



THE  
LEARNING  
DEVELOPMENT  
GROUP

## Introduction

This qualification is the entry level qualification to the Labour Recruitment industry, and facilitates access to a career-path in this sector. It aims to raise the level of professional service to employers, job seekers and other stakeholders in the recruitment industry.

The qualification has been designed to empower delegates with competencies and insights to respond positively to the changing demands in the Labour Recruitment industry, with knowledge relating to critical areas of the Labour Market, trends and best practice in Recruitment Consulting, creating self-awareness through the development of intrapersonal and interpersonal skills.

## Target Audience

This qualification is intended for Labour Recruitment Consultants in staffing services as well as Recruitment Consultants in the Human Resource environment.

Including Recruiters in the Public Service and any other person involved in a people acquisition function.

## Entry Requirements

- Competent in Communication (English) at NQF Level 3
- Competent in Mathematical Literacy at NQF Level 3
- Competent in Computer Literacy at NQF Level 3
- Communication in a Second South African Language at NQF Level 2.

## Workplace Requirements

- You will need access to appropriate workplace projects to complete the practical components of the qualification. (HR / Recruitment Environment)
- Active support and mentorship by a manager / supervisor.
- Access to a PC and software for course assignments.

Management and Leadership

# FETC: Labour Recruitment Services

SERVICESETA Certification

SAQA ID: 58063

NQF Level: 4

Credits: 154

## Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive facilitated training sessions, group discussions, assignments, case studies and self study to embed skills.

You will need to:

- Attend all lectures and sessions
- Demonstrate theoretical and practical understanding of content
- Compile and submit a Portfolio of Evidence (PoE)

To receive your Further Education and Training Certificate : Labour Recruitment Services, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

## Learning Outcomes

By the end of the qualification, you will have essential skills to:

- Combine recruitment practices to match candidates for specific job criteria.
- Apply business and ethical principles to recruitment practices.
- Demonstrate a range of communication skills within a recruitment environment.
- Establish client and candidate relationships in order to provide recruitment services.
- Apply legislative and regulatory frameworks in recruitment practices.
- Identify and solve problems related to recruitment practices.





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## Course Content

**FETC: Labour Recruitment Services**  
**Accreditation Body: SERVICESSETA**

**SAQA ID: 58063** | **Learning Programme ID: N/A**  
**NQF Level: 4** | **Credits : 154**

### Core Modules

- Demonstrate understanding of employment relations in an organisation
- Explain the application of the basic conditions of employment act in an employment contract
- Demonstrate knowledge and application of ethical conduct in a business environment
- Describe features, advantages and benefits of a range of products
- Liaise with a range of customers of a business
- Monitor customer satisfaction
- Negotiate an agreement or deal in an authentic work situation
- Recruit and select candidates to fill defined positions
- Solve problems, make decisions and implement solutions
- Take orders from customers to fulfil a need for goods and/or service
- Use appropriate tools and information systems to manage own information and communication
- Work as a member of a marketing team
- Apply workplace communication skills
- Close a deal with a customer
- Prepare and conduct staff selection interviews

### Fundamental Modules

- Accommodate audience and context needs in oral/signed communication
- Interpret and use information from texts
- Use language and communication in occupational learning programmes
- Write/present/sign texts for a range of communicative contexts
- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
- Engage in sustained oral/signed communication and evaluate spoken/signed texts
- Read/view, analyse and respond to a variety of texts
- Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Use language and communication in occupational learning programmes
- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
- Write/present/sign for a wide range of contexts

### Elective Modules

- Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace
- Explain how to manage diversity in the workplace
- Explain fundamentals of project management
- Prioritise time and work for self and team

## Our Accredited Organisations



FACULTY  
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INSTITUTE



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Siyaya®  
SKILLS INSTITUTE



PROSERV  
SOUTH AFRICA



MBAT  
DEVELOP - EMPOWER - GROW

