

Learner Support Training Programme

Overview

The *Learner Support Training Programme* equips one to assist others on their path to learning success. Advising and supporting learners on their journey their career development is tremendously rewarding.

Knowledge and skill will be gained in the following areas:

- Identify and analyse learner needs.
- Prepare and develop an individual development plan.
- Provide assistance, support and guidance to learners.
- Maintain records of assistance, support and guidance of learners.
- Develop a broad plan for skills development and training for implementing the NQF in an organisation.
- Review assistance, support and guidance provided.

Duration: 3 Days

Credits: 17

Unit Standards:

- *Multiple Unit Standards, please see page 3*

Programme Accreditation:

- *Education, Training and Development Practices Sector (ETDP SETA) Accredited: ETDP10602*

Who should attend the training?

- Those wishing to attend a SETA accredited training programme in this field.
- Those who wish to obtain a formal qualification in this field.
- Career Guidance Practitioners.
- Skills Development Facilitators.
- Facilitators, Trainers, Lecturers and Teachers.
- Managers, Training Managers, HR Managers
- Coaches and Mentors.
- Those working towards an Occupationally Directed Education Training and Development Practices (ODETDP) Qualification

What are the benefits?

For the Individual	For the Company
<ul style="list-style-type: none"> • Credits towards a full qualification. • Gains a formal qualification to support learners. • Improves skills in the identification and analysis of learning needs. • Skills in providing advice, support and guidance relating to skills development within the NQF framework for individuals and the organisation • Change of career focus. 	<ul style="list-style-type: none"> • Have a person who is skilled in providing guidance related to skills development within the NQF framework. • Plan skills development for the company to address skills gaps. • Assist the HR Department and the SDF. • Improved BEE scorecard. • Employers who are registered to claim skills levies will be able to claim skills levies when sending their staff on this training programme.

How does one become a Learner Support Practitioner?

- Attend the *Learner Support Training Programme*.
- Qualify as a Learner Support Practitioner.

ENJO Consultants (Pty) Ltd

Co Reg No: 2016/345549/07

Tel: (012) 667-1985 | Cell: 084 620 0437 | Fax: 086 514 7543

Web: www.enjoconsultants.co.za | Email: training@enjoconsultants.co.za

Postal Address: P. O. Box 11108, Die Hoewes, 0163, Centurion | Physical Address: Centurion Close, 119 Gerhard Street, Centurion, 0157, Gauteng

ENJO Learner Support v
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What are the entry requirements?

- NQF Level 4 or Grade 12

How is this training programme completed and what is the duration?

- This qualification can be completed either through class attendance, distance learning or Recognition of Prior Learning (RPL).
- Support is available to learners via Skype, email, phone or setting up an appointment to meet with one of our facilitators for guidance.
- Training is provided for corporates and individuals.

What does the class attendance Learner Support Training Programme entail?

- A 3-day interactive training programme.
- Following the 3-day class attendance learners will need to submit a Portfolio of Evidence (PoE) within 3 months after the training for assessment.

What does the distance learning Learner Support Training Programme entail?

- Learners will be required to work through the Learner Guide and Portfolio of Evidence.
- The learner will be required to submit the Portfolio of Evidence for assessment within 3 months after receiving the learning material.

What is a Portfolio of Evidence (PoE)?

- As the name implies, the Portfolio of Evidence contains different types of evidence for different purposes.
- The Portfolio of Evidence contains various questions and activities which are completed by the learner.
- The Portfolio of Evidence contains evidence of the learner's ability to apply the newly acquired knowledge and skills in the workplace.
- All questions in the Portfolio of Evidence are covered in the Learner Guide.

Does one need to write exams?

No, one does not need to write exams, the Portfolio of Evidence will be assessed to determine competence.

Assessment, Verification and Certification

- The Portfolio of Evidence will be assessed by a registered assessor.
- During assessment the assessor measures the evidence the learner submitted against the outcomes and criteria of the unit standard/qualification; compiles a report and if needed, contacts the learner for additional evidence.
- When the learner is declared competent, the assessor will forward the assessment report to the learner and the Portfolio of Evidence will be submitted to the ENJO Moderator for moderation.
- On successful completion, ENJO Consultants will upload the learner's results onto the ETDP database.

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- Results need to be verified by the SETA before the Statement of Results (SoR) and Certificate are issued.
- The ETDP SETA will capture the learner's results on the National Learner Record Database (NLRD) and issue a Statement of Results (SoR) that will reflect the credits earned.
- ENJO Consultants will then forward the certificate and Statement of Results to the client/learner.

This programme is accredited for the following unit standards:

SAQA US ID	Unit Standard Title	NQF Level	Credits	Outcomes
117865	Assist and support learners to manage their learning experiences	4	5	<ol style="list-style-type: none"> 1. Source and maintain information to assist and support learners; 2. Provide assistance and support to learners; 3. Maintain records of assistance and support provided; and 4. Review support services.
117874	Guide and support learners about their learning, assessment and recognition opportunities	5	6	<ol style="list-style-type: none"> 1. Identify and analyse learner needs; 2. Prepare and review an individual development plan; 3. Provide guidance to learners; 4. Maintain records of learner needs and guidance provided; and 5. Evaluate services provided.
123396	Define target audience profiles and skills gaps	4	6	<ol style="list-style-type: none"> 1. Prepare to profile learners and carry out a basic skills audit. 2. Profile learners. 3. Carry out a basic skills audit. 4. Compile a report on the target audience profile and skills gaps.

Is the ENJO Consultants' Learner Support Training Programme recognised and accredited?

- ENJO Consultants are accredited with the ETDP SETA to offer this programme: Accreditation Number: ETDP10602.

Where does the training take place?

- ENJO Consultants: Company and Individual Bookings – training takes place according to scheduled dates.
- ENJO Consultants: Group Bookings – training can be scheduled for groups at ENJO Consultants on dates mutually agreed upon with the client.
- Other/Client Site: Training can be presented at various training venues or at the client site depending on numbers and suitability of the venue.

Bookings and Enquiries

Please contact us for further information, quotes or to make a booking.

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Training Programme Outline

OVERVIEW

Study Unit 1: Define Target Audience Profiles and Skills Gaps

1. Preparing to Profile Learners and Carry Out a Basic Skills Audit and Profiling Learners
2. Organizational analysis
3. Operational analysis
4. Personal analysis
5. Skills audit
6. Types of needs
7. When is it necessary to determine training needs?
8. Determining training needs
9. Profiling learners
10. Analysing the information
11. Recording the information
12. Recording Techniques
13. Skills and Outcomes Matrix
14. Carry Out a Basic Skills Audit and Compile a Report
15. Bias
16. Reporting your findings

Study Unit 2: Guide Learners About Their Learning, Assessment and Recognition Opportunities

1. Identifying and Analysing Learners Needs
2. Opportunities and recognition of prior learning
3. Learning contracts, learnerships and skills programmes
4. What is a Learnership?
5. The benefits of a learnership
6. Cash Grants
7. Tax Incentives
8. Skills programmes
9. Formal and informal training
10. Learner anxiety
11. Assessment anxiety
12. Barriers to learning
13. Identifying learner's needs and creating rapport
14. Basic information
15. Identifying goals and aspirations of the learner
16. Identifying opportunities for learning and assessment
17. Choosing a learning programme
18. Solving problems
19. Prepare and Review an Individual Development Plan and Provide Guidance to Learners
20. Referring learners to specialist guidance or counselling services
21. Maintaining Records of the Learner Needs and Guidance Provided and Evaluation of Own Performance
22. Maintaining records
23. Evaluating services provided

Study Unit 3: Assist and support learners to manage their learning experiences

1. A review of learner needs identifies the kinds of assistance or support that learners may need
2. Information sourced is relevant to identified needs and is sufficiently comprehensive and diverse to meet a variety of needs and different learners.
3. Information and support resources are maintained and updated to ensure relevance and currency of information. This includes regular improvement of available resources based on ongoing reviews of the effectiveness of the support services offered.
4. Information is maintained in a secure and accessible manner, using a manageable information management system
5. Learner needs are established in a sensitive, caring and professional manner.
6. Assistance and support provided is accurate and relevant to the learner needs.
7. Assistance and support is provided in a sensitive, caring and professional manner, and in a way that promotes learner participation in the process
8. Opportunities are taken to check the suitability of the support and assistance provided in terms of the learner's needs.
9. Learners are referred to appropriate support services where the level and nature of the need extends beyond basic support services
10. Confidentiality is maintained at all times.
11. Records capture the learner's needs and the essential nature and content of assistance and support provided.
12. Records are consistent with the assistance and support actually provided.
13. Records are sufficient to facilitate the need for future references when engaging learners and to facilitate reviews. Records also support the information needs of referred services where applicable.
14. Records meet organisational quality assurance requirements in terms of content, format, distribution and safekeeping.
15. Confidentiality is maintained at all times.
16. The review reveals strengths and weaknesses of the support resources and assistance and support provided.
17. Learner and stakeholder feedback on assistance and support is sought and analysed against given review criteria.
18. Review includes useful recommendations for improvement of the support resources and ways of integrating lessons learned into future assistance and support.

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