

# General Education and Training Certificate: Domestic Services Level 1

SAQA Qualification ID 23853 , NQF Level 1, 141 Credits

## Introduction

*In order to promote development, development in the local manufacturing sector has been prioritised by the South African government. This programme will develop learners with the vocational knowledge and skills appropriate to the context of production technology.*

*Learners will be provided with an increased range of learning and knowledge required to be able to perform a series of activities to support manufacturing, engineering and technology processes. They will be given the opportunity to acquire a range of skills in the identification of production parameters in manufacturing, engineering and technology industries and basic strategies to achieve them.*

*This qualification is ideal for candidates who have been working in a manufacturing and assembly position for a minimum of 1 year as the sessions cover gap-training of concepts and principles relating to the specific topics and outcomes of this qualification. These sessions will also facilitate understanding of the evidence required to be collected for the delegates Portfolio of Evidence.*

## Entry Requirements

Learners accessing this qualification are assumed to be competent in: Communication and Mathematical Literacy at NQF Level 3 (equivalent to Grade 10).

As well as demonstrate competency in applying the fundamental concepts, theories and techniques of production systems, applying the fundamental concepts relating to production planning, scheduling and control, and applying quality control and quality assurance practices for efficient and effective production processes at NQF Level 3.

## Qualification Objectives

- Building teams to meet set goals and objectives
- Contribute to budgeting processes in an operational unit to optimise resources
- Measure, control and improve factors influencing production
- Solve operational problems in a production process
- Promote, implement and maintain procedures that support quality assurance and control

## Qualification Outline

### Module 1: Building Teams

- Facilitate the induction of a new team member
- Building effective teams
- Maintain records for a team
- Conduct structured team meetings
- Apply efficient time management

### Module 2: Improved Production Processes

- Factors and influences affecting production
- Process measurement and improvement techniques
- Monitoring and adjustment of process control standards
- Evaluation of process improvement interventions
- Formulation of strategies for implementation of process improvement interventions

### Module 3: Increased Cost Control

- Identify opportunities for reducing cost factors in production process
- Communication of budget estimates and resource requirements
  
- Importance of cost control and budget adherence
- Analysis of expenditure against budgeted costs

### Module 4: Effective Operational Solutions

- Determining root cause of operational problems
- Generating and evaluating solutions
- Implementation and monitoring of appropriate remedies
- Range of communication strategies for the reporting of conditions, evidence and incidences

### Module 5: Enhanced Quality Control

- Understanding the economics of quality and quality costs
- Analysis of environmental quality systems
- Investigation and reporting of deviations and non-conformances
- Exploring and introducing quality control techniques