



SAQA ID 118251

OCCUPATIONAL CERTIFICATE

**Recruitment Manager
NQF Level 5
186 Credits | 12 Months**

Purpose & Rationale of the Qualification

PURPOSE

The purpose of this qualification is to prepare a learner to operate as the Recruitment Manager. The Recruitment Manager manages people and resources to ensure compliance and operational delivery of recruitment services.

Qualified learners will be able to:

- ✓ Manage and control operational planning and the achievement of operational targets.
- ✓ Lead, manage and develop staff to ensure smooth business operations.
- ✓ Manage the implementation of compliance with legal procedures and industry standards.
- ✓ Establish and manage budgets, controlling expenditure and ensuring the efficient use of resources.
- ✓ Oversee the maintenance of an effective and efficient recruitment service.

RATIONALE

Recruitment services play a critical role in accessing employment opportunities. The demand for competent recruitment managers operating in an increasingly complex labour market is a priority for the industry. The qualification will provide learners with specialised competencies to function successfully within the recruitment environment. The recruitment industry, through its qualified managers, manages a significant portion of the permanent and temporary workforce and facilitates the acquisition of job and employment opportunities within the marketplace.

This qualification brings together all aspects of recruitment and marketing principles. It seeks to professionalise the industry and is applicable to permanent and temporary employment services. In addition, it provides articulation with other service industries.

This qualification will provide an opportunity for persons already in the industry to acquire formal recognition for the competencies that they have acquired.

ENTRY REQUIREMENTS

The minimum entry requirement for this qualification is:

NQF Level 4 qualification.

LEARNING Modules

Knowledge Modules

MODULE	MODULE TITLE	NQF Level	No of credits
121907-001-00-KM-01	Introductory Studies for Private Employment Agency Managers	4	4
121907-001-00-KM-02	Communication	4	4
121907-001-00-KM-03	Operational Management	5	4
121907-001-00-KM-04	Private Employment Agency Systems and Processes	5	8
121907-001-00-KM-05	Human Resource Management	5	4
121907-001-00-KM-06	Industrial Relations Management	5	4
121907-001-00-KM-07	Compliance to Industry Standards and Risk management	6	6
121907-001-00-KM-08	Client Relationship Management	6	8
251201-002-00-KM-09	Financial Management Concepts	5	6

Total number of credits for Knowledge Modules: 48

Practical Skills Modules

MODULE	MODULE TITLE	NQF Level	No of credits
121907-001-00-PM-01	Maintain Productive and Effective Work Teams	4	4
121907-001-00-PM-02	Develop, Review and Report on Operational Plans and Targets	5	8
121907-001-00-PM-03	Manage Service Level Agreements	5	4
121907-001-00-PM-04	Manage, Implement and Review a Client Relationship Management Strategy	5	6
121907-001-00-PM-05	Supervise Internal Personnel	4	6
121907-001-00-PM-06	Manage Workforce Discipline and Relationships	5	6
121907-001-00-PM-07	Manage Personnel Performance and Capacity	4	6
121907-001-00-PM-08	Administer Human Resources Processes	4	6
121907-001-00-PM-09	Monitor Compliance with the Recruitment Process	6	10
121907-001-00-PM-10	Attend to Financial Control Practices	6	12
121907-001-00-PM-11	Set and Monitor the Achievement of Operational Recruitment Targets	6	8

LEARNING Modules

Practical Skills Modules

MODULE	MODULE TITLE	NQF Level	No of credits
121907-001-00-PM-12	Establish, Grow and Maintain Recruitment Agency Services	6	8

Total number of credits for Practical Skill Modules: 84

Work Experience Modules

MODULE	MODULE TITLE	NQF Level	No of credits
121907-001-00-WM-01	Operational Planning, Review and Management Processes in a Private Employment Agency Environment	6	10
121907-001-00-WM-02	Lead, Manage and Develop Staff to Ensure Productive Business Operations in a Private Employment Agency Environment	4	12
121907-001-00-WM-03	Manage Legal Compliance in a Private Employment Agency Environment	5	8
121907-001-00-WM-04	Manage Budgets and Control Expenditure in a Private Employment Agency	5	8
121907-001-00-WM-05	Deliver Effective and Efficient Recruitment Services in a Private Employment agency	5	16

Total number of credits for Work Experience Modules: 54

Minimum Credits: 186

** The qualification is assessed through internal formative assessments and an external integrated summative assessment conducted by an accredited QCTO Assessment Quality Partner.*



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