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		Issue No.	01
		Effective Date	04/02/2020

SECTION A: QUALIFICATION DETAILS													
<b>QUALIFICATION DEVELOPER (S)</b>				Gaborone University College of Law and Professional Studies									
<b>TITLE</b>		Certificate V in Human Resources Management								<b>NCQF LEVEL</b>		5	
<b>FIELD</b>		Business, Commerce and Management Studies			<b>SUB-FIELD</b>		Human Resources Management			<b>CREDIT VALUE</b>		120	
New Qualification						<input checked="" type="checkbox"/>		Review of Existing Qualification					
<b>SUB-FRAMEWORK</b>		General Education			<input type="checkbox"/>		TVET			<input checked="" type="checkbox"/>		Higher Education	
<b>QUALIFICATION TYPE</b>		Certificate	I	II	III	IV	V	<input checked="" type="checkbox"/>	Diploma	Bachelor			
		Bachelor Honours			Post Graduate Certificate			Post Graduate Diploma					
		Masters					Doctorate/ PhD						
<b>RATIONALE AND PURPOSE OF THE QUALIFICATION</b>													
<p><b>RATIONALE:</b></p> <p>The Certificate in Human Resources Management is designed in response to the important role of human resources (HR) management in any organisation. It provides the learners with the necessary background essential to meet the needs of the corporate HR department in the 21st century. This Certificate qualification is appropriate for both newcomers to the human resources field and those with some experience but who are seeking to keep current in the field or expand their knowledge base.</p> <p>In today's highly competitive business environment, demographic changes in labour force, increased global competition, experiments with new organizational arrangements and public policy attention to work force issues have made human resource management (HRM) increasingly important for organizations. Organizations now recognize that a critical source of competitive advantage often comes not from having the most ingenious product design, the best marketing strategy, or the most state-of-the-art product technology, but rather from having effective human resource praxis and policies that affect their ability to formulate and implement strategy in any area. In fact, no organization can exist or operate efficiently without the support of human resource.</p>													

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Knowledgeable and skilled human resource is a pre-requisite for the creation and successful operation of a knowledge- based economy. In the Vision 2036 and all the other key policy documents including the current National Development (**NDP 11**); **see Appendix 1**, Botswana is committed to transformation into a knowledge-based economy which will be classified as upper income. Within this framework, the country is further committed to poverty eradication, living no one behind principle and attaining high levels of prosperity for all (Vision 2036, 2017: Introduction) **see Appendix 2**. At the global and National levels too, the business environment is becoming highly dynamic and requires improved and new skills.

On HRDC top occupation code 2424 Training and Staff Development Professionals (**see Appendix 3**), was listed as top occupation in demand under tourism and therefore the Certificate V in Human Resources management will set a foundation for learners to be HR professional to execute their roles in training and staff development. HRM is a critical support structure in any workplace that ensures that the highest quality personnel are sourced for the particular needs of the organisation. The quality of a company's name is only as good as the people working for it and the intelligence, quality and attributes that they bring to the table. With this in mind it's not just necessary for a company to have good employees, but to be able to spot good talent when it walks through the door and this is exactly where effective training in the field of human resource management comes in. the HR professionals chiefly responsible for training employees, rewarding, performance appraisal and recruitment and more. HR management helps bridging the gap by equipping the learners with the technical knowledge and skills necessary for management of the human resource functions such recruitment and sections, training and development, compensation, performance management within an organization.

#### **PURPOSE:**

The purpose of the qualification is to produce people who can:

- i. Apply broad technical knowledge of Human Resources Management in;
  - Talent sourcing, administration and effective utilisation of human capital.
  - Human resources selection and development.
  - Labour and employee relations.
- ii. Contribute to the development, implementation, and evaluation of employee recruitment, selection, and retention plans and processes.
- iii. Contribute to the evaluation of the performance management program of an organization.

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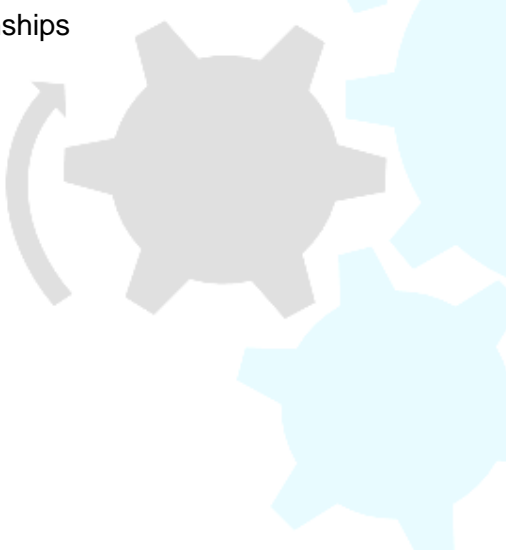
- iv. Supervise, and coordinate work activities of HR function and staff relating to employment compensation, labour relations and employee relations.

**ENTRY REQUIREMENTS (including access and inclusion)**

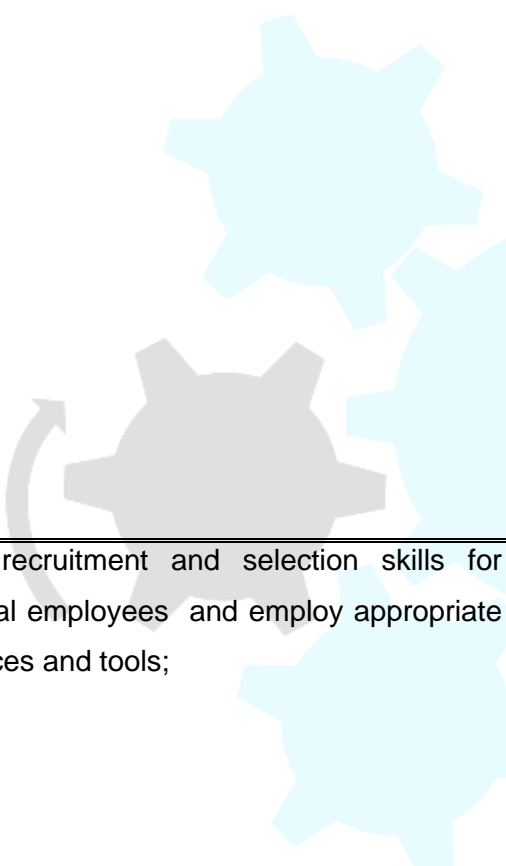
- i. A minimum entry of Certificate IV NCQF Level 4, (BGCSE) or equivalent
- ii. Access through RPL and CAT will be provided through ETP policies in line with National RPL and CAT Policies.




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<b>SECTION B</b>		<b>QUALIFICATION SPECIFICATION</b>	
<b>GRADUATE OUTCOMES)</b>	<b>PROFILE (LEARNING</b>	<b>ASSESSMENT CRITERIA</b>	
<p>1. Communicate effectively to ensure development of employees and ensure maintenance of good working relationships</p> 		<p>1.1. Write effective and concise letters and memos employing appropriate business format</p> <p>1.2. Prepare reports about staff appointment and make recommendations to management</p> <p>1.3. Maintain the personal records of employees on matters such as compensation, pension, leave training and prepare associated reports.</p> <p>1.4. Conduct communications according to organisational practices and standards.</p> <p>1.5. Conduct meetings according to organisational practices and standards.</p> <p>1.6. Conduct planning and administrative activities in the human resource management department/section.</p> <p>1.7. Summarize personal achievements and skills in appropriate formats for employees</p>	
		<p>2.1. Practice the process of management's four functions: planning, organizing, leading, and controlling</p> <p>2.2. Execute all the management functions within the organization.</p>	

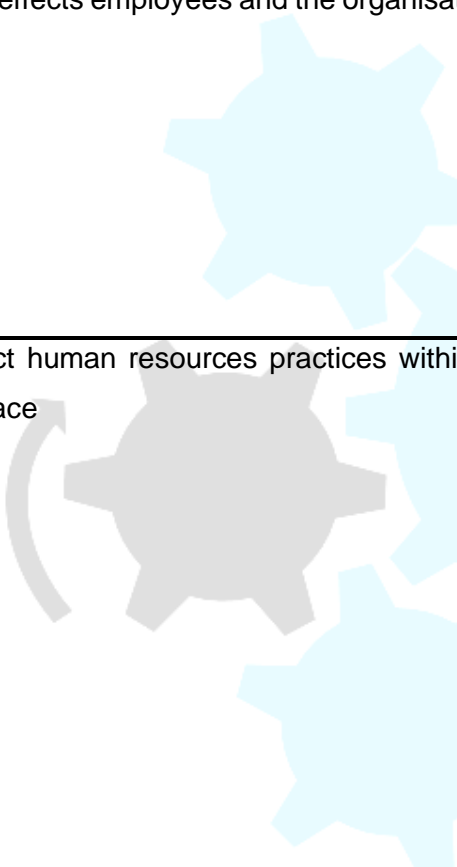
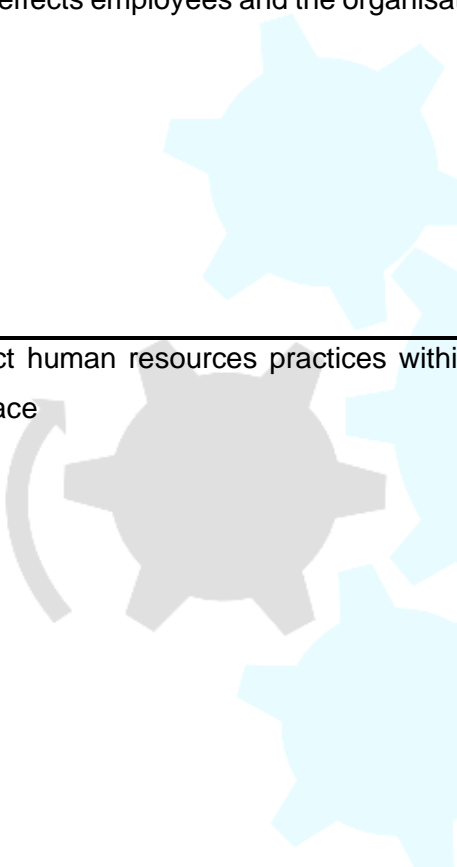
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	<p>2.3. Observe and evaluate the influence of historical forces on the current practice of management</p> <p>2.4. Identify and evaluate social responsibility and ethical issues involved in business situations and logically articulate own position on such issues</p> <p>2.5. Adapt to uncertain environment and identify techniques to influence and control the internal environment</p> <p>2.6. Evaluate leadership styles to anticipate the consequences of each leadership style</p>
	<p>3. Apply recruitment and selection skills for potential employees and employ appropriate resources and tools;</p> <p>3.1. Analyse the job to identify whether there is a need to recruit in the organisation and communicate to the</p> <p>3.2. Design job descriptions and job specifications based on a thorough job analysis; for approval by a Human Resource Manager</p> <p>3.3. Recruit the appropriate skills necessary to fill the vacancy arisen in the organisation</p> <p>3.4. Plan and structure job interviews</p> <p>3.5. Short list candidates for interview to be carried out.</p> <p>3.6. Select the best candidate for the position</p> <p>3.7. Evaluate employee orientation</p> <p>3.8. Deploy employee according to their skills to perform their work effectively and efficiently</p>

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		3.9. Manage recruitment and selection process is according to the relevant legislation and practices.
	<p>4. Demonstrate a holistic and practical understanding of employee training, performance and development within organisations.</p>	<p>4.1. Apply principles of organizational development, supervision and performance management</p> <p>4.2. Explain the need, process and value of training and development to employees.</p> <p>4.3. Display effective communication to ensure development of employees and ensure maintenance of good working relationships.</p> <p>4.4. Draw up training and developmental plans are according to individual and organisational developmental requirements.</p> <p>4.5. Problems with employees are assessed and appropriate actions are taken.</p> <p>4.6. Manage the performance of employees and ensure that employees' activities are congruent with the organisations goals</p> <p>4.7. Employees' performance is supervised and managed.</p> <p>4.8. Rewards and incentives are determined and applied.</p> <p>4.9. Implement an organisational performance management system according to organisational policy.</p>

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<p>5. Display basic understanding compensation and its effects employees and the organisation</p> 	<p>5.1. Develop equitable and appropriate compensation systems for various types of organizations;</p> <p>5.2. Establish compensation schemes for different categories of employees;</p> <p>5.3. Implement and manage an effective compensation system;</p>
<p>6. Conduct human resources practices within a workplace</p> 	<p>6.1. Manage recruitment and selection process is according to the relevant legislation and practices.</p> <p>6.2. Employee contracts are drawn up which are compliant with the relevant national legislation and policy.</p> <p>6.3. Manage remuneration of employees is according to employee agreements, organisational requirements and national policy.</p> <p>6.4. Implement measures are to promote a developmental and learning culture in the organisation.</p> <p>6.5. Legislation and organisational policies and procedures relevant to the core processes are correctly identified and appropriately applied to a given situation.</p> <p>6.6. Common law contracts are drawn up according to relevant legislation and practices.</p> <p>6.7. Explain rules and regulations of human resources management to employees.</p>

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<b>SECTION C</b>		<b>QUALIFICATION STRUCTURE</b>			
<b>COMPONENT</b>	<b>TITLE</b>	<b>Credits Per Relevant NCQF Level</b>			<b>Total (Per Subject/ Course/ Module/ Units)</b>
		<b>Level [ 4 ]</b>	<b>Level [ 5 ]</b>	<b>Level [ ]</b>	
<b>FUNDAMENTAL COMPONENT</b> <i>Subjects/ Courses/ Modules/Units</i>	Introduction to Information Technology	10			10
	Business Communication	10			10
	Principles of Management		10		10
<b>CORE COMPONENT</b> <i>Subjects/Courses/ Modules/Units</i>	Introduction to Human Resources Management		15		15
	Recruitment and Selection		15		15
	Compensation		15		15
	Training and Development		15		15
	Performance Management		15		15
	Employee relations and Employment Law		15		15
<b>ELECTIVE/ OPTIONAL COMPONENT</b> <i>Subjects/Courses/ Modules/Units</i>	NONE				
	<b>Total Credits</b>				120



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<b>SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL</b>	
<b>TOTAL CREDITS PER NCQF LEVEL</b>	
<b>NCQF Level</b>	<b>Credit Value</b>
4	20
5	100
<b>TOTAL CREDITS</b>	<b>120</b>
<b>Rules of Combination:</b>	
<b>(Please Indicate combinations for the different constituent components of the qualification)</b>	
Fundamentals Components:	Level 4      20 Credits
	Level 5      10 Credits
Core components:	Level 5      90 Credits
Electives Component	None
<b>Total</b>	<b>120 Credits</b>

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## **ASSESSMENT ARRANGEMENTS**

### **Assessment**

The assessment for this qualification shall comprise of both formative and summary assessments weighted according to institutional guidelines and policies. Both formative and summative assessment processes are accounted for to monitor progress during the qualification and to determine competence of the learners at the end of the qualification.

The formative assessment shall consist of CAs which together will make 60%

Summative assessment shall make up the remaining 40%.

## **MODERATION ARRANGEMENTS**

This qualification shall undergo internal and external moderation. The internal and external moderation shall be conducted as ETP policies which must be aligned with the National policies. Assessment and moderation shall be conducted by BQA registered assessors and moderators

## **RECOGNITION OF PRIOR LEARNING**

RPL will be applicable for award of this qualification

## **CREDIT ACCUMULATION AND TRANSFER**

Credit Accumulation and Transfer (CAT) will be applicable for award of this qualification in line with National CAT guidelines or policy

## **PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)**

### **HORIZONTAL PATHWAYS**

- Certificate V in Business Management
- Certificate V in Procurement and Supply Management

### **VERTICAL PATHWAYS**

- Diploma in Human Resources Management (Level 6)
- Diploma in Business Management (Level 6)
- Diploma in Procurement and Supply

### **EMPLOYMENT PATHWAYS**

- Personnel Officer

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- Recruitment Officer
- Human resources Agent
- HR Consultant
- HR Mediator

### **QUALIFICATION AWARD AND CERTIFICATION**

The candidate should attain a minimum of 120 credits of this qualification and satisfy the rule of combination above, to be awarded a qualification of Certificate V in Human Resources Management.

### **REGIONAL AND INTERNATIONAL COMPARABILITY**

The design of the Certificate V in Human Resources Management was influenced by national, regional and global trends in the corporate world. Regionally, the Qualification was benchmarked with the Higher Certificate in Human resources management offered at Mancosa in South Africa and Certificate of Human Resources Management offered at Lusaka Business Open College. The qualification was also benchmarked internationally with Grantham University America and McGill University (Canada). The Certificate V in Human Resources and Management compares favorably to the benchmarked qualifications in terms of content and modules and also in terms of the purpose and the skills and knowledge that the learners will achieve.

### **REVIEW PERIOD**

The qualification will be reviewed every 5 years