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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

REGISTERED QUALIFICATION:

Occupational Certificate: Small Business Consultant

SAQA QUAL ID		QUALIFICATION TITLE		
118741		Occupational Certificate: Small Business Consultant		
ORIGINATOR				
Development Quality Partner-Services SETA				
PRIMARY OR DELEGATED QUALITY ASSURANCE FUNCTIONARY			NQF SUB-FRAMEWORK	
-			OQSF - Occupational Qualifications Sub-framework	
QUALIFICATION TYPE	FIELD		SUBFIELD	
Occupational Certificate	Field 11 - Services		Wholesale and Retail	
ABET BAND	MINIMUM CREDITS	PRE-2009 NQF LEVEL	NQF LEVEL	QUAL CLASS
Undefined	244	Not Applicable	NQF Level 05	Regular-ELOAC
REGISTRATION STATUS		SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE
Registered		EXCO 0522/24	2022-02-03	2025-12-31
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT		
2026-12-31		2029-12-31		

In all of the tables in this document, both the pre-2009 NQF Level and the NQF Level is shown. In the text (purpose statements, qualification rules, etc), any references to NQF Levels are to the pre-2009 levels unless specifically stated otherwise.

This qualification does not replace any other qualification and is not replaced by any other qualification.

PURPOSE AND RATIONALE OF THE QUALIFICATION

Purpose:

The purpose of this qualification is to prepare a learner to operate as a Small Business Consultant. A Small Business Consultant consults and guides in business development.

A qualified learner will be able to:

- Evaluate personal capability for performing business consulting services.
- Carry out due diligence and check compliance with relevant legislation.
- Monitor methods of appraisal of the business owner, business performance and activities.
- Provide strategic and operational consulting service
- Develop and implement a change management framework
- Develop project implementation approach, and
- Interpret the influences of key components in the value chain on business efficiency

Rationale:

Small Business Consulting is an essential service in the socio-economic and technological development of the country and requires unique skills to create an enabling environment for growth and sustainable businesses. Various professional bodies such as the Institute of Business Advisors South Africa (IBASA) and Small Enterprise Development Agency (SEDA) have been consulted in respect to this qualification and have emphasised the need for this assistance in the industry where it will be providing an efficient and effective support service to businesses and, therefore, have an important role in job creation and drivers of growth thereby adding to the economic development and ensuring businesses receive the necessary support early on.

This qualification recognises the competence, knowledge and skills required to advise in the management and

development of business ventures. The development of competence in this field can lead to better service delivery, sustainability and the promotion of job creation and security. The qualification supports the objectives of the NQF in that it gives the learner access to a nationally recognised qualification that acknowledges the skills and knowledge that he/she has acquired. It will, therefore, ensure that the quality of education and training received by learners in the sector is enhanced and of a world-class standard.

The target market for this qualification includes school leavers and will allow those in formal education, those already employed in organisations in the small business consulting industry, and those in public and private small business consulting practice, access to a qualification that can be used as a benchmark to gauge their competence against local and international standards.

Learners will find employment within the private sector, public sector, non-governmental organisations, non-profit organisations, small, medium and micro enterprises, sole proprietors, and may have an opportunity for self-employment. These roles may vary from business analyst, business consultant, business advisor, business advisory specialist, business advising consultant, small business consultants, small business advisors, engagement consultants, or maybe more specialist roles such as strategy consultants, human resources consultants, operations consultants, financial advisory consultants or risk and compliance consultants.

The business will obtain an objective consulting service where these consultants can recognise and identify problem areas, discover inefficiencies and redundancies, and provide legitimate solutions that can assist the business to get back on track. By these businesses providing a new or better service well, they help themselves and the community in which they operate to create jobs and make the community sustainable and resilient. This, in turn, stimulates economic growth, create jobs and addresses high levels of unemployment.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL):

RPL for Access to the External Integrated Summative Assessment

Accredited providers and approved workplaces must apply the internal assessment criteria specified in the related curriculum document to establish and confirm prior learning. Accredited providers and workplaces must confirm prior learning by issuing a statement of results or by certifying a work experience record.

RPL for Access to the Qualification

Accredited providers and approved workplaces may recognise prior learning against the relevant access requirements.

Entry Requirements:

The minimum entry requirement for this qualification is:

- NQF Level 4 qualification.

RECOGNISE PREVIOUS LEARNING?

Y

QUALIFICATION RULES

This qualification is made up of compulsory Knowledge, Practical Skill and Work Experience Modules:

Knowledge Modules

- 242101-000-00-KM-01, Regulatory and Legislative Framework, Level 5, 5 Credits.
- 242101-000-00-KM-02, Compliance Audit, Level 5, 5 Credits.
- 242101-000-00-KM-03, Fundamentals of Entrepreneurial Profiles, Level 4, 4 Credits.
- 242101-000-00-KM-04, Business Consulting Development, Level 5, 5 Credits.
- 242101-000-00-KM-05, Strategic and Operational Plans, Level 5, 5 Credits.
- 242101-000-00-KM-06, Professional Business Success Factors, Level 5, 5 Credits.
- 242101-000-00-KM-07, Principles of Marketing, Level 5, 5 Credits.
- 242101-000-00-KM-08, Business Finance, Level 5, 5 Credits.
- 242101-000-00-KM-09, Principles of Costing and Pricing to a Business Venture, Level 4, 5 Credits.
- 242101-000-00-KM-10, Risk Profiling, Level 5, 5 Credits.
- 242101-000-00-KM-11, Principles of Tendering, Level 5, 4 Credits.
- 242101-000-00- KM12, Business Appraisal, Level 5, 5 Credits.
- 242101-000-00- KM13, Business Requirements and Business Rescue Strategies, Level 5, 5 Credits.
- 242101-000-00- KM-14, Effective Communication, Level 5, 5 Credits.
- 242101-000-00- KM-15, Principles of Ethics in Business, Level 6, 3 Credits.
- 2421000-00-00- KM-16, Strategies for Behaviour Change and Coaching, Level 5, 3 Credits.
- 242101-000-00-KM-17, Principles of Change Management, Level 5, 5 Credits.
- 242101-000-00-KM-18, Introductory Studies for Project Managers, Level 5, 5 Credits.
- 242101-000-00-KM-19, Application of Contract Documentation, Level 5, 4 Credits.
- 242101-000-00-KM-20, Evaluation of Influences in Value Chain, Level 5, 5 Credits.

Total number of credits for Knowledge Modules: 93

Practical Skill Modules

- 242101-000-00-PM-01, Evaluate Personal Capability for Performing Business Consulting Services, Level 5, 8 Credits.
- 242101-000-00-PM-02, Carry Out Due Diligence and Check Compliance with Relevant Legislation, Level 6, 8 Credits.

- 242101-000-00-PM-03, Monitor Methods of Appraisal of Business Owner, Business Performance and Activities, Level 5, 8 Credits.
- 242101-000-00-PM-04, Provide Strategic and Operational Consulting Service, Level 6, 10 Credits.
- 242101-000-00-PM-05, Develop and Implement Change Management Framework, Level 5, 5 Credits.
- 242101-000-00-PM-06, Develop Project Implementation Approach, Level 5, 8 Credits.
- 242101-000-00-PM-07, Interpret the Influences of Key Components in The Value Chain on Business Efficiency, Level 5, 8 Credits.

Total number of credits for Practical Skill Modules: 55

Work Experience Modules

- 242101-000-00-WM-01, Procedures to Evaluate Personal Capability for Performing Business Consulting Services, Level 5, 10 Credits.
- 242101-000-00-WM-02, Processes and Procedures for Carrying Out and Checking Due Diligence Compliance with Relevant Legislation, Level 5, 15 Credits.
- 242101-000-00-WM-03, Process to Monitor Methods of Appraisal of Business Owner, Business Performance and Activities, Level 5, 15 Credits.
- 242101-000-00-WM-04, Procedures to Provide Strategic and Operational Consulting Service, Level 5, 20 Credits.
- 242101-000-00-WM-05, Process to Develop and Implement a Change Management Framework, Level 5, 10 Credits.
- 242101-000-00-WM-06, Process and Procedures to Develop Project Approach, Level 5, 15 Credits.
- 242101-000-00-WM-07, Procedures to Interpret the Influences of Key Components in The Value Chain on Business Efficiency, Level 5, 11 Credits.

Total number of credits for Work Experience Modules: 96

EXIT LEVEL OUTCOMES

1. Appraise personal capabilities for performing business consulting.
2. Examine due diligence and compliance with relevant legislation.
3. Evaluate business performance, business owner and activities.
4. Provide strategic and operational consulting service.
5. Establish and implement change management structures.
6. Entrench project implementation approach.
7. Identify and clarify key improvement elements in the value chain.

ASSOCIATED ASSESSMENT CRITERIA

Associated Assessment Criteria for Exit Level Outcome 1:

- Assess current skills and competencies.
- Conduct skills gap analysis.
- Draw up a personal development plan (PDP).
- Attend training and career development opportunities as per the PDP.
- Formal and informal ethical platforms are evident.
- Assess business growth against the entrepreneurial life cycle.

Associated Assessment Criteria for Exit Level Outcome 2:

- Prepare and plan for due diligence.
- Conduct the inspection.
- Record compliance status.

Associated Assessment Criteria for Exit Level Outcome 3:

- Analyse the owner's track record.
- Assess business performance and business activities.
- Gather specific information on codes relating to corporate governance and ethics in the business sector.

Associated Assessment Criteria for Exit Level Outcome 4:

- Negotiate terms and conditions for business consulting services.
- Identify success factors of the business and the role each plays in the success.
- Enhance the strategic and operational objectives and use the financial analysis.
- Research market segmentation, positioning, and the competitive environment.
- Develop the risk profile against the strategic objectives.

Associated Assessment Criteria for Exit Level Outcome 5:

- Identify the reasons for change.
- Define the type and scope of change.
- Describe stakeholder support and the approach to change.
- Identify the change management team.
- Draw up a plan.
- Implement counselling skills to help promote a positive change.

Associated Assessment Criteria for Exit Level Outcome 6:

- Develop the implementation plan in consultation with relevant stakeholders.
- Discuss, agree upon, and adopt project team rules and responsibilities.
- Establish physical and virtual environments.
- Design business consulting process flow.

- Monitor and evaluate the project.
- Report on project deliverables.

Associated Assessment Criteria for Exit Level Outcome 7:

- Evaluate key influences for improvement in the value chain.
- Analyse and implement improvements to the operational relationships within the value chain.
- Evaluate improvements to the value chain.

Integrated Assessment:

Integrated Formative Assessment

The Skills Development Providers will use the curriculum to guide them on the stipulated internal assessment criteria and weighting. They will also apply the scope of practical skills and applied knowledge as stipulated by the internal assessment criteria. This formative assessment leads to entrance into the integrated External Summative Assessment.

Integrated Summative Assessment

An External Integrated Summative Assessment, conducted through the relevant QCTO Assessment Quality Partner is required to issue this qualification. The External Integrated Summative Assessment will focus on the Exit Level Outcomes and Associated Assessment Criteria.

INTERNATIONAL COMPARABILITY

This qualification was compared with international qualifications from New Zealand and the United Kingdom. The two countries contain indications of best practice that could be used for comparison in the development of the Small Business Consultant qualification.

New Zealand

The Eastern Institute of Technology (EIT) is a New Zealand Government tertiary institution that has been accredited by the New Zealand Qualifications Authority (NZQA). All the qualifications taught at the EIT are registered with the NZQA. The Institute offers a New Zealand Diploma in Business at NQF Level 5 and with 120 credits. This qualification provides a firm understanding of the business environment along with the most valuable attributes that are required in the modern business era. It differs from the South African qualification in that it focuses on two major streams; namely; accounting and leadership and management. The Small Business Consultant needs to be multi-skilled and knowledgeable in a wide variety of aspects of business which is covered in this qualification.

The unit standards cover aspects such as:

- Develop a broad range of generic business skills, principles and practices.
- Develop an organised approach to problem-solving.
- Develop well-organised communication and interpersonal skills.
- Develop self-direction and independent working practices.
- Develop recognition of the ethical dimensions inherent in decision making.

United Kingdom (UK)

The Institute of Consulting (IC) in the United Kingdom offers the Diploma in Business Support at NQF Level 5 with 45 credits. The IC's consultancy qualifications are accredited on the UK Qualifications Credit Framework (QCF) and the European Qualifications Framework, meaning one's qualification will be fully recognised throughout the UK and Europe.

This qualification gives the learner the skills to understand the importance of communication skills in business support relationships, understand the business support process and how to conduct and develop oneself as a business support advisor. The core units within this qualification are focused on developing effective business support relationships with clients, enabling the client to analyse the business and implement change, developing business support networks, reflective practice and development in business support and monitoring the business support service. It differs from the South African qualification in that, it only has few core focus areas where the small business consultant qualification has a multi-faceted curriculum that covers a wider range of business aspects.

The unit standards cover aspects such as:

- Introduction to business support.
- Development of effective business support relationships with clients.
- Develop business support networks.
- Reflective practice and development in business support.
- Monitoring the business support service.
- Conducting a management project.
- Conducting a marketing plan.
- Operational risk management.
- Planning the change process.

Conclusion

This qualification is more comprehensive than the New Zealand Diploma in Business as well as the United Kingdom (Institute of Consulting) Diploma in Business Support as it covers more competencies that are required by the qualified Small Business Consultant. While all these qualifications are pitched at an NQF Level 5, this qualification comprises 242 credits while the New Zealand qualification has 120 credits, with the UK qualification at 45 credits. The complexity of this qualification is far more than comparative qualifications as it deals with much more facets of business thereby providing theory, practical and workplace experience in providing the context and the interrelated relationship of each.

ARTICULATION OPTIONS

This qualification provides opportunities for horizontal and vertical articulation options.

Horizontal Articulation:

- National Certificate: Business Analysis Support Practice, NQF Level 5
- National Diploma: Business Consulting Practice, NQF Level 5

Vertical Articulation:

- National Certificate: Business Advising Operations, NQF Level 6
- National Certificate: Business Analysis, NQF Level 6

NOTES

Qualifying for External Assessment:

To qualify for an external assessment, learners must provide proof of completion of all required knowledge and practical modules by means of statements of results and a record of completed work experience.

Additional Legal or Physical Entry Requirements:

- None

Criteria for the accreditation of providers

Accreditation of providers will be done against the criteria as reflected in the relevant curriculum on the QCTO website.

The curriculum title and code are: Small Business Consultant: 242101-000-00-00

Encompassed Trade:

This qualification encompasses the following trades as recorded on the NLRD:

- None.

Assessment Quality Partner (AQP)

- Services Sector Education and Training Authority (Services SETA)

LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION

- None

LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION:

NONE

PROVIDERS CURRENTLY ACCREDITED TO OFFER THIS QUALIFICATION:

This information shows the current accreditations (i.e. those not past their accreditation end dates), and is the most complete record available to SAQA as of today. Some Primary or Delegated Quality Assurance Functionaries have a lag in their recording systems for provider accreditation, in turn leading to a lag in notifying SAQA of all the providers that they have accredited to offer qualifications and unit standards, as well as any extensions to accreditation end dates. The relevant Primary or Delegated Quality Assurance Functionary should be notified if a record appears to be missing from here.

NONE

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