide first aid as an advanced first responder	Level 3	8	R 2 700 R1 350
377160	Explain the fundamentals of the concepts of 'wellness'	Level 4	8	R 3 000 R1 500
377542	Perform temporary hair removal by means of waxing and bleaching	Level 3	6	R 2 700 R1 350
377722	Use a high pressure water jetting system to clean surfaces	Level 2	3	R 2 200 R1 100