



HR MANAGEMENT

LEARNERSHIP



WORKPLACE ESSENTIAL SKILLS

SP- 211009



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405 Cliff Ave, Waterkloofridge, Pretoria



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25 DAYS



**CLASSROOM AND ONLINE
TRAINING**



NQF LEVEL 4 (CREDITS 20)

ABOUT THE COURSE

Workplace Essential Skills are the core skills needed for work, learning and life. This programme is designed to prepare learners to function effectively as employees and to complete daily workplace tasks and activities with confidence, responsibility and professionalism. Workplace Essential Skills are relevant across all industries and levels of work. They provide a foundation for learning other occupational skills and help employees adapt to modern working practices, workplace change and employment expectations.

This programme is especially valuable for employed and unemployed South Africans, including those in low-skilled occupations, as it builds employability, supports reskilling, and promotes workplace readiness.



Target Audience

- Employed and unemployed South Africans Entry-level
- workers Apprentices
- and interns Learners
- preparing for workplace experience Individuals
- needing employability and workplace readiness skills Workers in low-skilled
- occupations needing upskilling

PRICE

VIRTUAL TRAINING: (Price on request)

CLASS ROOM TRAINING: (Price on request)

(Includes snacks and beverages – only applicable to classroom bookings)

1. The Work place Environment and Responsibilities of an Employer and Employee

- Understanding the workplace environment and how organisation's operate
- Roles, rights and responsibilities of employers and employees
- Basic expectations of employees in the workplace
- Workplace rules, procedures and standards
- Duties linked to attendance, punctuality, responsibility and accountability
- Understanding workplace discipline and professional behaviour
- The importance of following instructions and reporting lines
- Introduction to legal and organisational responsibilities in the workplace

2. Employment

- Understanding what employment means in different workplace settings
- Types of employment opportunities and workplace entry pathways
- Basic conditions of employment
- Understanding internships, workplace experience and entry-level opportunities
- Employment responsibilities and expectations
- Reading and understanding employment opportunities
- Awareness of recruitment and placement processes
- Preparing to enter and participate in the labour market

3. The Organisation of Work

- How work is structured within organisations
- Understanding job roles, tasks and responsibilities
- Concepts related to employee performance of work
- Importance of productivity, quality and reliability
- Time management and task completion in the workplace
- Working according to schedules, instructions and targets
- Understanding workplace systems and workflow
- The role of individual contribution in organisational success

4. Concepts Related to the Employee's Performance of Work

- Standards of work performance and workplace expectations
- Importance of responsibility, consistency and dependability
- Completing tasks accurately and efficiently
- Following processes and maintaining quality of work
- Basic problem-solving and workplace adaptability
- Accepting supervision, feedback and correction
- Personal responsibility for work output and conduct
- Building a positive workplace attitude and work habits

5. Employer Organisations

- Understanding different types of employer organisations
- How organisations are structured and managed
- The purpose of departments, teams and reporting lines
- How employers create rules, policies and workplace systems
- Organisational expectations regarding performance and conduct
- Workplace culture and how employees fit into it
- Understanding the role of management and supervision
- Awareness of organisational goals and employee contribution

6. External Environments in Which Organisations Operate

- The impact of workplace change on employees and employers
- Understanding how external conditions influence jobs and opportunities
- Awareness of labour market and industry demands
- The influence of technology and modern work practices
- Adapting to organisational and economic change
- Understanding the broader environment of employment
- Responding positively to changing workplace conditions

7. Employer–Employee Relationships

- Building professional workplace relationships
- Respect, co-operation and appropriate workplace conduct
- Communication between employees and supervisors
- Understanding expectations in workplace interactions
- Conflict awareness and respectful resolution approaches
- Working with authority, policy and workplace structures
- Trust, reliability and mutual responsibility

Promoting a positive work environment through behavior and attitude

8. Workplace Health and Safety

- Basic principles of workplace health and safety
- Understanding employee and employer responsibilities for safety
- Awareness of Occupational Health and Safety requirements
- Safe behaviour in the workplace
- Identifying hazards and responding appropriately
- Following safety procedures, standards and guidelines
- Contributing to a safe and productive work environment
- Understanding why workplace safety is essential for all employees

9. Understand and Apply Work Ethics, Norms and Values

- Meaning and importance of work ethics in the workplace
- Values such as honesty, reliability, respect and responsibility
- Appropriate workplace behaviour and conduct
- Professionalism in daily work activities
- Maintaining good work habits and self-discipline
- Acting with integrity in workplace situations
- Understanding organisational norms and expectations
- Applying ethical behavior consistently in the workplace

10. Ethics at Work

- Ethical decision-making in the workplace
- Respect for people, property and workplace rules
- Confidentiality and professional conduct
- Accountability for actions and behaviour
- Ethical handling of workplace situations and challenges
- Importance of trustworthiness and fairness
- Avoiding misconduct and inappropriate behaviour
- Building credibility through ethical practice

11. Communication

- Basic workplace communication skills
- Verbal and non-verbal communication in the workplace
- Listening skills and following instructions correctly
- Asking questions and clarifying information
- Professional interaction with colleagues and supervisors
- Communicating in meetings and team settings
- Written communication basics for workplace use
- Communication as a tool for teamwork and productivity

12. Current Trends Influencing Work

- Understanding how workplaces are changing
- New ways of working and adapting to modern practices
- Awareness of technology and changing job requirements
- Flexibility and adaptability in the workplace
- Continuous learning as part of employability
- Understanding how change affects workers and organisations
- Responding positively to workplace development and innovation
- Preparing for future work opportunities and expectations

WORK BASED AREAS

SMART ZONE

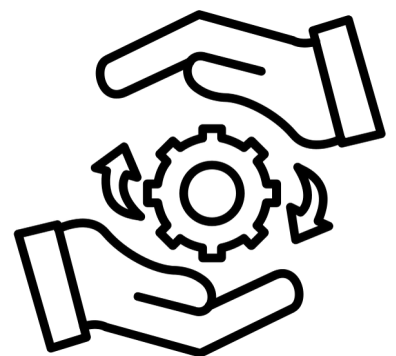
- Understanding workplace responsibilities
- Applying for career opportunities
- Preparing for and attending interviews
- Analysing employment contracts
- Analysing workplace policies and guidelines
- Participating in workplace induction
- Applying and accepting internship opportunities
- Understanding workplace health and safety requirements
- Observing and undertaking general workplace tasks
- Working according to workplace procedures and standards
- Applying work ethics, norms and values in practice
- Working as a team member
- Participating in workplace meetings
- Contributing to a safe and productive work environment



PRATICAL SKILLS

SMART ZONE

- Identify responsibilities of employers and employees
- Apply for workplace and career opportunities
- Prepare for and undertake an interview
- Read and analyse an employment contract Interpret workplace policies and guidelines
- Demonstrate understanding of Occupational Health and Safety legislation
- Participate in workplace induction processes
- Carry out basic workplace tasks effectively
- Work as part of a team
- Contribute in workplace meetings
- Apply work ethics, norms and values
- Support a safe, organised and productive workplace



KEY FEATURES

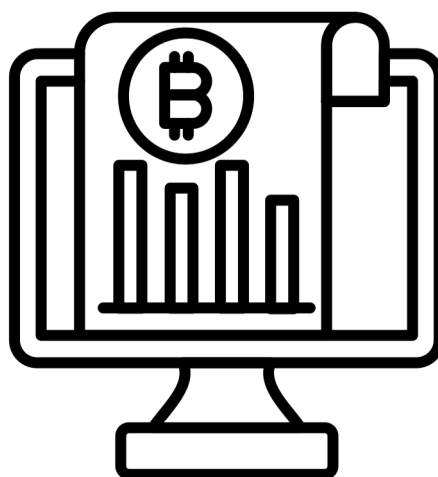
SMART ZONE

- Total Credits: 30
- NQF Level 5 Qualification QCTO
- Aligned Skills Programme
- Duration: 25 Days
- Includes knowledge and practical components
- Focus on experiential and workplace-based learning
- Covers coaching, mentoring and facilitation
- Pathway to Training and Development Practitioner qualification



BENEFITS OF THIS LEARNERSHIP

- Develops expertise in workplace-based learning and development
- Enhances ability to manage learnerships, internships and apprenticeships
- Supports BEE compliance and skills development initiatives
- Improves employee development and retention strategies
- Builds coaching, mentoring and facilitation skills
- Strengthens organisational training and development capacity
- Provides practical, workplace-focused learning experience
- Creates pathways for career growth in HR and training fields





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Accreditation



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