

SAQA 121150

Higher Occupational Certificate:

Human Resource Management Administrator

NQF Level 05

Credits: 120

Duration:

1 Year (Part-Time)

Accreditation

Quality Council for Trades and Occupations (QCTO)

Accred No: 07-QCTO/SDP170326120208

Who is this Training For?

- This training is ideal for people who want to start or grow a career in Human Resource Management (HRM). It is especially suitable for:
 - HR practitioners who want to improve their employment prospects.
 - People already working in HR who want to formalise and strengthen their skills and knowledge.
 - Individuals interested in starting a career in HRM.
 - School leavers entering the workforce after completing secondary education.
 - Graduates or diploma holders in related fields who have not yet obtained a formal HRM qualification.

Entry Requirements

NQF Level 4 with English Communication.



SAQA Qualification 121150 equips graduates to support the effective operation of the HR function by providing ethical, professional, and efficient HR administrative services across various HR activities. Successful learners will demonstrate the following attributes: attention to detail, sense of urgency and time management, analytical ability, compliance orientation, effective communication, and empathetic listening

What You Will Learn

This qualification develops practical skills in key HR areas, including:

- **Workforce Planning Support:**
Assist with HR data processing and organisational planning.
- **Staff Attraction & Recruitment:**
Support hiring processes, from job postings to onboarding.
- **Employee Administration & Development:**
Maintain employee records and coordinate training initiatives.
- **Employment Relations Management:**
Assist with compliance, policies, and employee relations processes.
- **HR Coordination:**
Ensure smooth administrative and operational HR functions.

Why Choose This Qualification?

- Industry-relevant, practical training
- Prepares you for real workplace HR challenges
- Builds a strong foundation for career growth in Human Resources
- Enhances professionalism

Rationale

Human Resource Management (HRM) plays a crucial role in ensuring that organisations attract, retain, and develop talent to achieve their strategic goals. The administrative function is essential to support this function in organisations. The administrative role is becoming more important as the HRM landscape evolves due to technological advancements, changing demographics, and globalisation. In this realignment, the qualification has been elevated from a purely clerical role into a full administrative one.

ENJO Consultants (Pty) Ltd

Co Reg No: 2016/345549/07

Tel: (012) 667-1985 | Cell: 064 545 7436

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

ENJO 121150 HoC HR MNG L5 Brochure v202608

Postal Address: PostNet Suite No 46, Private Bag X1028, Lyttelton, 0140

Physical Address: Block 8, Central Office Park, 257 Jean Avenue,
Die Hoewes, Centurion, 0157

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This is essential to meet the demands of complex and evolving organisations. HRM Administrators are essential in organisations in South Africa for several reasons.

1. Firstly, the HRM administrators ensure that organisations comply with the various labour laws and regulations in South Africa. These laws cover areas such as minimum wages, working conditions, and employee rights; failure to comply with these laws can result in legal action against the organisation, which can be costly in terms of fines and reputational damage.
2. Secondly, HRM Administrators aid the organisation in attracting, recruiting, and selecting the best persons for the organisation.
3. Thirdly, the HRM Administrator plays a pivotal role in the internal communication processes in organisations. Effective internal communication is essential for harmonious employment relations in organisations. This qualification establishes a standardised platform for the delivery of these essential services.

Having a formal occupational qualification provides several benefits, including ensuring that HRM Administrators possess the necessary skills and knowledge to perform their duties effectively, enhancing their credibility and professionalism, and ensuring compliance with legal and regulatory requirements.

The benefits of this qualification are:

1. Firstly, it can help to improve the quality of HRM practices, resulting in more efficient and effective management of an organisation's workforce. This, in turn, can lead to higher levels of job satisfaction and productivity among employees, which can positively impact society's overall well-being.
2. Secondly, an occupational qualification can promote greater transparency and accountability in HRM processes, which can help to reduce discrimination and ensure fair treatment for all employees.
3. Finally, by establishing a standard set of competencies and knowledge requirements, an occupational qualification can facilitate the mobility of HRM professionals, allowing them to work in various sectors and organisations, thereby increasing the availability of qualified HRM professionals and contributing to the economy's overall growth.

Through obtaining the next level of HRM qualification, learners can progress into roles of HRM Officer or related specialised HRM roles such as Recruitment Specialist and Learning and Development Officer. With the HRM Administrator qualification, qualifying learners can also provide freelance services and become self-employed.

Qualification Structure

Exit Level Outcomes

1. Collect Human Resources data and process the data into appropriate information that is available for decision-making.
2. Select and use appropriate methods, techniques, and procedures to provide professional administrative services for the full range of HRM processes and activities.
3. Monitor, support and maintain the various communication and administrative processes with relevant stakeholders to optimise the employment relations in the organisation.
4. Access and use appropriate HRM systems and processes for the compilation, maintenance and safeguarding of all HRM records.

Components

Component	Reference	Description	NQF Level	Cr
Module 01				
Knowledge Component	441601-001-00- KM01	Introduction to Organisations and Human Resource Management.	5	12
	KM0101	Introduction to Organisational Management.		
	KM0102	Introduction to HRM.		
	KM0103	The use of information in organisations		
	KM0104	Administration and the administrative role in HRM		
Practical Component	441601-001-00- PM01	Collect and Process HRM Data	5	12
	PS0101	Use appropriate information technology to collect required HRM data		
	PS0102	Process data and produce accurate reports		
	PS0103	Prepare and present reports at meetings and to stakeholders when required.		
	PS0104	Maintain appropriate databases of information and extract reports in response to specific authorised requests		
Work Experience	441601-001-00- WM01	HRM Data Collection and Data Management Processes	5	8
	WE0101	Use appropriate information technology to collect required HRM		
	WE0102	Process data and produce accurate reports (Regular reports and in response to ad hoc requests).		
	WE0103	Prepare and present reports at meetings and to stakeholders when		
	WE0104	Maintain appropriate databases of information and extract reports in response to specific authorised requests.		
Module 02				
Knowledge Component	441601-001-00- KM02	Data Management and Interpretation,	5	12
	KM0201	Definition of data and data management		
	KM0202	Sources and collection processes for HR data.		
	KM0203	Basic analysis and interpretation of data.		
	KM0204	HR information systems.		
	KM0205	HR metrics utilisation.		
	KM0206	Ethical Information Management.		
Practical Component	441601-001-00- PM02	Coordinate and Provide Administrative Services for a Full Range of HRM	5	12
	PS0201	Provide administrative services for Workforce Planning.		
	PS0202	Provide administrative services for Staff Recruitment, Selection and Placement		
	PS0203	Provide administrative services for Performance Management.		
	PS0204	Provide administrative services for employee Learning and Development.		
	PS0205	Provide administrative services for Grievance and Discipline Handling		
	PS0206	Provide administrative services for Career Management.		
	PS0207	Provide administrative services for all Staff Separations.		
Work Experience	441601-001-00- WM02	Administrative Processes for Full range of HRM Services	5	12
	WE0201	Provide administrative services for Workforce Planning		
	WE0202	Provide administrative services for Staff Recruitment, Selection and Placement		
	WE0203	Provide administrative services for Performance Management.		
	WE0204	Provide administrative services for employee Learning and Development		
	WE0205	Provide administrative services for Grievance and Discipline Handling		
	WE0206	Provide administrative services for Career Management.		
	WE0207	Provide administrative services for Individual and Organisational Wellness		
Knowledge Component	441601-001-00- KM03	Administration of Staff Procurement,	4	168
	KM0301	The Recruitment process.		
	KM0302	The Selection Process.		
	KM0303	The Placement Process.		
	KM0304	The contracting Process.		

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Component	Reference	Description	NQF Level	٥
	KM0305	The onboarding and induction process.		
Practical Component	441601-001-00- PM03	Coordinate HRM Communication to Enhance Employment Relations.	4	4
	PA0101	Maintain updated filing system on all HRM policies, procedures, and legislative requirements		
	PA0102	Collate approved guideline documents for the implementation and management of HRM policies and procedures.		
	PA0103	Coordinate and maintain records of regular and ad hoc employee meetings and forums.		
	PA0104	Maintain a calendar of HRM activities and coordinate the scheduling of meetings and events.		
	PA0105	Receive and respond to employee queries and questions relating to policies and procedures.		
	PA0106	Receive and direct/escalate employee queries and questions regarding contractual and conditions of employment issues.		
	PA0107	Produce and maintain official HRM newsletters and social media communication platforms (Such as Web Pages, Facebook Page, WhatsApp groups)		
	PA0108	Evaluate if the messages were heard and correctly understood and report.		
Work Experience	441601-001-00- WM03	Organisational Communication Processes	5	8
	WE0301	Maintain updated filing system on all HRM policies, procedures, and legislative requirements.		
	WE0302	Collate approved guideline documents for the implementation and management of HRM policies and procedures.		
	WE0303	Coordinate and maintain records of regular and ad hoc employee meetings and forums.		
	WE0304	Maintain a calendar of HRM activities and coordinate the scheduling of meetings and events.		
	WE0305	Receive and respond to employee queries and questions relating to policies and procedures.		
Module 04				
Knowledge Component	441601-001-00- KM04	Professional Administration for HRM Service Delivery	5	6
	KM0401	Administrative services for Workforce Planning		
	KM0402	Administrative services for Performance Management.		
	KM0403	Administrative services for employee Learning and Development		
	KM0404	Administrative services for Grievance and Discipline Handling.		
	KM0405	Administrative services for Career Management.		
	KM0406	Administrative services for individual and organisational wellness		
	KM0407	Administrative services for all Staff Separations		
	KT0408	Administrative services for workplace injuries and incapacity		
Application Component	441601-001-00- PM04	Compile, Maintain and Ensure safeguarding of all HRM Records	5	10
	PA0101	Compile and maintain personal employee records		
	PA0102	Control access to information in employee records.		
	PA0103	Control and maintain an employee record archive.		
	PA0104	Receive, respond to, and escalate requests for information from personal employee records.		
Work Experience	441601-001-00- WM04	Processes for Compiling, Maintaining, and Securing Employee Records	5	8
	WE0401	Compile and maintain personal employee records.		
	WE0402	Control access to information in employee records.		
	WE0403	Control and maintain an employee record archive.		
	WE0404	Receive, respond to, and escalate requests for information from personal employee records.		

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Component	Reference	Description	NQF Level	5
Module 05				
Knowledge Component	441601-001-00- KM05	HRM Record Keeping,	5	4
	KT0501	Importance of record keeping within the HRM function.		
	KT0502	Principles of Professional record keeping practices.		
	PM-05-PS01	Identify and Establish Partnerships with Parents and Support Structures		
		Administration for Early Childhood Development Services and Programmes		

Information: Completion of the Qualification

The Following is Included

- Learning Material
- Assessment
- External Moderation/Verification
- The cost of the External Integrated Summative Assessment (EISA) is excluded unless otherwise stated.
- Once found competent, the QCTO will issue certification.

How is this Qualification Completed?

- **Contact Sessions (Study Schools)**
 - Face-to-face contact sessions or virtual contact sessions.
- **Distance Learning (Self Directed Study)**
 - Learners will go through the study material on his/her own.
- **Recognition of Prior Learning (RPL)**
 - Qualifying learners may be able to complete the qualification as RPL.
- **Company Bookings and/or Learnerships**
 - Qualifications can be presented as learnerships.
 - Contact Session dates can also be scheduled specifically for companies who do group bookings.
 - Individual staff members and smaller groups can be slotted in as per the training schedule.
- **Support**
 - Support is available via MS Teams, email, phone or by an appointment.

1	2	3	4
• Contact Learners attend contact sessions (face-to-face or virtual). • Distance learners work through learning material	• Submit Portfolio of Evidence (PoE) for assessment once completed.	• Once declared competent for the portfolio(s), the training provider will issue a statement of results. • This is a pre-requisite to complete the EISA.	• Training Provider applies to QCTO for the student to complete the External Integrated Summative Assessment (EISA). • Once found competent for the EISA, QCTO will issue certification.

Workplace Experience

Learners will be responsible to source a suitable workplace to complete the workplace assignments. A logbook will need to be completed. The portfolio of evidence makes provision for logbook.

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