



Quality Council for Trades & Occupations

www.qcto.org.za

256 Glyn Street, Hatfield, Pretoria, 0083
Private Bag X278, Pretoria, 0001
+27 12 003 1800

OCCUPATIONAL SKILLS PROGRAMME CURRICULUM DOCUMENT

**IN LINE WITH THE QQSF POLICY (2021) OCCUPATIONAL QUALIFICATION TYPE
(NOMENCLATURE)**

SKILLS PROGRAMME	SKILLS PROGRAMMES ID	TITLE (DESCRIPTOR)	NQF LEVEL	CREDITS
	SP-250906	Incident Investigation Team Member	4	2
CURRICULUM CODE	900411-000-00-00			
PARTNER DETAILS	ORGANISATION NAME	WEBSITE ADDRESS	TELEPHONE NUMBER	LOGO
QUALITY PARTNER - DEVELOPMENT	Health and Welfare Sector Education and Training Authority.	https://www.hwseta.org.za/	011 607 6900	

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SECTION 1: CURRICULUM SUMMARY

1.1 Occupational Information:

1.1.1 Associated, Organising Framework for Occupations (OFO) Occupational Code and Title

900411: Incident Investigation Team Member

1.1.2 Skills Programme Type, Title, NQF Level, Credits and Curriculum Code, addressed by this Curriculum.

TYPE	TITLE	NQF LEVEL	CREDITS	CURRICULUM CODE
Skills Programme	Incident Investigation Team Member	4	2	900411-000-00-00

1.1.3 Alternative titles used by industry:

N/A This job role applies to all occupations in the workplace

1.2 Curriculum Information:

1.2.1 Articulation for Skills Programmes

(a) Work Opportunities:

N/A

(b) Learning Opportunities:

Other related OHS skills programmes on training courses.

1.3 Curriculum Structure:

1.3.1 Knowledge/Theory Modules:

900411-000-00-KM-01, Concepts, Principles and Practices of Occupational Incident and Accident Investigations, NQF Level 4, Credits 1.

Total number of credits: 01

1.3.2 Practical Skills Modules:

900411-000-00-PM-01, Apply appropriate behavioural capabilities to effectively participate in occupational incident and accident investigations, NQF Level 4, Credits 1.

Total number of credits: 01

1.4 Entry Requirements:

NQF Level 3 Qualification and at least six months operational experience within an organisational context.

1.5 Recognition of Prior Learning (RPL):

1.5.1 RPL for Access:

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

Such an RPL assessment may be developed, moderated, and conducted by the accredited Skills Development Provider which offers that specific 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.

1.5.2 RPL for Exemption:

For exemption from modules through RPL, learners who have gained the stipulated competencies of the modules of a 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.

1.5.3 RPL for awarding credits:

Learners who have gained the stipulated competencies of the modules of a 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.

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 ISA, RPL learners will be issued with the QCTO certificate for the skills programme. Quality Partners are responsible for ensuring the RPL mechanism and process for skills programme is approved by the QCTO.

1.6 List of Skills Programme(s) Related to this Curriculum

900410-000-00-00: Incident Investigation Team Leader. NQF Level 5. Credits 5.

SECTION 2: SKILLS PROGRAMME PROFILE

2.1 Purpose:

The purpose of this skills programme is to enable learners to function as a Workplace Incident Investigation Team Member.

Workplace Incident Investigation Team Members are tasked to participate in workplace incident investigations according to regulatory requirements and organisational policies and procedures and must positively and correctly contribute towards reaching an objective and meaningful outcome that will contribute towards a reduction or elimination of future workplace accidents and incidents.

Upon successful completion of this skills programme graduates will be able to:

- Collect and safeguard evidence relevant to an incident/accident.
- Participate in the development of appropriate recommendations to deal with the outcomes of an incident investigation.
- Participate in the analyse of incident information and determine the causes of accidents and incidents.
- Assist in the drafting of an investigation reports.

2.2 Tasks:

TASK	LINKS TO ELO
TASK 01: Effectively collect, safeguard and submit a range of incident investigation evidence and facts for analysis by the investigation team	ELO 01: Apply essential methods, procedures and techniques relevant to the discipline of occupational incident and accident investigation to effectively collect, safeguard and submit a range of incident investigation evidence and facts for analysis by the investigation team.
TASK 02: Participate in evidence analysis to determine the causes of occupational accidents and incidents.	ELO 02: Apply critical and analytical thinking processes and tools to effectively participate in evidence analysis to determine the causes of occupational accidents and incidents.

TASK 03: Develop recommendations to deal with the outcomes of incident investigations.	ELO 03: Adhere to organisational and professional ethical conduct codes to actively participate in developing recommendations to deal with the outcomes of incident investigations.
TASK 04: Create comprehensive incident and accident investigation reports.	ELO 04: Apply Produce communicate and present information reliably and accurately when contributing to the creation of comprehensive incident and accident investigation reports.

2.3 Occupational Task Details:

2.3.1 Task 1

Effectively collect, safeguard and submit a range of incident investigation evidence and facts for analysis by the investigation team

(a) Unique Product or Service:

Effective collection, safeguarding, and submission of incident investigation evidence and facts ensure the integrity and accuracy of the investigation process, leading to reliable findings and recommendations.

(b) Responsibilities:

- The concept of the chain of custody of incident evidence is applied during the identification and collection of incident investigation evidence.
- Witness statements are professionally taken and accurately recorded.
- Collected evidence is presented and investigative questions regarding evidence are responded to.
- The incident scene is safeguarded, and the safety of all persons is ensured.
- Incidents are reported appropriately, and the investigation process is initiated.
- Concepts and principles of the broad incident investigation process are applied.

(c) Contexts:

Executed in various workplace environments, including industrial, healthcare, and office settings, where thorough and accurate collection and safeguarding of evidence are critical. The task involves applying the chain of custody concept, taking and recording witness statements, presenting evidence, safeguarding the incident scene, reporting incidents, and applying incident investigation principles. This process requires collaboration with team members and other stakeholders to ensure

SP Curr Incident Investigation Team Members 4 2

a comprehensive and reliable investigation. Moderate supervision is provided to guide the process and ensure compliance with investigation protocols and standards.

2.3.2 Task 2

Participate in evidence analysis to determine the causes of occupational accidents and incidents.

(a) Unique Product or Service:

Participating in evidence analysis to determine the causes of occupational accidents and incidents provides a comprehensive understanding of the factors contributing to incidents, allowing for targeted prevention measures.

(b) Responsibilities:

- A sequence of events (storyboard) is created.
- Analytical thinking is applied to determine the cause-and-effect links between the elements of the incident.
- External and internal factors impacting on the incident are identified and described.
- Participation in a facilitated diagnostic role play scenario to determine causes and consequences is conducted.

(c) Contexts:

Executed in various workplace environments, including industrial, healthcare, and office settings, where detailed evidence analysis is critical. The task involves creating a storyboard to map out the incident, applying analytical thinking to determine cause-and-effect relationships, identifying external and internal factors, and participating in a diagnostic role play scenario. This process requires collaboration with team members and other stakeholders to ensure a thorough analysis. Moderate supervision is provided to guide the analysis and ensure accurate identification of incident causes and contributing factors.

2.3.3 Task 3

Develop recommendations to deal with the outcomes of incident investigations.

(a) Unique Product or Service:

Developing recommendations to address the outcomes of incident investigations ensures proactive measures are taken to prevent future incidents and enhance workplace safety.

(b) Responsibilities:

- The relevant legal consequences of incidents, incident causes, and incident consequences are understood and clarified within specific occupational contexts.
- Appropriate recommendations to deal with the causes of the incident and prevent future similar incidents are created and motivated.
- Remedial recommendations are evaluated against precedents and best practices.

- Intended and unintended consequences of recommendations are evaluated, and the evaluation is used to improve recommendations.

(c) Contexts:

Executed in various workplace environments, including industrial, healthcare, and office settings, where thorough understanding of legal consequences and development of proactive recommendations are critical. The task involves understanding and clarifying legal consequences, creating and motivating appropriate recommendations, evaluating recommendations against best practices, and assessing the intended and unintended consequences. This process requires collaboration with team members, legal experts, and other stakeholders to ensure comprehensive and effective recommendations. Moderate supervision is provided to ensure the recommendations are practical, compliant with legal standards, and beneficial for the organization's safety practices.

2.3.4 Task 4

Create comprehensive incident and accident investigation reports

(a) Unique Product or Service:

Creating comprehensive incident and accident investigation reports ensures detailed documentation of incidents, fostering an environment for continuous improvement and adherence to safety standards.

(b) Responsibilities:

- Specialised components of an integrated incident investigation report is drafted.
- The format and purpose of an incident report are evaluated and adhered to when making inputs into the report.
- Specialised remedial recommendations are developed.
- Optimum collaboration with team members is applied.
- The purpose, structure, and processes associated with incident post-mortems are applied to improve future performance.

(c) Contexts:

Executed in various workplace environments, including industrial, healthcare, and office settings, where detailed incident and accident reporting is critical. The task involves drafting comprehensive reports that include specialized components, adhering to the established format and purpose, developing remedial recommendations, and collaborating effectively with team members. The context emphasizes the importance of thorough documentation, collaborative information gathering, and applying post-mortem processes to enhance future performance and safety. Moderate supervision is provided to ensure the accuracy and completeness of reports and recommendations.

SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS

3.1 Knowledge Module Specifications:

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
900411-000-00-KM01	Concepts, Principles and Practices of Occupational Incident and Accident Investigations.	4	1	Blended

3.1.1 Detailing Knowledge Module (KM) contents

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
900411-000-00-KM01	Concepts, Principles and Practices of Occupational Incident and Accident Investigations.	4	1	Blended

(a) Purpose of Knowledge Module:

The main focus of the learning in this module is to provide learners with a comprehensive understanding of the concepts, principles, and practices related to occupational incident and accident investigations. This module aims to equip learners with the knowledge needed to understand systematic investigation methodologies, the importance of ethical and professional conduct, and the role of local and international safety standards. Learners will gain insights into the steps involved in conducting thorough investigations, from evidence collection to root cause analysis, and will understand how to contribute effectively to these processes. This knowledge will enable them to participate in investigations that improve workplace safety and prevent future incidents.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-01-KT01	Fundamentals of Occupational Incident and Accident Investigation Practices	100%

(c) Detailing each topic listed above into topic elements:

KM-01-KT01 FUNDAMENTALS OF OCCUPATIONAL INCIDENT AND ACCIDENT INVESTIGATION PRACTICES (100%)			
TOPIC CODE	ELEMENT	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101		Overview of different types of incidents and accidents in the workplace and their classifications.	25%
KT0102		Steps and methodologies involved in conducting an effective incident and accident investigation.	25%
KT0103		Identification of key roles and responsibilities of personnel involved in the investigation process.	25%
KT0104		Best practices for documenting investigation findings and preparing comprehensive reports.	25%

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Define different types of occupational incidents and accidents and classify them according to their nature and severity.	25%
IAC0102	Describe the step-by-step process and methodologies used in conducting thorough incident and accident investigations.	25%
IAC0103	Identify the roles and responsibilities of various personnel involved in the investigation process and their contributions.	25%
IAC0104	Prepare comprehensive documentation and reports of investigation findings, including recommendations for corrective actions.	25%

3.1.2 Criteria for accreditation

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	• Presentation Equipment: Projector or large screen, laptop or computer, and presentation software. • Training Manuals and Handouts: Printed materials covering OHS regulations, procedures, and guidelines. • Whiteboard and Markers: For illustrating concepts and facilitating interactive discussions. • Personal Protective Equipment (PPE): Examples such as hard hats, gloves, safety goggles, and ear protection for hands-on practice. • Safety Posters and Signage: Visual aids highlighting key safety messages and procedures. • Incident Report Forms: Templates for practicing proper documentation of workplace incidents and hazards. • Internet Access: For accessing online resources and showing relevant videos or updates on OHS regulations. • Simulation Tools: Basic mock-ups or scenarios to practice hazard identification and risk assessment.
CONSUMABLES	• Notepads and Pens: For participants to take notes during training sessions. • Flip Chart Paper and Markers: For group activities and visual presentations. • Incident Report Forms: Blank templates for practical exercises on reporting incidents and hazards. • Personal Protective Equipment (PPE): Disposable gloves, masks, and earplugs for hands-on practice and demonstrations. • Name Tags or Badges: For participants to facilitate interaction and group activities. • Refreshments: Bottled water and light snacks to keep participants refreshed during the training sessions. • Sticky Notes: For interactive activities and quick notes. • Evaluation Forms: Printed feedback forms for participants to evaluate the training session.

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators of learning and training assessors must be in possession of a qualification at least one NQF Level higher than the level of the skills programme. They must have at least two years work experience and must successfully complete an assessment on the content of the skills programme.
FACILITATOR/LEARNER RATIO	Physical face to face training 1:30 Distance Learning 1:50

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
	• Adherence to the Occupational Health and Safety Act (OHSA): Training providers must ensure their training environments comply with OHS regulations to provide a safe learning space. • Broad-Based Black Economic Empowerment (B-BBEE) Compliance: Providers must comply with B-BBEE requirements, which may include demonstrating contributions to skills development and transformation in their sector. • Consumer Protection Act (CPA) Compliance: Training providers must adhere to the CPA, which protects learners' rights and ensures fair and transparent business practices. • Data Protection Compliance: Adherence to the Protection of Personal Information Act (POPIA) is required to ensure the confidentiality and security of learner data. • Tax Compliance: Training providers must be registered with the South African Revenue Service (SARS) and comply with all tax obligations, including VAT registration if applicable.

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
Accredited by the QCTO

3.1.3 Exemptions

Non identified but standard RPL processes can be applied.

3.2 Practical Skill Module (PM) Specifications:

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
900411-000-00-PM01	Apply appropriate behavioural capabilities to effectively participate in occupational incident and accident investigations.	4	1	Blended

3.2.1 Detailing Practical Module (PM) contents

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
900411-000-00-PM01	Apply appropriate behavioural capabilities to effectively participate in occupational incident and accident investigations.	4	1	Blended

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is to equip learners with the necessary behavioural capabilities to effectively participate in occupational incident and accident investigations. This module aims to develop practical skills in collaboration, communication, and systematic investigation processes. Learners will practice participating in investigation teams, assisting in the collection and analysis of evidence, interviewing witnesses, and contributing to the determination of root causes. The module emphasizes ethical and professional conduct, ensuring compliance with local and international safety standards and regulatory requirements. Through hands-on activities, learners will gain the confidence and competence to contribute to investigations that enhance workplace safety and prevent future incidents.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-01-PS01	Demonstrate Effective Behavioural Skills in Participating in Occupational Incident and Accident Investigations

(c) Scope of each Practical Skill Activity:

PM-01-PS01 DEMONSTRATE EFFECTIVE BEHAVIOURAL SKILLS IN PARTICIPATING IN OCCUPATIONAL INCIDENT AND ACCIDENT INVESTIGATIONS	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
Given a simulated training environment where participants are immersed in various incident and accident scenarios, this environment must include realistic role-playing exercises, investigation tools, and evidence collection materials. Participants will actively engage in conducting investigations, applying effective behavioural skills such as collaboration, communication, and problem-solving. They will practice roles such as investigators, witnesses, and affected employees, ensuring they can demonstrate appropriate responses and conduct thorough investigations. This setup will allow participants to enhance their skills in managing investigation processes while maintaining professionalism and effectiveness.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Demonstrating effective communication and teamwork skills during interviews and data collection.
PA0102	Apply investigative techniques to gather and document evidence, including witness statements, physical evidence, and relevant records, while maintaining objectivity and thoroughness.
PA0103	Analyse incident and accident scenarios to identify root causes and contributing factors, utilizing problem-solving skills and collaboration with other investigation team members.
PA0104	Prepare and present a detailed investigation report, including findings, conclusions, and recommendations, while ensuring clarity, accuracy, and adherence to investigation protocols.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0101	Investigative Techniques and Procedures Range: Methods for conducting thorough incident and accident investigations, including evidence collection, interviewing witnesses, and documenting findings.
AK0102	Communication and Interpersonal Skills

	Range: Effective communication strategies for interacting with investigation team members and witnesses, including active listening, clear questioning, and maintaining professionalism
AK0103	Problem-Solving and Analysis Range: Techniques for analysing incidents to identify root causes and contributing factors, utilizing critical thinking and collaboration to address complex issues.
AK0104	Report Writing and Documentation Range: Best practices for preparing comprehensive and accurate investigation reports, including structuring findings, formulating conclusions, and making actionable recommendations.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	Effective communication and teamwork skills are demonstrated during interviews and data collection.
IAC0102	Investigative techniques are applied to gather and document evidence, including witness statements, physical evidence, and relevant records, while objectivity and thoroughness are maintained.
IAC0103	Incident and accident scenarios are analysed to identify root causes and contributing factors, with problem-solving skills and collaboration with other investigation team members being utilized.
IAC0104	A detailed investigation report is prepared and presented, including findings, conclusions, and recommendations, with clarity, accuracy, and adherence to investigation protocols being ensured.

3.1.2 Criteria for accreditation

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
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	• Personal Protective Equipment (PPE): Examples such as hard hats, gloves, safety goggles, and ear protection for hands-on practice. • Safety Posters and Signage: Visual aids highlighting key safety messages and procedures. • Incident Report Forms: Templates for practicing proper documentation of workplace incidents and hazards. • Internet Access: For accessing online resources and showing relevant videos or updates on OHS regulations. • Simulation Tools: Basic mock-ups or scenarios to practice hazard identification and risk assessment.
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Legal Requirements:

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Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
Accredited by the QCTO

3.1.3 Exemptions

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