

**Accreditation Number: 07-QCTO/SDP291025101514**

Qualification Information:	Qualification Title	Skills Programme ID	NQF Level	Credits	
<b>Curriculum Code:</b> 900332-000-00-00	Occupational Skills Programme: Small Domestic Appliance Repairer	SP-240207	3	45	
Knowledge Component		Notional Hours	Implementation Schedule	Assessment Schedule	Training Venues
900332-000-00-KM-01,	Health, safety related to the small domestic appliance repair environment, NQF Level 2, Credits 2	20 Hours	2 Days	1 Day	Main Campus
900332-000-00-KM-02,	Internet of Things and smart appliances, NQF Level 3, Credits 1	10 Hours	1 Day	1 Day	Main Campus
900332-000-00-KM-03,	Drawings, NQF Level 3, Credits 1	10 Hours	1 Day	1 Day	Main Campus
900332-000-00-KM-04,	Basics of Electrical and Electronics, NQF Level 3, Credits 2	20 Hours	2 Days	1 Day	Main Campus
900332-000-00-KM-05,	Customer Relation Management, NQF Level 3, Credits 2	20 Hours	2 Days	1 Day	Main Campus
900332-000-00-KM-06,	Interpersonal Skill, Emotional Intelligence NQF Level 2, Credits 1	10 Hours	1 Day	1 Day	Main Campus
900332-000-00-KM-07,	Green Solar Energy, Solar Power and Hybrid, NQF Level 3, Credits 1	10 Hours	1 Day	1 Day	Main Campus
900332-000-00-KM-08,	Field service report writing, NQF Level 3, Credits 2	20 Hours	2 Days	1 Day	Main Campus
Practical Component			Implementation Schedule		
900332-000-00-PM-01,	Developing manual dexterity, NQF Level 2, Credits 4	40 hours	5 days	1 Day	Electronics Workshop
900332-000-00-PM-02,	Consult client or refer to work order to establish nature of a defect small domestic appliance, NQF Level 2, Credits 1	10 hours	1 day	1 Day	Electronics Workshop
900332-000-00-PM-03,	Repair a variety of small domestic appliances, NQF Level 3, Credits 28	280 hours	27 days	1 Day	Electronics Workshop

**Purpose:**

The purpose of this skills programme is to prepare a learner to function as a Small Domestic Appliance Repairer.

Small Domestic Appliance Repairer repairs appliances such as but not limited to Kettles, Irons, Food Processors, Mixers, Hand Mixers, Toasters, Hair Dryers, Ironing Machines, Tabletop Stoves, Air Fryers, Slow Cookers, Induction plate, Induction Milk Frother, Juicers, Blenders, Pressure Cookers, Bread Machines, Coffee Machines, Electric Heaters, Electric Fans, Vacuum Cleaners, and Microwave Ovens.

A qualified learner will be able to:

- Establish nature of Small Domestic Appliances malfunction
- Test and repair defective Small Domestic Appliances

**Note:** Training should include at least five of the following products but are not limited to these: Tabletop Stoves, Food Processors, Mixers, Air Fryers, Coffee Machines, and Vacuum Cleaners

Tasks:

TASK	LINKS TO ELO
Establish nature of a Small Domestic Appliance malfunction. (NQF Level 3)	Conduct fault finding on a small domestic appliance by applying knowledge of applicable legislation and related technology.
Test and repair a defective Small Domestic Appliance (NQF Level 3)	Maintain small domestic appliance according to applicable legislation, maintenance, and related technology.

## **Occupational Task Details:**

### **Task 1**

Establish nature of a Small Domestic Appliance malfunction

(a) Unique Product or Service:

Fault on a defective Small Domestic Appliance isolated.

(b) Responsibilities:

Consult client or refer to work order to establish nature of a defect small domestic appliance.

(c) Contexts:

Processes and procedures to establish nature of a defect small domestic appliance.

### **Task 2**

Test and repair a defective Small Domestic Appliance.

(a) Unique Product or Service:

Repaired small domestic appliances.

(b) Responsibilities:

Developing manual dexterity.

Repair a variety of small domestic appliances.

(c) Contexts:

Processes and procedures to repair a variety of small domestic appliances.

## **Skills Rationale**

### **The need for the Qualification, Part-Qualifications/Skills Programmes**

The Domestic Appliance Repair has been identified by industry as a potent sector for job creation, professional development of rural-based artisanal entrepreneurs, and the establishment of a talent pool for young individuals to either enter these enterprises or start their own. Collaborating with the South African Domestic Appliance organisation, the National Business Institute has initiated a project aimed at significantly expanding the small domestic appliance presence in South Africa. This initiative necessitates focused training through skills programs to lay the groundwork for developing a trade qualification and training future artisans.

The National Business Institute has collaborations with private sector partners to stimulate demand for these skills through the Enterprise and Supplier Development, as well as Socio-Economic Development strategies.

### **Entry Requirements**

NQF Level 2 with Mathematical Literacy

### **Typical Graduate attributes**

- Health and safety awareness.
- Diversity.
- Communication.
- Professionalism.
- Reliability.
- Ethical behaviour.

### **Exit Level Outcomes**

- Conduct self-evaluation and analysis of personal attributes and skills.
- Prepare and search for a suitable job.
- Manage interview interactions effectively.

- Manage change in work environment.
- Work and communicate effectively in and outside a team.
- Make effective and informed decisions.
- Solve work place problem effectively and systematically.
- Conduct one professionally and ethically.
- Plan and manage time effectively.
- Budget and manage personal money.
- Maintain work place safety and health

## **Assessment**

### **a) Continuous Assessment**

The SDP must ensure that all learners are enrolled with the QCTO at the start of training (within 5 days) in the format required by the QCTO.

Continuous assessments are set by the SDP in accordance with the outcomes provided.

This may consist of a variety of methods, e.g., practical or written assessments, assignments, projects, demonstrations, presentations or any other form of assessment to assist the learner in the learning process.

During training, it is mandatory for formal summative assessments to take place at the end of each module/topic. These results must be formally recorded and be available for monitoring and/or evaluation by the QCTO.

### **Final Integrated Supervised Assessment (FISA)**

All learners gain entrance to the Final Integrated Supervised Assessment by successfully completing all formal summative assessments conducted by the SDP.

**Format of FISA:** A final written and practical assessment integrating the relevant Exit Level outcomes.

All FISAs must be supervised, and virtual FISAs must be recorded throughout the assessment.

All Exit Level Outcomes must be covered in the FISA. In the FISA, the learner must demonstrate applied knowledge and skills to prove that the competencies of the Skills Programme have been achieved.

The FISA may not contain any assessments used in the "Continuous Assessment" process (thus no re-assessment). Special considerations should be made for candidates with special learning needs.

**Standards for Written Final Integrated Supervised Assessment (FISA):**

The Written FISA INSTRUMENT must be developed and moderated by the SDP and conducted in a supervised environment. It is assessed by means of an assessment INSTRUMENT and a MEMORANDUM developed by the SDP for this purpose

The learner should be provided with a real-life scenario/s to demonstrate application of knowledge with small domestic appliances, relevant to the Exit Level Outcomes and the purpose of the Skills Programme. This is the section where the learner must show applied competency (what the learner must be able to do, and to what expected standard)

**In the Written Component**, learners must be given real-life scenarios in which they must demonstrate that they have applied knowledge/skills in the following:

The applied knowledge that must be proven for each Exit Level Outcome is:

1. Occupational health and safety standards and general safety and health considerations related to the specific small domestic appliance and task.
2. The operational cycle of the small domestic appliance.
3. The components in the electric circuit.
4. Environmental considerations related to the disposal of waste and removed components

In order to respond to challenges/issues/problems in the scenarios. This assessment should be a maximum of 30 minutes per ELO, 2 hours. Pass mark is 60% average for written assessment.

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A computer-based assessment may be administered so that the above evidence can be created using document processing applications such as word, excel etc

Learners who complete this skills programme will accumulate credits towards the relevant full or part qualification. The Credit Accumulation and Transfer (CAT) Policy may apply to these learners.

**A computer-based assessment may be administered so that the above evidence can be created using document processing applications such as word, excel etc.**

#### **Submission of final results**

Final results must be submitted to the QCTO in the required format, within 21 days of the date of the FISA, together with the following:

- Completed FISA Assessment Verification Report on the FISA (QCTO template).
- A copy of the final Assessment Instrument used, as well as the marking guideline

#### **Recognition of Prior Learning (RPL)**

Learners may use the RPL process to gain access to training opportunities for a programme of learning, qualification, part-qualification, or skills programme if they do not meet the formal, minimum entry requirements for admission. RPL assessment provides an alternative access route into a programme of learning, qualification, part-qualification, or skills programme.

**Such an RPL assessment may be developed, moderated, and conducted by the accredited Skills Development Provider which offers that specific qualification/part qualification/skills programme. Such an assessment must ensure that the learner is able to display the equivalent level of competencies required for access, based on the NQF level descriptors.**

**RPL for Exemption:**

For exemption from modules through RPL, learners who have gained the stipulated competencies of the modules of a programme of learning, qualification, part-qualification or skills programme through any means of formal, informal or non-formal learning and/or work experience, may be awarded credits towards relevant modules, and gaps identified for training, which is then concluded.

#### **RPL for awarding credits:**

Learners who have gained the stipulated competencies of the modules of a programme of learning, qualification, part-qualification or skills programme through any means of formal, informal or non-formal learning and/or work experience, may be awarded credits towards relevant modules, and gaps identified for training, which is then concluded.

**A valid Statement of Results is required for admission to the EISA in which confirmation of achievement is provided that all internal assessment criteria for all modules in the related curriculum document have been achieved.**

For a Skills Programme, the accredited Skills Development Provider (SDP) must ensure all modular competency requirements are met prior to the FISA and keep record of such evidence.

**Upon successful completion of the EISA/FISA, RPL learners will be issued with the QCTO certificate for the qualification, part-qualification or skills programme. Quality Partners are responsible for ensuring the RPL mechanism and process for qualifications and part-qualification is approved by the QCTO.**

#### **Work Opportunities and further learning**

This programme is aimed at people who are not placed / employed and those already placed in companies and organisations for work experience.

The programme prepares candidates for permanent or future jobs.

#### **Career**

- Small Domestic Appliance Repairer
- Small Domestic Appliance Technical Advisor
- Small Domestic Appliance parts Salesperson

### **Course Requirements:**

- Study Material
- Electronics Tool Box

### **External Assessment**

- External assessments are managed and conducted by Quality Partners – a national standard is set.
- Only learners that have enrolled and registered with the **QCTO** may sit for the **EISA**
- Submission of **SoR** to **QCTO** prior to **EISA**
- This is a competency based final assessment
- Approval of Results and Certification by the **QCTO**

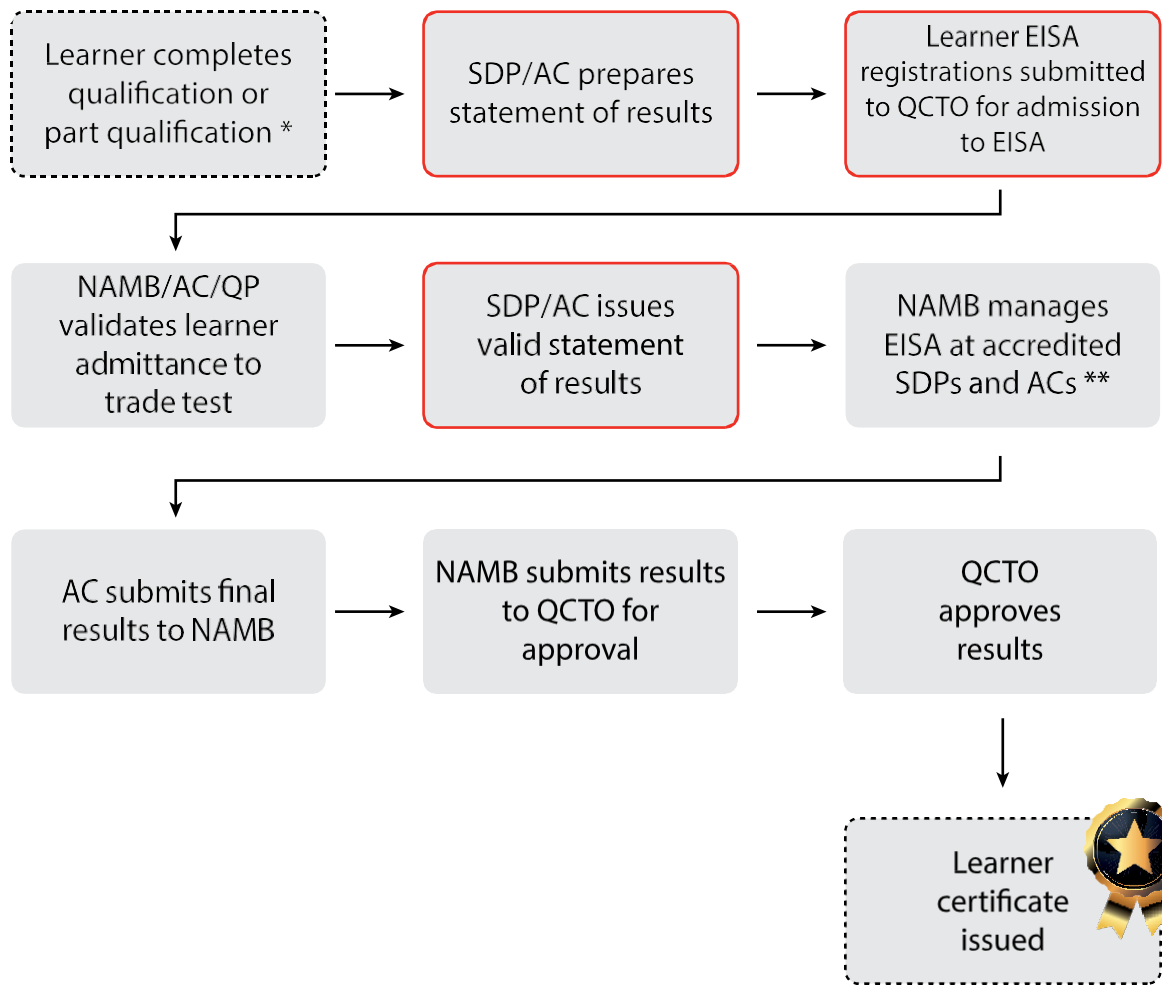
### **Certification**

SDPs are not allowed to print their own certificates for occupational qualifications. Certificates are issued by the QCTO's secure CVS certification system.

The QAS document specifies the timeline for the EISA assessment and moderation process, but this is usually about 21 days. From there, the QCTO aims to approve the results in 21 days, after which it should take the QCTO 21 days to issue the learner certificates.

### **Fees**

- Registration Fees: **R1000**
- Deposit: **R3000**
- Total Fees: **R16500**
- Duration: **45 Days**





\* Either via formal training with SDP or via ARPL with AC



\*\* Learners complete the written component of the EISA at the SDP. The SDP marks & moderates this final assessment and submits results to the AC where the learner will sit for the practical component (trade test). The learner needs to register at an accredited Assessment Centre.