



# OCCUPATIONAL CERTIFICATE: RECRUITMENT MANAGER (SAQA ID: 118251)



**Qualification Title:**  
Occupational Certificate  
Recruitment Manager



**SAQA Qualification ID**  
118251



**NQF Level**  
Level 5



**Total Credits**  
186  
(Total from all modules)



**Duration**  
18 Months



**Training Days**  
25 Days spread over 18 Months



**Delivery Mode**  
Face to Face/Remote  
Contact Sessions



**Assessment Quality Partner**  
Services SETA

## Purpose of the qualification

The purpose of this qualification is to prepare a learner to operate as a Recruitment Manager. A Recruitment Manager is responsible for managing people, resources, and processes to ensure the effective delivery of recruitment services. The qualification equips learners with the skills to plan and achieve operational targets, lead and develop staff, ensure compliance with legal and industry standards, manage budgets and resource allocation, and oversee the provision of efficient, high-quality recruitment services that support organisational goals.

## Target Audience

This qualification is aimed at individuals currently working in the recruitment or human resources sector who wish to advance into management roles, as well as those seeking to enter the recruitment industry. It is suitable for professionals involved in permanent and temporary employment services who want to formalize their skills and gain recognition for their experience. The qualification also serves entrepreneurs and consultants managing recruitment operations, equipping them with the competencies to lead teams, ensure compliance, and deliver efficient, high-quality recruitment services.

## Entry Requirements

NQF Level 4 (Matric) with Human Resources Management or Recruitment Experience.

## Course Structure



**Part 1**  
**Theory Modules**  
Runs with Part 2  
Theory Exam

**Part 2**  
**Practical Modules**  
Runs with Part 2  
Workbook,  
Observation &  
Assessment



**Part 3**  
**Workplace Modules**  
External or Onsite  
Observation &  
Logbook

**External Integrated Summative Assessment EISA**



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## 1. Knowledge Modules(48 Credits).

MODULE ID	Title	NQF Level	Credits
KM-01	Introductory Studies for Private Employment Agency Managers	4	4
KM-02	Communication	4	4
KM-03	Operational Management	5	4
KM-04	Private Employment Agency Systems and Processes	5	8
KM-05	Human Resource Management	5	4
KM-06	Industrial Relations Management	5	4
KM-07	Compliance to Industry Standards and Risk Management	6	6
KM-08	Client Relationship Management	6	8
KM-09	Financial Management Concepts	5	6

## 2. Practical Skill Modules(84 Credits).

Title		NQF Level	Credits
PM-01	Maintain Productive and Effective Work Teams	4	4
PM-02	Develop, Review and Report on Operational Plans and Targets	5	8
PM-03	Manage Service Level Agreements	5	4
PM-04	Manage, Implement and Review a Client Relationship Management Strategy	5	6
PM-05	Supervise Internal Personnel	4	6
PM-06	Manage Workforce Discipline and Relationships	5	6
PM-07	Manage Personnel Performance and Capacity	4	6
PM-08	Administer Human Resources Processes	4	6
PM-09	Monitor Compliance with the Recruitment Process	6	10
PM-10	Attend to Financial Control Practices	6	12



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KM-11	Set and Monitor the Achievement of Operational Recruitment Targets	6	8
KM-12	Establish, Grow and Maintain Recruitment Agency Services	8	8

### 3. Work Experience Modules(54 Credits).

MODULE ID	Title	NQF Level	Credits
WM-01	Operational Planning, Review and Management Processes in a Private Employment Agency Environment	6	10
WM-02	Lead, Manage and Develop Staff to Ensure Productive Business Operations in a Private Employment Agency Environment	4	12
WM-03	Manage Legal Compliance in a Private Employment Agency Environment	5	8
WM-04	Manage Budgets and Control Expenditure in a Private Employment Agency	5	8
WM-05	Deliver Effective and Efficient Recruitment Services in a Private Employment agency	5	16

### Course Outcome

- 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, control expenditure and ensure the efficient use of resources.
- Oversee the maintenance of an effective and efficient recruitment service.



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## Assessment Criteria

- **Internal Assessments:** : Learners will be assessed through practical demonstrations, role-playing scenarios, and written tests covering all knowledge and practical skill modules.
- **Workplace Evidence:** Learners must provide documentary evidence of their practical work, signed off by supervisors, to demonstrate competence in real-world settings.
- **Final Integrated Summative Assessment:** A final assessment to evaluate the learner's comprehensive understanding and application of the course material.



## Certification

- **Occupational Certificate: Recruitment Manager** awarded by the QCTO upon successful completion of the EISA.

## Articulation Options

### Horizontal Articulation

- Higher Certificate: Operations Management, NQF Level 5.
- National Certificate: N4 Human Resource Management, NQF Level 5.

### Vertical articulation

- Advanced Certificate in Operations Management, NQF Level 6.
- Diploma in Human Resource Development, NQF Level 6.







**For more information on how your organisation can benefit, contact Training Force:**



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