

CONDUCT AN INVESTIGATION INTO WORKPLACE INCIDENTS (L3)
UNIT STANDARD 120335
ONLINE LEARNING ORIENTATION





Dear Learner

Thank you for your interest on the Conduct an investigation into workplace incidents (Level 3)

Certified Training Solutions is accredited with Construction Education and Training Authority (CETA) Accredited provider ACC/17/07/00020 to deliver registered credit bearing programme that will enhance your understanding on legal compliance on the work environment. Conduct an investigation into workplace incidents (Unit Standard 120335) (NQF Level 3 - Credits 5) is recognized course by the South African Qualification Authority (SAQA) and upon successful completion of this course and all internal and external verification processes have been met the Quality Assured Partner (QAP) CETA will issue Statement of Results (SOR) and provider will issue you with a certificate of competence.

1. INTRODUCTION INTO THIS COURSE

Certified Training Solutions strives to offer the highest quality educational experience to all of its learners, whether in the traditional mode of classroom (face to face) instruction or in alternative teaching methodologies, such as distance education. In an effort to reach more learners, Certified Training Solutions is making more of its course offerings available in the distance education format.

2. PROGRAMME METHODOLOGY

This approach to course construction will ensure that learners first apply their minds to finding solutions to problems before the answers are provided, which will then maximise the learning process which is further strengthened by reflecting on the material covered by means of the self-assessments.

The course;

- ❖ Because reflection forms an important component of adult learning, some learning resources will be followed by a self-assessment which is designed so that the learner will reflect on the material just completed.
- ❖ As a learner you will be presented with numerous problems and will be required to fully apply your mind to finding solutions to problems before being presented with the course presenter's solutions to the problems
- ❖ Although learners attending the course may have varied degrees of experience in the subject matter, the course is designed to ensure that all delegates complete the course with the same level of understanding



3. ASSESSMENTS

The only way to establish whether a learner is competent and has accomplished the specific outcomes is through the assessment process. Assessment involves collecting and interpreting evidence about the learners' ability to perform a task.

To qualify and receive credits towards your qualification, a registered Assessor will conduct an evaluation and assessment of your portfolio of evidence and competency.

This programme has been aligned to registered unit standards. You will be assessed against the outcomes as stipulated in the unit standard by completing assessments and by compiling a portfolio of evidence that provides proof of your ability to apply the learning to your work situation.

4. ONLINE ASSESSMENTS

Formative Assessments

The online assessment process is easy to follow. You will be guided by the Facilitator. Your responsibility is to complete all the activities in the Formative Assessment Workbook and submit it to your facilitator by uploading on the eLearning platform.

Summative Assessments

You will be required to complete a series of summative assessments. The Summative Assessment Guide will assist you in identifying the evidence required for final assessment purposes. You will be required to complete these activities on your own time, using real life projects in your workplace or business environment in preparing evidence for your Portfolio of Evidence. Your Facilitator will provide more details in this regard.

To qualify and receive credits towards your qualification, a registered Assessor will conduct an evaluation and assessment of your portfolio of evidence and competency.

5. WHAT BEING DECLARED COMPETENT ENTAILS?

Competence is the ability to perform whole work roles, to the standards expected in employment, in a real working environment.

There are three levels of competence:

1. Foundational competence: an understanding of what you do and why.
2. Practical competence: the ability to perform a set of tasks in an authentic context.
3. Reflexive competence: the ability to adapt to changed circumstances appropriately and responsibly, and to explain the reason behind the action.

To receive a certificate of competence and be awarded credits, you are required to provide evidence of your competence by compiling a portfolio of evidence, which will be assessed by a CETA accredited assessor.



6. DO I HAVE TO SUBMIT A PORTFOLIO OF EVIDENCE?

YES. A portfolio of evidence is a structured collection of evidence that reflects your efforts, progress and achievement in a specific learning area, and demonstrates your competence.

7. COURSE DURATION ONLINE AND LANGUAGE?

- You work on your own time, no time limit. Course / English or,
- 1 day classroom interaction

8. HOW LONG IS MY COMPETENCY CERTIFICATE VALID?

2 Years from date of Issue.

9. WHAT IS CONDUCT AN INVESTIGATION INTO WORKPLACE INCIDENTS ENTAILS?

The main objective of conducting an incident and investigation is above all "prevention". A good investigation aims to establish a series of events that should have taken place and compares it to what actually happened to identify areas that need changing.

10. INCIDENT INVESTIGATION LEARNING OUTCOMES

Learners credited with this unit standard will be able to demonstrate the ability to conduct investigations into workplace incidents. The competency includes all the activities required to successfully conduct incident investigations. The area of focus of this (Unit Standard 120335) will be:

Explain the:

- Specified requirements pertaining to conducting an investigation into workplace incidents
- Relevant standards for an investigation into workplace incidents
- Extent of the investigation explained.
- Relevant hazard and risk control measures for workplace incident data gathering, and the consequences of not conforming to specified requirements, in preparing for data gathering
- Importance of identifying the causes of the incident being investigated and the consequences of non-compliance with any of the required steps.

Describe the:

- Relevant hazards and risks likely to be encountered during the investigation
- Purpose of conducting investigations into workplace incidents.
- Prepare to gather data for the investigation

Verify the:

- Purpose and extent of the investigation
- Persons, tools, equipment and material as fit for purpose and available
- Gather and evaluate data, according to the requirements for the intended type of investigation
- Determine the prevailing conditions at the scene of the incident by using accepted data-gathering methods
- Identify the causes of an incident through the interpretation of variances
- Perform post-investigation functions
- Report the findings, recommendations and remedial action
- Deal with the identified sub-standard acts and conditions reported appropriately
- Evaluate and record remedial action accordingly
- Explain the consequences of non-compliance with any of the above.

11. ENTRY LEVEL REQUIREMENTS INTO THIS PROGRAMME

Learners accessing this qualification will have demonstrated competence in:

- Communication at NQF Level 2 or equivalent.
- Mathematical Literacy at NQF Level 2 or equivalent.

12. HOW MUCH WILL IT COST ME TO COMPLETE COURSE?

R 1250.00 per person. All material is included and consists of Learners Manual, Learner workbook Assessment and Portfolio of Evidence (PoE)

13. DELIVERY METHOD FOR ONLINE LEARNING MATERIAL

All learning material is ready and available to enrolled learners for download and printing. Learners manual can be printed or used as e-book format.

This qualification is offered through online training and classroom interaction as per scheduled arrangements of 3 participants or more.

14. TARGET AUDIENCE

Managers, SHE Representatives, Employees and committee members, supervisors, safety officers.

15. LEARNER SUPPORT PRACTICES

The responsibility of learning rests with you, so be proactive and ask questions and seek assistance and help from your facilitator, if and when required.



Please remember that this Skills Programme is based on outcomes based education principles which implies the following:

- You are responsible for your own learning – make sure you manage your study, research and workplace time effectively.
- Learning activities are learner driven – make sure you use the Learner Guide and Formative Assessment Workbook in the manner intended, and are familiar with the workplace requirements.
- The Facilitator is there to reasonably assist you during contact, practical and workplace time for this programme – make sure that you have his/her contact details.
- You are responsible for the safekeeping of your completed Formative Assessment Workbook and Workplace Guide
- If you have any special needs or need advice on assignments please inform the facilitator from 09h00 to 17h00 on normal weekdays or whatsapp 0832280079 and we will gladly assist you.

16. ONLINE TECHNICAL REQUIREMENTS

The system requirements for the Moodle user are modest. All you really need is a solid, reliable internet connection and a modern web browser which can be downloaded within our eLearning platform.

17. LEARNERS PRIVACY

Certified Training Solutions verifies identity of a learner who participates in online Learner Management System (LMS) by using a secure login and pass code. The student must first sign into the Learner course management system using a secure login and pass code. The student must login to <https://certified-training-solutions.moodlecloud.com/login/index.php> with his/her username and pass code. Upon email confirmation of new learner registration Certified Training Solutions Administrator will provide new learner with the required password code for the appropriate course enrollment for the learner.

The learners is allowed access to the coursework only after the registration process and payment methods is complete. The learner can only access the course through the secure login and pass code. Each time the student enters the course there will be several ways that login can take place, either by entering pass code or by subscription authentication, such as Google or Facebook.

Passwords of online learners are known only to them. Certified Training Solutions is continuing to seek additional and improved methods to help ensure that learners participating in online courses, and taking online assessments, are the same individuals enrolled in the classes as the distance education program is more fully developed. The two-tier approach ensures the confidentiality of the learners and his/her coursework. To view online courses introduction, learners can login as Guest with minimal privileges.



This guidelines for Programmes are designed and developed to meet the needs of learners and stakeholders, and to encourage access to quality education and assessment methods, effectively assess and measure learners' achievement of the stated learning outcomes of the programme.

18. MINIMUM COMPUTER REQUIREMENTS AND INTERNET CONNECTIVITY REQUIREMENTS FOR DISTANCE EDUCATION LEARNERS

Unless specific exceptions are granted, course creator will be required to develop and deliver distance education courses which can be successfully implemented by utilizing the minimum computer requirements and minimum Internet connectivity requirements established for Certified Training Solutions education learners.

Learners must be informed of minimum configurations prior to their registering for distance education courses.

- Published minimum configurations must be accurate.
- Moodle LMS Hardware minimum requirements
 - A computer running a current operating system that supports a recent browsers.
 - Access to the Internet. DSL or Broadband access is recommended.
 - An up-to-date browser with Cookies enabled.
 - Anti-virus software with current updates.
 - Word processing software is needed to complete and submit some assignments.
 - Some courses will require specific software, hardware, plugins or applications. See course syllabus for details. If so, you will typically see a message asking if you want to install the needed software.
- Basic Computer Skills Needed:
 - Saving and finding files and folders on a computer;
 - Copying/cutting and pasting text;
 - Using a word processing application, such as Microsoft Word;
 - Attaching and uploading documents and assignments;
 - Sending and receiving email;
 - Using a supported web browser to access your course and other online resources on the Web.

19. ONLINE LEARNING THAT LEARNER CAN ACCESS OFFLINE (MOODLE MOBILE APP)

As more people use mobile devices to access the internet for everything, including learning, Moodle continues to develop and enhance its mobile app to increase learners' experiences and make the classroom as easily accessible on mobile devices.

This feature will be of particular use to those with limited internet access, ensuring that being offline is not a barrier to accessing your study through Certified Training Solutions.



Now learners can also private message other users, add a course note, complete a survey, create a new forum post or new wiki page and even complete an assignment offline.

- Additional benefits by using our Moodle offline Desktop and Mobile Applications
 - Work offline
 - Download course contents from Moodle page to access and work offline
 - View course activities offline and submit work to, while working offline
 - Any changes made while working offline will sync to the Moodle website when reconnected
 - A different user interface
 - Receive on-device notification for some activities.
 - Upload images, audio, videos and other files from your mobile device
 - Track your progress, mark tasks as complete and browse your learning plans
 - Attempt quizzes, post in forums and edit wiki pages
 - Quickly find and contact other people in your courses
 - View your course grades

Please accept my sincerest thanks and gratitude for your recent course interest with Certified Training Solutions (Pty) Ltd as your preferred skills development provider. It was truly my pleasure to serve you.

A handwritten signature in black ink, appearing to read 'George Georgas', is written over a horizontal line.

George Georgas
Chief Executive Officer