

MY PERSONAL PORTFOLIO

1. WHAT IS THIS?

Your personal portfolio (sometimes we also refer to it as your CV) is a summary of your workplace and educational experience. Typical layout of our personal portfolio.

- PERSONAL INFORMATION
- EMPLOYMENT AND EDUCATIONAL HISTORY
- WORKPLACE EXPERIENCE
- ACHIEVEMENTS

2. PURPOSE?

The purpose of your personal portfolio is to provide evidence to the ETQA department (Education Training Quality Authority) of the relevant SETA that you have the scope (the range of an individual's knowledge and practical/workplace experience) to either provide training, assess or moderate learners in that field. The rule that normally apply to all SETA's are: a) two years or more workplace experience or b) a qualification/achievement of a higher level.

3. HOW DO THEY CHECK THIS?

The ETQA Managers will follow the following steps.

- Identify the unit standards in your application that you require scope for.
- They then look at the following:
 - They first confirm that the unit standards belong to their SETA by looking at the bottom of the unit standard. (see what qualifications its linked to and what SETA's can approve these qualifications)
 - Look at the range statement and embedded knowledge on the unit standard for specific instructions on facilitation, assessment or moderation options. (most unit standards don't have any special requirements)
 - Identify the different specific outcomes and the assessment criteria on the unit standard and match this to your personal portfolio to confirm you have the scope for the area. Pay special attention to the different terminology used in different companies and on the unit standard. You may want to make reference or include different terminology or terms used on your application or CV/personal portfolio to illuminate confusion.

4. PROCESS FOLLOWED.

Proof of your competency and scope will be requested during the following processes.

a. TRAINERS

- Recruitment and appointment of training & educational staff.
- Submission of new skills programmes for approval.
- Training provider accreditation process.
- Site visits conducted by the SETA.
- Form part of the Quality Management Policy for delivery, where the training provider confirm that only qualified and experienced trainers/facilitator will be used to deliver learning material.

b. ASSESSORS

- Qualified Assessors must register/link themselves to the different SETA with the unit standards and request approval to assess someone on a specific unit standard. This process is also referred to as "scope".

-The Assessor can only assess a learner on a given unit standard if you already a) completed the registration/linking process of the relevant SETA and b) received confirmation from the SETA that he have the scope to assess learners in that unit standard.

-Assessors must also request to be linked to a specific training provider. This process must be done in writing and the following must be in place before this process can be completed. [a) letter of employment or b) memorandum of agreement on file + a signed copy of rules of conduct]

-During the administration process, the learner will be linked to the assessors name in the SETA's database. The assessor will only appear in the database if a) he/she is registered with that SETA, b) have the scope to assess the unit standard and c) is linked to the Training Provider). The training provider will not be able to certify and upload the learners if these processes were not followed.

c. **MODERATORS**

-The same process as for Assessor will be followed to registered Moderators.

-As per the requirements for unit standard 115759 must all moderators a) be registered assessors and b) have the scope to moderate in the specific field and c) completed at least 6 assessments for new qualified individuals.

5. REGISTERING/LINKING WITH SETA'S.

Assessors and moderators can request the required application documents directly from the different SETA's. SETA's may also request all applicants to re-apply or update their documents after a set period. This period is normally 3 years from registration or linking to the SETA. Process to follow:

- a) First determine the different unit standards you want to register with.
- b) Then determine the SETA's they registered with or the SETA you want to use. (The responsible SETA's will appear at the bottom of the unit standard)
- c) Request or download the application form their website and complete all fields as far as possible.
- d) Include a detailed copy of your CV/personal portfolio.
- e) Include certified copies of your ID book and copies of your achievements in this pack. (date stamped not older than 3 months).
- f) Contact the SETA directly and contact the local of the closest ETQA manager to you.

1. PERSONAL INFORMATION

Full Names: Your Name

Surname : Your Surname

ID Number : 790629 4512 085

Gender : Female

Physical Address : XXXXXXXX
XXXXXX
Johannesburg
1234

Postal Address: XXXXXXXX
XXXXXX
Johannesburg
1234

Contact Detail : Tel: 073 4541 225
Cell: 084 9881 979
Fax: 084655424312
Email: my@email.co.za

Languages :

| | Read | Write | | Read | Write |
|------------|------|-------|-----------|------|-------|
| Afrikaans | Y | Y | Sesotho | | |
| English | Y | Y | Setswana | | |
| isiNdebele | | | siSwati | | |
| isiXhosa | | | Tshivenda | | |
| isiZulu | | | Xitsonga | | |

Criminal Record : None

Drivers License : Code 08

Nationality : South African

References : Miss XX
Previous Employer
Tel. 08264512121

Mr BBWWSS
Previous Employer
Cell. 085451212132

2. EMPLOYMENT AND EDUCATIONAL HISTORY

Education : Value Added
Mqhawe high
Matric (Grade 12)

Work History : * Ethekwini Municipality 2000 (4 Years)
* Waitressing 2010 (6 Months)
* Battery Centre 2011 (10 Months)
* Staff Training Skills 2012 to date

Registration and scope with SETA's : WRSETA

- Facilitator - 2010
- Assessor - 2010
- Moderator – 2010

PSETA

- Facilitator - 2012
- Assessor - 2012
- Moderator – 2012

3. WORKPLACE EXPERIENCE

| Ref: | Detail / Provider | Course | Experience | Date or period of experience. | Field |
|------|-------------------------|--------------------------------|---|-------------------------------|---|
| 1 | Value Added High School | Grade 12 | Metric | | Education |
| 2 | Sports Club | Coaching | -Couching of learners and children with general fitness activities. -Induction to new members. | 2002 2 Years in total | Coaching |
| 3 | Unisa | Teaching numeracy & literacy | This does not help at all. What did this include? | | Education |
| | | Managing project | This does not help at all. What did this include? | ??????? | Project Management |
| 4 | Trainyoucan | Telesales | This does not help at all. What did this include? | ??????? | Telesales |
| | | Effective communication skills | This does not help at all. What did this include? | ??????? | Communication |
| 5 | Trainyoucan | | <u>Receptionist and front line.</u> -Venue Hire -Bookings -POE Control -External customer communication -Manage bookings and invoicing. -Office stationary control. -Venue hire stock control. -General and temp staff control. -Interpreter. | 2009 to date | Receptionist Stock Control Customer Service |
| 6 | | | <u>Computer operation</u> -Email, Internet operation -Online helpdesk support -Learnership database control. -Certification of learners. -Learner correspondence. -Accounting and invoicing. -Editing and managing bulk printing. -Skype online support | 2009 to date | Computer Operation • Customer Service |

Question : Does it say anywhere on your portfolio that you can operate a computer, browser the internet or send and receive emails?

You mentioned on your portfolio that you have receptionist experience. Question : Did you mention that you have:

- more than 2 years experience in this field,
- that this experience include answering and making telephone calls,
- that you have experience working with a executive switchboard or just a home telephone,
- that you controlled parcels and stock,
- access control of security ,
- worked with different departments and a staff complement of more than 5 people,
- communicating messages through to different staff,
- handle customer queries and complaints or
- ordering of supplies.

