



Quality Council for Trades & Occupations

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OCCUPATIONAL QUALIFICATION CURRICULUM DOCUMENT

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

QUALIFICATION	TYPE (NOMENCLATURE)	TITLE (DESCRIPTOR)	NQF LEVEL	CREDITS
Qualification	Advanced Occupational Certificate	Energy Regulation Practitioner	6	120
CURRICULUM CODE	242207-001-00-00			
PARTNER DETAILS	ORGANISATION NAME	WEBSITE ADDRESS	TELEPHONE NUMBER	LOGO
QUALITY PARTNER - DEVELOPMENT	Energy and Water Services Education and Training Authority (EWSETA)	Home - Energy & Water SETA (ewseta.org. za)	011 274-4700	
QUALITY PARTNER – ASSESSMENT	Energy and Water Services Education and Training Authority (EWSETA)	Home - Energy & Water SETA (ewseta.org. za)	011 274-4700	

Curriculum Document: Advanced Occupational Certificate - Energy Regulation Practitioner

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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

242207 – Compliance Officer

1.1.2 Occupation/Specialisation/Part-Qualification/Skills Programme Type, Title, NQF Level, Credits and Curriculum Code, addressed by this Curriculum.

TYPE	TITLE	NQF LEVEL	CREDITS	CURRICULUM CODE
Advanced Occupational Certificate	Energy Regulation Practitioner	6	120	242207-001-00-00

1.1.3 Alternative titles used by industry:

- Energy Compliance Officer
- Energy Licensing Officer
- Electricity Regulator
- Gas Regulator
- Petroleum Regulator
- Renewable Energy Regulator
- Energy Sector Regulator
- Regulatory Affairs Specialist (Energy)
- Energy Control Officer
- Energy Market Regulator

1.2 Curriculum Information:

1.2.1 Articulation for Qualifications and Part- Qualifications

(a) Horizontal Articulation: This qualification articulates horizontally within the QQSF and between other sub-framework(s) as follows:

Within QQSF –

- There are no horizontal articulation possibilities within the QQSF,

As SAQA ID 90674, National N Diploma, NQF Level 06, 360 Credits qualification(s), which could provide a meaningful articulation route, have/has reached registration end date 2023-06-30

Between sub-frameworks –

- Diploma in Environmental Management, NQF Level 6

(b) Vertical Articulation: This qualification articulates vertically within the QQSF as follows:

- Advanced Occupational Diploma: Renewable Energy Technologist, NQF Level 7

(c) Diagonal Articulation: This qualification articulates diagonally across NQF levels and across Sub-Frameworks:

- Higher Certificate in Engineering in Electrical Engineering, NQF Level 5

(d) Validation of Entry Requirements into articulation possibilities provided:

Yes

1.3 Curriculum Structure:

1.3.1 Knowledge/Theory Modules:

242207-001-00-KM-01: Techno-economic analysis and licensing in the energy sector, NQF Level 5, Credits 5.

242207-001-00-KM-02: Energy regulatory compliance and monitoring practices, NQF Level 5, Credits 5.

242207-001-00-KM-03: Fundamentals of Project Management, NQF Level 5, Credits 5.

242207-001-00-KM-04: Enforcement of regulatory compliance and corrective actions, NQF Level 6, Credits 5

242207-001-00-KM-05: Economic and financial analysis for tariff approvals in energy regulation, NQF Level 6, Credits 5

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242207-001-00-KM-06: Incident investigation and risk mitigation in energy regulation, NQF Level 6, Credits 5

242207-001-00-KM-07: Dispute resolution and customer education in energy regulation, NQF Level 6, Credits 10

Total number of credits: 40

1.3.2 Practical Skills Modules:

242207-001-00-PM-01: Recommend Energy management licensing approvals, NQF Level 5, Credits 5.

242207-001-00-PM-02: Enforce compliance with Energy license conditions, NQF Level 5, Credits 5.

242207-001-00-PM-03: Recommend Energy tariff applications for approval, NQF Level 6, Credits 5.

242207-001-00-PM-04: Investigate energy storage and movement incidents, NQF Level 6, Credits 5.

242207-001-00-PM-05: Facilitate energy infrastructure planning, NQF Level 6, Credits 10.

242207-001-00-PM-06: Resolve energy licensee disputes, NQF Level 6, Credits 10.

Total number of credits for: 40

1.3.3 Work Experience Modules:

242207-001-00-WM-01: Techno-economic analysis and licensing processes within energy organisations, NQF Level 5, Credits 5

242207-001-00-WM-02: Processes and practices for monitoring and enforcing regulatory compliance, NQF Level 5, Credits 5

242207-001-00-WM-03: Tariff application processes and economic assessments, NQF Level 6, Credits 5

242207-001-00-WM-04: Energy related incident investigations and risk management, NQF Level 6, Credits 15

242207-001-00-WM-05: Customer engagement and dispute resolution within the energy sector, NQF Level 6, Credits 10

Total number of credits:40

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1.4 Entry Requirements:

NQF level 5 qualification.

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 qualification if they do not meet the formal, minimum entry requirements for admission. RPL assessment provides an alternative access route into a qualification.

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

Upon successful completion of the EISA, RPL learners will be issued with the QCTO certificate for the qualification. Quality Partners are responsible for ensuring the RPL mechanism and process for qualifications is approved by the QCTO.

1.6 Quality Partner for Assessment:

NAME OF BODY:	Energy and Water Services Education and Training Authority (EWSETA)
ADDRESS OF BODY:	22 Wellington Road Parktown, Johannesburg
WEBSITE:	Home - Energy & Water SETA (ewseta.org.za)
TELEPHONE NUMBER:	011 274-4700

1.7 List of Qualification(s)/Part- Qualification(s)/Skills Programme(s) Related to this Curriculum

N/A

SECTION 2: OCCUPATIONAL QUALIFICATION PROFILE

2.1 Purpose:

The purpose of this qualification is to prepare a learner to function as an Energy Regulation Practitioner.

Energy Regulation Practitioners assures the efficient licensing of organisations that facilitate and manage the movement and storage of energy ensuring compliance with energy transmission, distribution and related regulations and effective compliance with the South African energy legislative requirements.

2.2 Tasks:

TASK	LINKS TO ELO
TASK 01: Recommend the issuing of licences to organisations	ELO 01: Apply technical and economic expertise to evaluate and recommend the issuance of Energy usage licenses to organisations
TASK 02: Monitor, analyse and ensure compliance by the licensees to license conditions	ELO 02: Utilise regulatory knowledge and analytical skills to oversee licensee adherence to license conditions to uphold legal and regulatory standards.
TASK 03: Conduct economic and financial analysis in recommending tariff application approvals.	ELO 03: Apply economic and financial analysis skills to evaluate and recommend tariff applications, ensuring alignment with industry best practices, regulatory frameworks, and financial sustainability.
TASK 04: Investigate incidents, recommend actions to resolve the consequences and prevent future incidents	ELO 04: Investigate incidents and recommend corrective and preventative measures ensuring effective management of customer-licensee relations.
TASK 05: Analyse and facilitate energy infrastructure planning.	ELO 05: Guide and optimise infrastructure development to support sustainable energy growth strategies.

2.3 Occupational Task Details:

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2.3.1 Task 1

Recommend the issuing of licences to organisations.

(a) Unique Product or Service:

Well-informed decisions on whether the organisation meets the necessary technical and financial criteria to operate within the energy sector.

(b) Responsibilities:

- Assess technical capacity and operational viability of the organisation
- Evaluate the financial stability and economic sustainability of the project
- Review legal and regulatory compliance of the organisation's operations
- Analyse the potential market impact and sector-specific demand
- Prepare a detailed report summarising findings and providing clear recommendations.

(c) Contexts:

Organisational processes for evaluating and recommending licensing based on technical and economic criteria in the energy sector.

2.3.2 Task 2

Monitor, analyse and ensure compliance by the licensees to license conditions.

(a) Unique Product or Service:

Assurance that licensees adhere to the regulatory standards and maintain the integrity of energy services.

(b) Responsibilities:

- Review licensee performance reports and data submissions regularly
- Conduct on-site inspections to verify adherence to license conditions
- Identify and assess any discrepancies or violations in operations
- Provide feedback to licensees on areas requiring improvement
- Document compliance status and escalate serious issues to regulatory authorities

(c) Contexts:

Organisational compliance monitoring and enforcement mechanisms for licensees operating within the energy sector.

2.3.4 Task 3

Conduct economic and financial analysis in recommending tariff application approvals.

(a) Unique Product or Service:

Assurance that the proposed tariffs are fair, sustainable, and beneficial to both consumers and the energy industry.

(b) Responsibilities:

- Collect and analyse financial data submitted by the energy provider
- Compare proposed tariffs against current market rates and cost structures
- Assess the potential impact of tariff changes on consumers and industry sustainability
- Evaluate regulatory constraints and policy guidelines in tariff approval
- Prepare a detailed tariff recommendation report for the regulatory board

(c) Contexts:

Organisational processes for evaluating tariff applications to ensure fairness and sustainability in the energy market.

2.3.5 Task 4

Investigate incidents, recommend actions to resolve the consequences and prevent future incidents

(a) Unique Product or Service:

Assurance of the stability and safety of the energy supply.

(b) Responsibilities:

- Gather and analyse information related to the incident, including identifying root causes
- Conduct interviews and on-site investigations to assess the extent of damage or impact
- Identify gaps in existing licensing conditions or operational protocols

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- Propose corrective measures and mitigation strategies to prevent recurrence
- Draft a comprehensive incident investigation report with recommended actions

(c) Contexts:

Investigative protocols for assessing incidents within the energy sector and reviewing licensing conditions to enhance safety.

2.3.6 Task 5

Analyse and facilitate energy infrastructure planning.

(a) Unique Product or Service:

Improved synergy and capacity for energy project delivery

(b) Responsibilities:

- Evaluate current and future energy demands to identify infrastructure gaps.
- Review project proposals to confirm adherence to environmental, safety, and operational standards.
- Facilitate discussions, gather input, and address concerns, fostering collaboration and transparency in the planning process
- Conducting cost-benefit analyses of proposed infrastructure projects. This includes evaluating the financial viability of investments, assessing funding options, and analysing the economic impact on local communities and the broader energy market.
- Develop and propose mitigation strategies to address project risks, ensuring that projects proceed smoothly and sustainably

(c) Contexts:

Project planning frameworks and initiatives in the energy sector to promote transparency and fairness.

SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS

3.1 Knowledge Module Specifications:

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-KM-01	Techno-economic analysis and licensing in the energy sector	5	5	Blended or face-to-face or online
242207-001-00-KM-02	Energy regulatory compliance and monitoring practices	5	5	Blended or face-to-face or online
242207-001-00-KM-03	Fundamentals of Project Management	5	5	Blended or face to face or online
242207-001-00-KM-04	Enforcement of regulatory compliance and corrective actions	6	5	Blended or face-to-face or online
242207-001-00-KM-05	Economic and financial analysis for tariff approvals in energy regulation	6	5	Blended or face-to-face or online
242207-001-00-KM-06	Incident investigation and risk mitigation in energy regulation	6	5	Blended or face-to-face or online
242207-001-00-KM-07	Dispute resolution and customer education in energy regulation	6	10	Blended or face-to-face or online

3.1.1 Detailing Knowledge Module (KM) contents

Knowledge Module (KM) – 01

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-KM-01	Techno-economic analysis and licensing in the energy sector	5	5	Blended or face-to-face or online

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of the principles, theories, and practical application of conducting techno-economic analyses for licensing purposes. Learners will gain in-depth knowledge of energy legislation, the technical and operational viability of energy projects, and the economic impacts on both developing and developed economies. Financial feasibility and regulatory compliance will be key areas of study.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-01-KT01	Energy legislative framework and its application	17%
KM-01-KT02	Theories, principles and processes associated with conducting detailed techno-economic analysis within the energy sector.	17%
KM-01-KT03	The technological environment associated with the generation, transmission and distribution of energy.	17%
KM-01-KT04	The economic impact of energy supply and demand specifically within developing economies.	17%
KM-01-KT05	The financial principles that underpin the feasibility and sustainability of energy activities.	16%
KM-01-KT06	Need for and processes of effectively managing stakeholders within the energy sector	16%

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

KM-01-KT01 ENERGY LEGISLATIVE FRAMEWORK AND ITS APPLICATION (17%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Overview of the energy legislative framework	25%
KT0102	Energy policy and regulatory bodies in South Africa	20%
KT0103	Licensing and permitting requirements in the energy sector	15%
KT0104	Key energy legislation: national energy act, electricity regulation act, etc.	25%
KT0105	Application of energy legislation to regulatory practices	15%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Identify, discuss and contextualise key energy legislation and how it applies to specific energy sectors.	25%
IAC0102	Analyse the roles and responsibilities of regulatory bodies in energy sector governance	20%
IAC0103	Evaluate licensing and permitting procedures within the legislative framework	15%
IAC0104	Apply knowledge of energy legislation to real-world regulatory practices and case studies	25%
IAC0105	Assess the impact of energy legislation on industry stakeholders and compliance measures	15%

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

KM-01-KT02 THEORIES, PRINCIPLES AND PROCESSES ASSOCIATED WITH CONDUCTING DETAILED TECHNO-ECONOMIC ANALYSIS WITHIN THE ENERGY SECTOR (17%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Overview of techno-economic analysis in the energy sector	20%
KT0202	Key economic and financial principles for energy projects	20%
KT0203	Technological factors in energy production, transmission, and distribution	20%
KT0204	Methodologies for conducting techno-economic feasibility studies	25%
KT0205	Application of techno-economic analysis to licensing and energy regulation decisions	15%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0201	Discuss techno-economic analysis concepts, principles, and their relevance in energy projects	20%
IAC0202	Evaluate economic and financial factors that influence the feasibility and sustainability of energy projects	20%
IAC0203	Analyse the technological factors affecting energy generation, transmission, and distribution in a project	20%
IAC0204	Apply methodologies to conduct techno-economic feasibility studies, including case-based analysis	25%
IAC0205	assess how techno-economic analysis informs licensing and regulatory decisions in the energy sector	15%

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

KM-01-KT03 THE TECHNOLOGICAL ENVIRONMENT ASSOCIATED WITH THE GENERATION, TRANSMISSION AND DISTRIBUTION OF ENERGY (17%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Overview of energy generation technologies (renewable and non-renewable)	20%
KT0302	Transmission systems and grid management	20%
KT0303	Energy distribution networks and infrastructure	20%
KT0304	Technological innovations in energy efficiency and storage	20%
KT0305	Impact of technological advancements on energy regulation and policy	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0301	Describe the different energy generation technologies, including both renewable and non-renewable sources	20%
IAC0302	Analyse the structure and function of energy transmission systems, including grid integration and management	20%
IAC0303	Evaluate the components and operational dynamics of energy distribution networks	20%
IAC0304	Assess the impact of technological innovations, such as energy storage and efficiency improvements, on the energy sector	20%
IAC0305	Apply knowledge of technological advancements in advising on energy regulation and policy development	20%

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

KM-01-KT04 THE ECONOMIC IMPACT OF ENERGY SUPPLY AND DEMAND SPECIFICALLY WITHIN DEVELOPING ECONOMIES (17%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	Overview of Energy Economics in Developing Economies	20%
KT0402	Energy Supply Challenges and Opportunities in Developing Markets	20%
KT0403	Impact of Energy Demand on Economic Growth and Development	20%
KT0404	Role of Energy Pricing and Tariff Structures in Economic Stability	20%
KT0405	Government Policies and International Aid for Energy Development	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0401	Explain energy economics and the specific challenges faced by developing economies	20%
IAC0402	Analyse the supply challenges and opportunities in developing energy markets	20%
IAC0403	Evaluate the relationship between energy demand and its impact on economic growth in developing regions	20%
IAC0404	Assess the influence of energy pricing and tariff structures on economic stability and poverty alleviation	20%
IAC0405	evaluate government policies and international aid programs aimed at supporting energy development in developing economies	20%

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

KM-01-KT05 THE FINANCIAL PRINCIPLES THAT UNDERPIN THE FEASIBILITY AND SUSTAINABILITY OF ENERGY ACTIVITIES (16%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0501	Introduction to Financial Principles in Energy Projects	20%
KT0502	Cost-Benefit Analysis for Energy Investments	20%
KT0503	Financial Modelling and Feasibility Studies in Energy Projects	20%
KT0504	Funding Sources and Financial Instruments for Energy Projects	20%
KT0505	Assessing Risk and Return on Investment in Energy Activities	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0501	Explain the fundamental financial principles that apply to energy projects	20%
IAC0502	Conduct a cost-benefit analysis to evaluate the viability of energy investments	20%
IAC0503	Develop financial models and feasibility studies to assess the potential success of energy projects	20%
IAC0504	Identify and evaluate different funding sources and financial instruments applicable to energy projects	20%
IAC0505	Analyse risks and returns associated with energy investments, demonstrating an understanding of financial metrics	20%

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

KM-01-KT06 NEED FOR AND PROCESSES OF EFFECTIVELY MANAGING STAKEHOLDERS WITHIN THE ENERGY SECTOR (16%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0601	Introduction to Stakeholder Management in the Energy Sector	20%
KT0602	Identifying Key Stakeholders and Their Interests	20%
KT0603	Communication Strategies for Engaging Stakeholders	20%
KT0604	Negotiation and Conflict Resolution Techniques	20%
KT0605	Monitoring and Evaluating Stakeholder Engagement	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0601	Explain stakeholder management principles within the energy sector	20%
IAC0602	Identify and analyse key stakeholders, their interests, and their influence on energy projects	20%
IAC0603	Identify and discuss effective communication strategies tailored to engage various stakeholder groups	20%
IAC0604	Apply negotiation and conflict resolution techniques to manage stakeholder relationships	20%
IAC0605	Evaluate stakeholder engagement effectiveness and recommend improvements based on monitoring feedback	20%

3.1.2 Criteria for accreditation

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	Classroom and Training Equipment • Projectors or Smart Screens: For presentations, simulations, and online interactive sessions. • Whiteboards or Flipcharts: For in-person interactive discussions and explanations. • Tables and Chairs: Ergonomically suitable furniture for participants and trainers. • Audio-Visual Equipment: Microphones and speakers for larger groups or hybrid training sessions. ICT Infrastructure • High-Speed Internet Connectivity: Stable and high-speed internet to support online training, streaming, and virtual engagements. • Computers or Tablets: Available for participants without personal devices, with access to relevant software and training tools. • Technical Support: On-site or on-call IT support to address technical issues promptly. Specialized Training Resources • Simulation Software Access: If required, facilities must have licenses and hardware capable of running energy regulation or monitoring simulation tools. • Energy Regulation Models: Physical or virtual models that mimic real-world systems for practical training. • Reference Material Library: A collection of relevant texts, guides, and case studies, accessible physically or online.

	Blended Training Accommodation • Recording and Broadcasting Capabilities: Facilities for recording sessions or conducting live webinars. • Virtual Training Rooms: Quiet, private areas for conducting or participating in virtual sessions. • Collaborative Spaces: Areas for team-based learning activities or group projects. Amenities • Break Areas: Relaxation spaces with comfortable seating and facilities for refreshments. • Restrooms: Clean, well-maintained restrooms. • Parking and Transport Links: Sufficient parking and easy access to public transport.
CONSUMABLES	None

ASSESSMENT CENTRES	
EQUIPMENT & TOOLS	• Desks and chairs (individual seating) • Computers or laptops (if assessments are digital) • Printer and scanner • Secure storage cabinet for assessment materials • Clock or timer for assessment monitoring
CONSUMABLES	• Printing toner/ink • Seals

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators of learning must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Facilitators of learning must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
FACILITATOR/LEARNER RATIO	Face to face training 1: 25 Distance learning 1:55

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Assessment Officials must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Assessment Officials must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
INVIGILATOR/CANDIDATE RATIO	1:20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant

- Compliant to relevant legislations

ASSESSMENT CENTRE

- Compliant and current health and safety audit report
- CIPC registered entity
- Valid Tax Compliant
- POPI ACT Compliant
- Compliant to relevant legislations

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)

None

ASSESSMENT CENTRE

None

3.1.3 Exemptions

RPL and CAT Policy can be used by the accredited SDP to provide exemption for completed learning.

Knowledge Module (KM) – 02

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-KM-02	Energy regulatory compliance and monitoring practices	5	5	Blended or face-to-face or online

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of the processes and tools used to monitor compliance with licensing conditions in the energy sector. It provides a detailed understanding of performance monitoring, data analysis, on-site inspections, and reporting requirements, ensuring that licensees operate within the established regulatory framework.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-02-KT01	Licensing conditions	20%
KM-02-KT02	Performance monitoring techniques for licensees	20%
KM-02-KT03	Data analysis and interpretation for regulatory compliance	20%
KM-02-KT04	Conducting on-site inspections and compliance audits	20%
KM-02-KT05	Reporting and communication of compliance findings	20%

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

KM-02-KT01 LICENSING CONDITION (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Overview of Energy Regulatory Frameworks	20%
KT0102	Key Legislation Impacting Energy Regulation in South Africa	20%
KT0103	Types of Licenses and Their Application Processes	20%
KT0104	Roles and Responsibilities of Regulatory Bodies	20%

KT0105	Compliance Obligations and Licensing Conditions	20%
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(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Evaluate the components of the energy regulatory framework and its significance.	20%
IAC0102	Analyse the key legislation and its implications for energy regulation in South Africa.	20%
IAC0103	Describe the different types of licenses and the steps involved in the application process.	20%
IAC0104	Assess the roles and responsibilities of regulatory bodies in enforcing compliance.	20%
IAC0105	Examine compliance obligations imposed on licensees and the implications for operational practices.	20%

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

KM-02-KT02 PERFORMANCE MONITORING TECHNIQUES FOR LICENSEES (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Introduction to Performance Monitoring in Energy Regulation	20%
KT0202	Key Performance Indicators (KPIs) for Licensees	20%
KT0203	Data Collection and Analysis Techniques	20%
KT0204	On-site Inspections and Audits	20%
KT0205	Reporting and Compliance Review Processes	20%

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0201	Evaluate the importance of performance monitoring in the context of energy regulation.	20%
IAC0202	Identify and describe key performance indicators (KPIs) relevant to licensees.	20%
IAC0203	Analyse data collection methods and techniques used for performance monitoring.	20%
IAC0204	Assess the processes and criteria for conducting effective on-site inspections and audits.	20%
IAC0205	Examine the reporting requirements and compliance review processes for licensees.	20%

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

KM-02-KT03 DATA ANALYSIS AND INTERPRETATION FOR REGULATORY COMPLIANCE (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Fundamentals of Data Analysis in Energy Regulation	20%
KT0302	Statistical Techniques for Data Analysis	20%
KT0303	Interpreting Regulatory Data and Reports	20%
KT0304	Software Tools for Data Analysis and Visualization	20%
KT0305	Case Studies: Data Analysis in Regulatory Compliance	20%

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0301	Explain the importance of data analysis in the context of regulatory compliance.	20%
IAC0302	Identify and apply appropriate statistical techniques for analysing regulatory data.	20%

IAC0303	Interpret data findings and draw conclusions relevant to compliance requirements.	20%
IAC0304	Evaluate the use of software tools for data analysis and visualization in compliance monitoring.	20%
IAC0305	Analyse case studies to illustrate successful data analysis practices in regulatory compliance.	20%

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

KM-02-KT04 CONDUCTING ON-SITE INSPECTIONS AND COMPLIANCE AUDITS (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	Introduction to On-Site Inspections	20%
KT0402	Planning and Preparation for Compliance Audits	20%
KT0403	Conducting Effective On-Site Inspections	20%
KT0404	Reporting and Documentation of Audit Findings	20%
KT0405	Follow-Up Actions and Continuous Improvement	20%

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0401	Explain the purpose and importance of on-site inspections in regulatory compliance.	20%
IAC0402	Develop a comprehensive audit plan including objectives, scope, and methodology.	20%
IAC0403	Demonstrate techniques for conducting thorough and effective on-site inspections.	20%
IAC0404	Prepare detailed reports documenting audit findings, conclusions, and recommendations.	20%
IAC0405	Identify follow-up actions based on audit findings and propose strategies for improvement.	20%

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

KM-02-KT05 REPORTING AND COMMUNICATION OF COMPLIANCE FINDINGS (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0501	Importance of Reporting Compliance Findings	20%
KT0502	Types of Compliance Reports	20%
KT0503	Effective Communication Strategies	20%
KT0504	Developing Clear and Concise Reports	20%
KT0505	Feedback Mechanisms and Stakeholder Engagement	20%

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0501	Explain the significance of reporting compliance findings in regulatory contexts.	20%
IAC0502	Identify and describe various types of compliance reports used in the industry.	20%
IAC0503	Demonstrate effective communication strategies for conveying compliance findings.	20%
IAC0504	Create a sample compliance report that is clear, concise, and well-structured.	20%
IAC0505	Propose feedback mechanisms to engage stakeholders and ensure understanding of findings.	20%

3.1.2 Criteria for accreditation

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	Classroom and Training Equipment

	• Projectors or Smart Screens: For presentations, simulations, and online interactive sessions. • Whiteboards or Flipcharts: For in-person interactive discussions and explanations. • Tables and Chairs: Ergonomically suitable furniture for participants and trainers. • Audio-Visual Equipment: Microphones and speakers for larger groups or hybrid training sessions. ICT Infrastructure • High-Speed Internet Connectivity: Stable and high-speed internet to support online training, streaming, and virtual engagements. • Computers or Tablets: Available for participants without personal devices, with access to relevant software and training tools. • Technical Support: On-site or on-call IT support to address technical issues promptly. Specialized Training Resources • Simulation Software Access: If required, facilities must have licenses and hardware capable of running energy regulation or monitoring simulation tools. • Energy Regulation Models: Physical or virtual models that mimic real-world systems for practical training. • Reference Material Library: A collection of relevant texts, guides, and case studies, accessible physically or online. Blended Training Accommodation • Recording and Broadcasting Capabilities: Facilities for recording sessions or conducting live webinars.
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	• Virtual Training Rooms: Quiet, private areas for conducting or participating in virtual sessions. • Collaborative Spaces: Areas for team-based learning activities or group projects. Amenities • Break Areas: Relaxation spaces with comfortable seating and facilities for refreshments. • Restrooms: Clean, well-maintained restrooms. • Parking and Transport Links: Sufficient parking and easy access to public transport.
CONSUMABLES	None

ASSESSMENT CENTRES	
EQUIPMENT & TOOLS	• Desks and chairs (individual seating) • Computers or laptops (if assessments are digital) • Printer and scanner • Secure storage cabinet for assessment materials • Clock or timer for assessment monitoring
CONSUMABLES	• Printing toner/ink • Seals

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators of learning must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented.

	Facilitators of learning must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
FACILITATOR/LEARNER RATIO	Face to face training 1: 25 Distance learning 1:55

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Assessment Officials must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Assessment Officials must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
ASSESSOR/CANDIDATE RATIO	1:20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant • Compliant to relevant legislations

ASSESSMENT CENTRE
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant

- Compliant to relevant legislations

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
None

ASSESSMENT CENTRE
None

3.1.3 Exemptions

RPL and CAT Policy can be used by the accredited SDP to provide exemption for completed learning

Knowledge Module (KM) - 03

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-KM-03	Fundamentals of Project Management	5	5	Blended or face-to-face or online

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of providing new and current project managers with a detailed understanding of project management and its role within the broader occupational landscape. This module aims to equip learners with the foundational knowledge and tools necessary to function effectively in the project management role. This module aims to develop a knowledge literacy, in respect of which a learner is able to demonstrate a detailed understanding of different forms of knowledge, schools of thought and forms of explanation within the project management field, operation or practice. By exploring the broad spectrum of project management, learners will gain a holistic view of the discipline, enabling them to contribute to the successful delivery of projects and enhance occupational competence within organisations.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-03-KT01	Definitions, methodologies, and key concepts associated with project management.	25%
KM-03-KT02	Project management processes as aligned to general management and organisational leadership.	30%
KM-03-KT03	Ethical conduct and its importance in project management.	25%
KM-03-KT04	Evolution of technology in relation to project management	20%

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

KM-03-KT01 DEFINITIONS, METHODOLOGIES, AND KEY CONCEPTS ASSOCIATED WITH PROJECT MANAGEMENT. (25%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Introduction to Project Management	5%
KT0102	Project Management Methodologies	20%
KT0103	Key Project Management Concepts	30%
KT0104	Project Life Cycle:	20%
KT0105	Project Management Processes	10%
KT0106	Project management careers, professional designations, and underpinning qualifications	5%
KT0107	Project Management Knowledge Areas	10%

(d) Internal Assessment Criteria (IAC) and Weight for the Topic

IAC CODE	IAC DESCRIPTION	% Weight
IAC0101	Describe and give examples of the application of the basic definitions and principles of project management, including its purpose, objectives, and its role in achieving organisational goals.	5%
IAC0102	Explain various project management methodologies such as waterfall, agile, and hybrid approaches, and debate their strengths, weaknesses, and applicability in different project contexts.	20%
IAC0103	Describe and contextualise the essential project management concepts such as project scope, objectives, deliverables, stakeholders, risks, constraints, and success criteria, emphasising their significance in project planning and execution.	30%

IAC0104	Describe and give examples of the implementation of the project life cycle stages, including initiation, planning, execution, monitoring and control, and project closure, highlighting the activities and deliverables associated with each stage.	20%
IAC0105	Explain within a real-world context the key processes involved in project management, such as project integration, scope management, time management, cost management, quality management, risk management, and stakeholder management, and how these processes interact and support project success.	20%
IAC0106	Discuss and debate the possible career pathing within the project management field, and the competencies associated with the various levels of project and programme management. Draft a personal development plan and create a vision of personal career development in the field.	5%

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

KM-03-KT02 PROJECT MANAGEMENT PROCESSES AS ALIGNED TO GENERAL MANAGEMENT AND ORGANISATIONAL LEADERSHIP (30%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Integration of Project Management and General Management	20%
KT0202	Organisational Context	20%
KT0203	Leadership in Project Management	20%
KT0204	Project Alignment with Organisational Objectives	20%
KT0205	Change Management	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0201	Explore the relationship between project management and general management, emphasising how project management processes align with overall organisational leadership and strategic goals.	20%
IAC0202	Demonstrate Understanding of the organisational structures, cultures, and governance frameworks that influence project management processes and how project managers interact with various stakeholders, including executives and senior management.	20%
IAC0203	Examine the leadership skills and qualities required for effective project management, including communication, decision-making, negotiation, and conflict resolution, and their application within the project management context.	20%
IAC0204	Demonstrate how project management processes are aligned with the broader organisational objectives, including the establishment of project charters, alignment of project goals with organisational goals, and ongoing monitoring to ensure project outcomes contribute to organisational success.	20%
IAC0205	Distinguish between organisational change management and managing changes within a project. Addressing the importance of change management within project management processes, including assessing organisational readiness for change, managing resistance, and facilitating the adoption of project deliverables within the broader organisational context.	20%

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

KM-03-KT03 ETHICAL CONDUCT AND ITS IMPORTANCE IN PROJECT MANAGEMENT (25%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Understanding Ethical Principles	20%
KT0302	Ethical Decision-Making Frameworks	20%
KT0303	Stakeholder Engagement and Ethical Communication	20%
KT0304	Managing Conflicts of Interest	20%
KT0305	Ethical Leadership and Role Modelling	20%

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0301	Discuss and use practical examples to explain the fundamental ethical principles and values relevant to project management, such as integrity, honesty, fairness, accountability, and respect for stakeholders.	20%
IAC0302	Explore ethical decision-making frameworks, including identifying ethical dilemmas, evaluating options, considering consequences, and selecting ethical courses of action in project management scenarios	20%
IAC0303	Emphasising the importance of effective stakeholder engagement and ethical communication in project management, ensuring transparency, open dialogue, and the ethical handling of sensitive information.	20%
IAC0304	Explain and debate the identification and management of conflicts of interest that may arise during project execution, emphasising the	20%

	need for impartiality, fair treatment, and proactive measures to mitigate potential ethical risks.	
IAC0305	Highlight the role of project managers as ethical leaders and the importance of setting a positive example, promoting ethical behavior, and fostering a culture of integrity and accountability within project teams and organisations.	20%

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

KM-03-KT04 EVOLUTION OF TECHNOLOGY IN RELATION TO PROJECT MANAGEMENT (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	Technological Advancements	20%
KT0402	Digital Transformation	20%
KT 0403	Project Management Software	20%
KT0404	Agile and Technology	20%
KT0405	Future Trends	20%

(d) Internal Assessment Criteria (IAC) and Weight for the topic.

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0401	Explore the historical evolution of technology and its impact on project management, highlighting major advancements, such as automation, digitization, and the emergence of project management software tools.	20%

IAC0402	Demonstrate understanding of the role of technology in driving digital transformation and its implications for project management, including increased efficiency, improved collaboration, and the integration of emerging technologies like artificial intelligence and the Internet of Things (IoT).	20%
IAC0403	Evaluate the Introduction of various project management software tools and platforms used to streamline project processes, enhance communication, track progress, manage resources, and facilitate project documentation and reporting.	20%
IAC0404	Examine the relationship between agile project management methodologies and technology, including iterative development, rapid prototyping, and the use of collaborative tools to support agile practices and empower project teams.	20%
IAC0405	Explore current and emerging technology trends in project management, such as predictive analytics, virtual reality, cloud computing, and mobile applications, and their potential impact on project delivery, risk management, and stakeholder engagement.	20%

3.1.2 Criteria for accreditation

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	Classroom and Training Equipment • Projectors or Smart Screens: For presentations, simulations, and online interactive sessions. • Whiteboards or Flipcharts: For in-person interactive discussions and explanations. • Tables and Chairs: Ergonomically suitable furniture for participants and trainers.

	• Audio-Visual Equipment: Microphones and speakers for larger groups or hybrid training sessions. ICT Infrastructure • High-Speed Internet Connectivity: Stable and high-speed internet to support online training, streaming, and virtual engagements. • Computers or Tablets: Available for participants without personal devices, with access to relevant software and training tools. • Technical Support: On-site or on-call IT support to address technical issues promptly. Specialized Training Resources • Simulation Software Access: If required, facilities must have licenses and hardware capable of running energy regulation or monitoring simulation tools. • Energy Regulation Models: Physical or virtual models that mimic real-world systems for practical training. • Reference Material Library: A collection of relevant texts, guides, and case studies, accessible physically or online. Blended Training Accommodation • Recording and Broadcasting Capabilities: Facilities for recording sessions or conducting live webinars. • Virtual Training Rooms: Quiet, private areas for conducting or participating in virtual sessions. • Collaborative Spaces: Areas for team-based learning activities or group projects. Amenities • Break Areas: Relaxation spaces with comfortable seating and facilities for refreshments.
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	• Restrooms: Clean, well-maintained restrooms. • Parking and Transport Links: Sufficient parking and easy access to public transport.
CONSUMABLES	None

ASSESSMENT CENTRES	
EQUIPMENT & TOOLS	• Desks and chairs (individual seating) • Computers or laptops (if assessments are digital) • Printer and scanner • Secure storage cabinet for assessment materials • Clock or timer for assessment monitoring
CONSUMABLES	• Printing toner/ink • Seals

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators of learning must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Facilitators of learning must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
FACILITATOR/LEARNER RATIO	Face to face training 1: 25 Distance learning 1:55

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Assesment Officials must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Assesment Officials must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
ASSESSOR/CANDIDATE RATIO	1:20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant • Compliant to relevant legislations

ASSESSMENT CENTRE
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant • Compliant to relevant legislations

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
None

ASSESSMENT CENTRE

None

3.1.3 Exemptions

RPL and CAT Policy can be used by the accredited SDP to provide exemption for completed learning

Knowledge Module (KM) - 04

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-KM-04	Enforcement of regulatory compliance and corrective actions	6	5	Blended or face-to-face or online

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of the enforcement mechanisms available to energy regulators, including issuing penalties, corrective action plans, and legal recourse for noncompliance. Learners will explore the regulatory framework that governs corrective measures, and the legal processes required to ensure compliance.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-04-KT01	Enforcement mechanisms in regulatory frameworks	25%
KM-04-KT02	Corrective action plans and their implementation	25%
KM-04-KT03	Legal recourse for noncompliance	25%
KM-04-KT04	Monitoring compliance and reporting requirements	25%

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

KM-04-KT01 ENFORCEMENT MECHANISMS IN REGULATORY FRAMEWORKS (25%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Overview of Regulatory Enforcement Mechanisms	20%
KT0102	Types of Enforcement Actions	20%
KT0103	Role of Regulatory Bodies in Enforcement	20%
KT0104	Penalties and Sanctions for Noncompliance	20%
KT0105	Case Studies of Enforcement Actions	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Identify and describe various regulatory enforcement mechanisms available.	20%
IAC0102	Explain the different types of enforcement actions and when they are applied.	20%
IAC0103	Analyse the role of regulatory bodies in the enforcement process.	20%
IAC0104	Evaluate the effectiveness of penalties and sanctions in ensuring compliance.	20%
IAC0105	Conduct case studies to illustrate successful and unsuccessful enforcement actions.	20%

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

KM-04-KT02 CORRECTIVE ACTION PLANS AND THEIR IMPLEMENTATION (25%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Understanding Corrective Action Plans	20%
KT0202	Developing Effective Corrective Action Plans	20%
KT0203	Implementation Strategies for Corrective Actions	20%
KT0204	Monitoring and Evaluation of Corrective Actions	20%
KT0205	Reporting and Documentation of Corrective Actions	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0201	Describe the purpose and importance of corrective action plans.	20%

IAC0202	Develop a sample corrective action plan addressing a specific noncompliance issue.	20%
IAC0203	Identify strategies for effectively implementing corrective actions in an organization.	20%
IAC0204	Evaluate the effectiveness of corrective actions through monitoring and evaluation techniques.	20%
IAC0205	Prepare documentation and reports on corrective actions taken and their outcomes.	20%

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

KM-04-KT03 LEGAL RECOURSE FOR NONCOMPLIANCE (25%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Overview of Legal Framework for Noncompliance	20%
KT0302	Types of Legal Recourse Available	20%
KT0303	Legal Procedures and Processes for Enforcement	20%
KT0304	Case Studies on Legal Recourse in Energy Regulation	20%
KT0305	Challenges and Considerations in Legal Actions	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0301	Explain the legal frameworks governing noncompliance in the energy sector.	20%
IAC0302	Identify and describe different types of legal recourse available for noncompliance.	20%
IAC0303	Outline the legal procedures involved in taking enforcement actions against noncompliance.	20%
IAC0304	Analyse case studies illustrating the use of legal recourse in energy regulation.	20%

IAC0305	Discuss the challenges and considerations faced when pursuing legal actions for noncompliance.	20%
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(c) Detailing each topic listed above into topic elements:

KM-04-KT04 MONITORING COMPLIANCE AND REPORTING REQUIREMENTS (25%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	Understanding Compliance Monitoring Frameworks	20%
KT0402	Key Performance Indicators (KPIs) for Compliance	20%
KT0403	Reporting Standards and Formats	20%
KT0404	Tools and Technologies for Compliance Monitoring	20%
KT0405	Evaluating Compliance Reports and Feedback Mechanisms	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0401	Describe the frameworks used for monitoring compliance in the energy sector.	20%
IAC0402	Identify and explain key performance indicators relevant to compliance monitoring.	20%
IAC0403	Outline the standards and formats required for compliance reporting.	20%
IAC0404	Evaluate various tools and technologies used in compliance monitoring.	20%
IAC0405	Analyse compliance reports and discuss the importance of feedback mechanisms.	20%

3.1.2 Criteria for accreditation

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	Classroom and Training Equipment • Projectors or Smart Screens: For presentations, simulations, and online interactive sessions. • Whiteboards or Flipcharts: For in-person interactive discussions and explanations. • Tables and Chairs: Ergonomically suitable furniture for participants and trainers. • Audio-Visual Equipment: Microphones and speakers for larger groups or hybrid training sessions. ICT Infrastructure • High-Speed Internet Connectivity: Stable and high-speed internet to support online training, streaming, and virtual engagements. • Computers or Tablets: Available for participants without personal devices, with access to relevant software and training tools. • Technical Support: On-site or on-call IT support to address technical issues promptly. Specialized Training Resources • Simulation Software Access: If required, facilities must have licenses and hardware capable of running energy regulation or monitoring simulation tools. • Energy Regulation Models: Physical or virtual models that mimic real-world systems for practical training. • Reference Material Library: A collection of relevant texts, guides, and case studies, accessible physically or online. Blended Training Accommodation

	• Recording and Broadcasting Capabilities: Facilities for recording sessions or conducting live webinars. • Virtual Training Rooms: Quiet, private areas for conducting or participating in virtual sessions. • Collaborative Spaces: Areas for team-based learning activities or group projects. Amenities • Break Areas: Relaxation spaces with comfortable seating and facilities for refreshments. • Restrooms: Clean, well-maintained restrooms. • Parking and Transport Links: Sufficient parking and easy access to public transport.
CONSUMABLES	None

ASSESSMENT CENTRES	
EQUIPMENT & TOOLS	• Desks and chairs (individual seating) • Computers or laptops (if assessments are digital) • Printer and scanner • Secure storage cabinet for assessment materials • Clock or timer for assessment monitoring
CONSUMABLES	• Printing toner/ink • Seals

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators of learning must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field

	where Energy Regulations must be applied, evaluated and implemented. Facilitators of learning must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
FACILITATOR/LEARNER RATIO	Face to face training 1: 25 Distance learning 1:55

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Assessment Officials must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Assessment Officials must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
ASSESSOR/CANDIDATE RATIO	1:20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant • Compliant to relevant legislations

ASSESSMENT CENTRE
• Compliant and current health and safety audit report • CIPC registered entity

Curriculum Document: Advanced Occupational Certificate - Energy Regulation Practitioner

- Valid Tax Compliant
- POPI ACT Compliant
- Compliant to relevant legislations

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)

None

ASSESSMENT CENTRE

None

3.1.3 Exemptions

RPL and CAT Policy can be used by the accredited SDP to provide exemption for completed learning

Knowledge Module (KM) – 05

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-KM-05	Economic and financial analysis for tariff approvals in energy regulation	6	5	Blended or face-to-face or online

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of how to evaluate tariff applications, including financial data analysis, market rate comparisons, and regulatory constraints. The module emphasizes the balance between consumer protection, industry sustainability, and regulatory policies.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-05-KT01	Understanding tariff structures and regulatory frameworks	20%
KM-05-KT02	Financial data analysis techniques	20%
KM-05-KT03	Market rate comparisons and benchmarking	20%
KM-05-KT04	Consumer protection and industry sustainability	20%
KM-05-KT05	Regulatory policies and compliance for tariff approval	20%

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

KM-05-KT01 UNDERSTANDING TARIFF STRUCTURES AND REGULATORY FRAMEWORKS (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Overview of Tariff Structures	20%
KT0102	Types of Tariffs (Fixed, Variable, Time-of-Use)	20%
KT0103	Regulatory Frameworks Governing Tariff Approvals	20%

KT0104	Implications of Tariff Structures on Stakeholders	20%
KT0105	Case Studies of Tariff Implementation	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Describe different types of tariff structures used in energy regulation.	20%
IAC0102	Explain the principles behind fixed, variable, and time-of-use tariffs.	20%
IAC0103	Identify the regulatory bodies involved in tariff approvals and their roles.	20%
IAC0104	Analyse the effects of various tariff structures on consumers and suppliers.	20%
IAC0105	Evaluate real-world case studies of tariff implementations and their outcomes.	20%

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

KM-05-KT02 FINANCIAL DATA ANALYSIS TECHNIQUES (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Introduction to Financial Data Analysis	20%
KT0202	Key Financial Metrics for Tariff Evaluation	20%
KT0203	Data Collection and Preparation Techniques	20%
KT0204	Statistical Analysis Tools and Techniques	20%
KT0205	Interpreting Financial Data for Regulatory Decisions	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
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IAC0201	Define financial data analysis and its importance in tariff evaluations.	20%
IAC0202	Identify and explain key financial metrics used in assessing tariff applications.	20%
IAC0203	Demonstrate techniques for effective data collection and preparation.	20%
IAC0204	Apply statistical tools to analyse financial data relevant to tariff applications.	20%
IAC0205	Analyse and interpret financial data to support regulatory decisions and recommendations.	20%

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

KM-05-KT03 MARKET RATE COMPARISONS AND BENCHMARKING (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Introduction to Market Rate Comparisons	20%
KT0302	Key Metrics for Benchmarking in Energy Regulation	20%
KT0303	Identifying Appropriate Comparators and Benchmarks	20%
KT0304	Analysing Market Trends and Patterns	20%
KT0305	Reporting Findings from Market Comparisons	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0301	Define market rate comparisons and their relevance in tariff evaluations.	20%

IAC0302	Identify and explain key metrics used in benchmarking for energy tariffs.	20%
IAC0303	Demonstrate techniques for selecting appropriate comparators and benchmarks.	20%
IAC0304	Analyse market trends and patterns relevant to energy tariffs.	20%
IAC0305	Develop a comprehensive report summarizing findings from market comparisons.	20%

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

KM-05-KT04 CONSUMER PROTECTION AND INDUSTRY SUSTAINABILITY (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	Principles of Consumer Protection in Energy Regulation	20%
KT0402	Understanding Industry Sustainability	20%
KT0403	Balancing Consumer Interests with Regulatory Policies	20%
KT0404	Impact of Tariffs on Consumers and Industry	20%
KT0405	Strategies for Enhancing Consumer Rights and Industry Resilience	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0401	Explain the principles of consumer protection within the context of energy regulation.	20%
IAC0402	Define and analyse key concepts of industry sustainability.	20%
IAC0403	Assess the balance between consumer interests and regulatory policies.	20%
IAC0404	Evaluate the impact of tariff structures on consumers and industry sustainability.	20%

IAC0405	Propose strategies for enhancing consumer rights and promoting industry resilience.	20%
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(c) Detailing each topic listed above into topic elements:

KM-05-KT05 REGULATORY POLICIES AND COMPLIANCE FOR TARIFF APPROVAL (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0501	Overview of Regulatory Policies for Tariff Approval	20%
KT0502	Key Compliance Requirements for Tariff Applications	20%
KT0503	Stakeholder Engagement in the Tariff Approval Process	20%
KT0504	Impact of Non-Compliance on Tariff Approval	20%
KT0505	Best Practices for Ensuring Regulatory Compliance in Tariff Approval	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0501	Describe the regulatory policies governing tariff approval.	20%
IAC0502	Identify and analyse the compliance requirements for tariff applications.	20%
IAC0503	Evaluate the role of stakeholder engagement in the tariff approval process.	20%
IAC0504	Assess the consequences of non-compliance on tariff approvals.	20%
IAC0505	Recommend best practices to ensure compliance in the tariff approval process.	20%

3.1.2 Criteria for accreditation

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	Classroom and Training Equipment • Projectors or Smart Screens: For presentations, simulations, and online interactive sessions. • Whiteboards or Flipcharts: For in-person interactive discussions and explanations. • Tables and Chairs: Ergonomically suitable furniture for participants and trainers. • Audio-Visual Equipment: Microphones and speakers for larger groups or hybrid training sessions. ICT Infrastructure • High-Speed Internet Connectivity: Stable and high-speed internet to support online training, streaming, and virtual engagements. • Computers or Tablets: Available for participants without personal devices, with access to relevant software and training tools. • Technical Support: On-site or on-call IT support to address technical issues promptly. Specialized Training Resources • Simulation Software Access: If required, facilities must have licenses and hardware capable of running energy regulation or monitoring simulation tools. • Energy Regulation Models: Physical or virtual models that mimic real-world systems for practical training. • Reference Material Library: A collection of relevant texts, guides, and case studies, accessible physically or online.

	Blended Training Accommodation • Recording and Broadcasting Capabilities: Facilities for recording sessions or conducting live webinars. • Virtual Training Rooms: Quiet, private areas for conducting or participating in virtual sessions. • Collaborative Spaces: Areas for team-based learning activities or group projects. Amenities • Break Areas: Relaxation spaces with comfortable seating and facilities for refreshments. • Restrooms: Clean, well-maintained restrooms. • Parking and Transport Links: Sufficient parking and easy access to public transport.
CONSUMABLES	None

ASSESSMENT CENTRES	
EQUIPMENT & TOOLS	• Desks and chairs (individual seating) • Computers or laptops (if assessments are digital) • Printer and scanner • Secure storage cabinet for assessment materials • Clock or timer for assessment monitoring
CONSUMABLES	• Printing toner/ink • Seals

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators of learning must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field

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	where Energy Regulations must be applied, evaluated and implemented. Facilitators of learning must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
FACILITATOR/LEARNER RATIO	Face to face training 1: 25 Distance learning 1:55

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Assessment Officials must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Assessment Officials must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
ASSESSOR/CANDIDATE RATIO	1:20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant • Compliant to relevant legislations

ASSESSMENT CENTRE
• Compliant and current health and safety audit report • CIPC registered entity

Curriculum Document: Advanced Occupational Certificate - Energy Regulation Practitioner

- Valid Tax Compliant
- POPI ACT Compliant
- Compliant to relevant legislations

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)

None

ASSESSMENT CENTRE

None

3.1.3 Exemptions

RPL and CAT Policy can be used by the accredited SDP to provide exemption for completed learning

Knowledge Module (KM) – 06

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-KM-06	Incident investigation and risk mitigation in energy regulation	6	5	Blended or face-to-face or online

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of how to conduct thorough investigations into incidents affecting energy supply, including root cause analysis, on-site assessments, and corrective actions. Learners will also study how to revise licensing conditions and operational protocols to prevent future incidents.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-06-KT01	Incident investigation techniques	30%
KM-06-KT02	Root cause analysis and corrective actions	30%
KM-06-KT03	Infrastructure deviations and risk assessment	40%

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

KM-06-KT01 INCIDENT INVESTIGATION TECHNIQUES (30%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Introduction to Incident Investigation	20%
KT0102	Data Collection Techniques	20%
KT0103	Evidence Gathering and Preservation	20%
KT0104	On-Site Assessment Procedures	20%
KT0105	Reporting and Documentation	20%

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Demonstrate understanding of incident investigation principles.	20%
IAC0102	Apply data collection techniques effectively in a simulated environment.	20%
IAC0103	Conduct evidence gathering and preservation according to best practices.	20%
IAC0104	Perform on-site assessments accurately, following established protocols.	20%
IAC0105	Produce comprehensive incident reports and documentation.	20%

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

KM-06-KT02 ROOT CAUSE ANALYSIS AND CORRECTIVE ACTIONS (30%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Introduction to Root Cause Analysis (RCA)	20%
KT0202	RCA Methodologies (5 Whys, Fishbone Diagram)	20%
KT0203	Data Analysis Techniques for RCA	20%
KT0204	Developing Corrective Action Plans	20%
KT0205	Monitoring and Evaluating Effectiveness of Actions	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0201	Explain the principles and importance of root cause analysis.	20%

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IAC0202	Apply RCA methodologies in case studies or simulations.	20%
IAC0203	Analyse data effectively to identify root causes.	20%
IAC0204	Create comprehensive corrective action plans based on identified root causes.	20%
IAC0205	Assess the effectiveness of corrective actions implemented.	20%

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

KM-06-KT03 INFRASTRUCTURE DEVIATIONS AND RISK ASSESSMENT (40%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Identifying Infrastructure Deviations	20%
KT0302	Conducting Risk Assessments for Infrastructure Issues	20%
KT0303	Evaluating Impact of Deviations on Operations	20%
KT0304	Developing Mitigation Strategies for Identified Risks	20%
KT0305	Reporting and Documentation of Findings	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0301	Assess the ability to identify various types of infrastructure deviations	20%
IAC0302	Evaluate risk assessment techniques applied to infrastructure issues	20%
IAC0303	Analyse the impact of identified deviations on operational efficiency	20%
IAC0304	Review the effectiveness of proposed mitigation strategies for risks	20%

IAC0305	Assess the thoroughness of documentation and reporting of findings	20%
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3.1.2 Criteria for accreditation

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	Classroom and Training Equipment • Projectors or Smart Screens: For presentations, simulations, and online interactive sessions. • Whiteboards or Flipcharts: For in-person interactive discussions and explanations. • Tables and Chairs: Ergonomically suitable furniture for participants and trainers. • Audio-Visual Equipment: Microphones and speakers for larger groups or hybrid training sessions. ICT Infrastructure • High-Speed Internet Connectivity: Stable and high-speed internet to support online training, streaming, and virtual engagements. • Computers or Tablets: Available for participants without personal devices, with access to relevant software and training tools. • Technical Support: On-site or on-call IT support to address technical issues promptly. Specialized Training Resources • Simulation Software Access: If required, facilities must have licenses and hardware capable of running energy regulation or monitoring simulation tools.

	• Energy Regulation Models: Physical or virtual models that mimic real-world systems for practical training. • Reference Material Library: A collection of relevant texts, guides, and case studies, accessible physically or online. Blended Training Accommodation • Recording and Broadcasting Capabilities: Facilities for recording sessions or conducting live webinars. • Virtual Training Rooms: Quiet, private areas for conducting or participating in virtual sessions. • Collaborative Spaces: Areas for team-based learning activities or group projects. Amenities • Break Areas: Relaxation spaces with comfortable seating and facilities for refreshments. • Restrooms: Clean, well-maintained restrooms. • Parking and Transport Links: Sufficient parking and easy access to public transport.
CONSUMABLES	None

ASSESSMENT CENTRES	
EQUIPMENT & TOOLS	• Desks and chairs (individual seating) • Computers or laptops (if assessments are digital) • Printer and scanner • Secure storage cabinet for assessment materials • Clock or timer for assessment monitoring
CONSUMABLES	• Printing toner/ink • Seals

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators of learning must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Facilitators of learning must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
FACILITATOR/LEARNER RATIO	Face to face training 1: 25 Distance learning 1:55

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Assessment Officials must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Assessment Officials must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
ASSESSOR/CANDIDATE RATIO	1:20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant

- Compliant to relevant legislations

ASSESSMENT CENTRE

- Compliant and current health and safety audit report
- CIPC registered entity
- Valid Tax Compliant
- POPI ACT Compliant
- Compliant to relevant legislations

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)

None

ASSESSMENT CENTRE

None

3.1.3 Exemptions

RPL and CAT Policy can be used by the accredited SDP to provide exemption for completed learning

Knowledge Module (KM) - 07

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-KM-07	Dispute resolution and customer education in energy regulation	6	10	Blended or face-to-face or online

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of conflict resolution techniques, customer rights, and licensee obligations in the energy sector. Learners will develop skills in mediation, regulatory guidance, and customer education, ensuring fair and equitable solutions for both parties.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-07-KT01	Stakeholder engagement and consultation techniques	33%
KM-07-KT02	Dispute resolution methodologies	33%
KM-07-KT03	Consumer education strategies.	34%

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

KM-07-KT01 STAKEHOLDER ENGAGEMENT AND CONSULTATION TECHNIQUES (33%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Understanding Stakeholder Identification	20%
KT0102	Techniques for Effective Stakeholder Engagement	20%
KT0103	Consultation Methodologies and Best Practices	20%
KT0104	Communication Strategies for Stakeholder Engagement	20%
KT0105	Evaluating Stakeholder Engagement Outcomes	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Assess stakeholder identification and prioritization	20%
IAC0102	Evaluate techniques used for stakeholder engagement	20%
IAC0103	Analyse consultation methodologies and their effectiveness	20%
IAC0104	Review communication strategies and their impact	20%
IAC0105	Assess the evaluation process for stakeholder engagement	20%

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

KM-07-KT02 DISPUTE RESOLUTION METHODOLOGIES (33%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Understanding Types of Disputes in the Energy Sector	20%
KT0202	Mediation Techniques and Their Application	20%
KT0203	Arbitration Processes and Best Practices	20%
KT0204	Negotiation Strategies for Conflict Resolution	20%
KT0205	Evaluating the Effectiveness of Dispute Resolution Methods	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0201	Assess the identification of types of disputes	20%
IAC0202	Evaluate mediation techniques used in case studies	20%
IAC0203	Analyse arbitration processes and outcomes	20%
IAC0204	Review negotiation strategies employed in disputes	20%

IAC0205	Assess the evaluation process for dispute resolution effectiveness	20%
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(c) Detailing each topic listed above into topic elements:

KM-07-KT03 CONSUMER EDUCATION STRATEGIES (34%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Understanding Consumer Needs and Expectations	20%
KT0302	Developing Effective Educational Materials	20%
KT0303	Utilizing Digital Platforms for Consumer Education	20%
KT0304	Engaging with Consumers: Workshops and Community Programs	20%
KT0305	Evaluating the Impact of Consumer Education Strategies	20%

(d) Internal Assessment Criteria (IAC) and Weight:

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0301	Assess the identification of consumer needs and expectations	20%
IAC0302	Evaluate the effectiveness of educational materials developed	20%
IAC0303	Analyse the use of digital platforms for consumer education	20%
IAC0304	Review engagement strategies used in workshops and programs	20%
IAC0305	Assess the evaluation process for the impact of education strategies	20%

3.1.2 Criteria for accreditation

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Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	Classroom and Training Equipment • Projectors or Smart Screens: For presentations, simulations, and online interactive sessions. • Whiteboards or Flipcharts: For in-person interactive discussions and explanations. • Tables and Chairs: Ergonomically suitable furniture for participants and trainers. • Audio-Visual Equipment: Microphones and speakers for larger groups or hybrid training sessions. ICT Infrastructure • High-Speed Internet Connectivity: Stable and high-speed internet to support online training, streaming, and virtual engagements. • Computers or Tablets: Available for participants without personal devices, with access to relevant software and training tools. • Technical Support: On-site or on-call IT support to address technical issues promptly. Specialized Training Resources • Simulation Software Access: If required, facilities must have licenses and hardware capable of running energy regulation or monitoring simulation tools. • Energy Regulation Models: Physical or virtual models that mimic real-world systems for practical training. • Reference Material Library: A collection of relevant texts, guides, and case studies, accessible physically or online. Blended Training Accommodation

	• Recording and Broadcasting Capabilities: Facilities for recording sessions or conducting live webinars. • Virtual Training Rooms: Quiet, private areas for conducting or participating in virtual sessions. • Collaborative Spaces: Areas for team-based learning activities or group projects. Amenities • Break Areas: Relaxation spaces with comfortable seating and facilities for refreshments. • Restrooms: Clean, well-maintained restrooms. • Parking and Transport Links: Sufficient parking and easy access to public transport.
CONSUMABLES	None

ASSESSMENT CENTRES	
EQUIPMENT & TOOLS	• Desks and chairs (individual seating) • Computers or laptops (if assessments are digital) • Printer and scanner • Secure storage cabinet for assessment materials • Clock or timer for assessment monitoring
CONSUMABLES	• Printing toner/ink • Seals

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators of learning must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field

	where Energy Regulations must be applied, evaluated and implemented. Facilitators of learning must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
FACILITATOR/LEARNER RATIO	Face to face training 1: 25 Distance learning 1:55

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Assessment Officials must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Assessment Officials must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
ASSESSOR/CANDIDATE RATIO	1:20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant • Compliant to relevant legislations

ASSESSMENT CENTRE
• Compliant and current health and safety audit report

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- CIPC registered entity
- Valid Tax Compliant
- POPI ACT Compliant
- Compliant to relevant legislations

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)

None

ASSESSMENT CENTRE

None

3.1.3 Exemptions

RPL and CAT Policy can be used by the accredited SDP to provide exemption for completed learning

3.2 Practical Skill Module (PM) Specifications:

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-PM-01	Recommend Energy management licensing approvals	5	5	Blended or face-to-face or online
242207-001-00-PM-02	Enforce compliance with Energy license conditions	5	5	Blended or face-to-face or online
242207-001-00-PM-03	Recommend Energy tariff applications for approval	6	5	Blended or face-to-face or online
242207-001-00-PM-04	Investigate energy storage and movement incidents.	6	5	Blended or face-to-face or online
242207-001-00-PM-05	Facilitate energy infrastructure planning	6	10	Blended or face-to-face or online
242207-001-00-PM-06	Resolve energy licensee disputes	6	10	Blended or face-to-face or online

3.2.1 Detailing Practical Module (PM) contents

Practical Module (PM) - 01

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-PM-01	Recommend Energy management licensing approvals	5	5	Blended or face-to-face or online

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner an opportunity to perform detailed techno-economic analyses to evaluate the viability of energy sector organizations seeking licenses. Learners will assess the technical and economic sustainability of projects, ensuring compliance with industry standards, and contribute to informed decision-making regarding the issuance of licenses.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-01-PS01	Assess technical capacity and operational viability of the organisation
PM-01-PS02	Evaluate the financial stability and economic sustainability of the project
PM-01-PS03	Review legal and regulatory compliance of the organisation's operations
PM-01-PS04	Analyse the potential market impact and sector-specific demand
PM-01-PS05	Prepare a detailed report summarising findings and providing a recommendation

(c) Scope of each Practical Skill Activity:

PM-01-PS01 ASSESS TECHNICAL CAPACITY AND OPERATIONAL VIABILITY OF THE ORGANISATION
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:

This activity focuses on evaluating the technical and operational capacities of an organization applying for an energy sector license. The learners will be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Conduct an initial review of the organization's technical infrastructure.
PA0102	Evaluate the organization's operational protocols and human resource capacity.
PA0103	Assess the sustainability and future viability of operational activities.
PA0104	Identify risks and potential operational deviations from regulatory standards.
PA0105	Prepare a comprehensive report on the technical and operational feasibility.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0101	Understanding of energy sector technologies (generation, transmission, distribution).
AK0102	Knowledge of operational risk assessment and management principles.
AK0103	Regulatory frameworks governing energy infrastructure and operations.
AK0104	Economic and financial sustainability in the energy sector.
AK0105	Industry standards for technical capacity and performance in energy organizations.

(e) Internal Assessment Criteria (IAC)

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IAC CODE	IAC DESCRIPTION
IAC0101	An initial review of the organization's technical infrastructure is conducted.
IAC0102	The organization's operational protocols and human resource capacity are evaluated.
IAC0103	The sustainability and future viability of operational activities are assessed.
IAC0104	Risks and potential operational deviations from regulatory standards are identified.
IAC0105	A comprehensive report on the technical and operational feasibility is prepared.

(c) Scope of each Practical Skill Activity:

PM-01-PS02 EVALUATE THE FINANCIAL STABILITY AND ECONOMIC SUSTAINABILITY OF THE PROJECT	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity focuses on assessing the financial stability and long-term economic viability of energy sector projects. Learners will develop the ability to analyse financial data, assess market conditions, and determine the project's sustainability.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0201	Review the project's financial statements, including cash flow, income, and balance sheets.
PA0202	Analyse the financial health of the organization, including liquidity and solvency ratios.
PA0203	Evaluate market conditions and forecast demand trends for energy services.
PA0204	Assess the economic sustainability of the project over the medium and long term.

PA0205	Prepare a report on the financial and economic viability of the project with recommendations.
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(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0201	Financial principles, including cash flow management, income analysis, and balance sheet interpretation.
AK0202	Knowledge of financial ratios, including liquidity and solvency ratios.
AK0203	Understanding of market conditions, demand forecasting, and economic analysis for the energy sector.
AK0204	Risk assessment methods in financial and economic contexts.
AK0205	Reporting and recommendations for financial and economic sustainability in energy projects.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0201	Financial statements of the project are reviewed and analysed.
IAC0202	The organization's financial health, including liquidity and solvency ratios, is evaluated.
IAC0203	Market conditions and demand trends for energy services are analysed.
IAC0204	The economic sustainability of the project is assessed over the medium and long term.
IAC0205	A report on the financial and economic viability of the project is prepared with recommendations.

(c) Scope of each Practical Skill Activity:

PM-01-PS03 REVIEW LEGAL AND REGULATORY COMPLIANCE OF THE ORGANISATION'S OPERATIONS	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity focuses on assessing whether the organization adheres to the legal and regulatory frameworks governing its operations within the energy sector. Learners will gain skills in identifying compliance issues, evaluating regulatory adherence, and ensuring conformity with industry standards.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0301	Review the organization's compliance with relevant energy sector laws and regulations.
PA0302	Evaluate the organization's adherence to licensing conditions and regulatory obligations.
PA0303	Identify potential regulatory risks and gaps in compliance.
PA0304	Assess the impact of non-compliance on the organization's operations and reputation.
PA0305	Prepare a compliance audit report outlining findings and recommended corrective actions.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0301	Understanding of key energy laws, regulations, and licensing requirements.
AK0302	Knowledge of compliance assessment techniques and regulatory frameworks.
AK0303	Risk management principles related to regulatory compliance.

AK0304	Consequences and penalties for non-compliance in the energy sector.
AK0305	Compliance audit reporting and recommendations.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0301	The organization's compliance with relevant energy laws and regulations is reviewed.
IAC0302	The organization's adherence to licensing conditions and regulatory obligations is evaluated.
IAC0303	Regulatory risks and gaps in compliance are identified.
IAC0304	The impact of non-compliance on operations and reputation is assessed.
IAC0305	A compliance audit report with findings and recommended corrective actions is prepared.

(c) Scope of each Practical Skill Activity:

PM-01-PS04 ANALYSE THE POTENTIAL MARKET IMPACT AND SECTOR-SPECIFIC DEMAND	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity focuses on analysing the potential market effects and demand within the energy sector. Learners will develop the ability to assess market trends, identify key drivers of demand, and evaluate how changes in energy policy, regulation, or technology could affect market dynamics.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0401	Analyse current market trends and forecast future demand in the energy sector.

PA0402	Evaluate the impact of regulatory changes on energy market dynamics.
PA0403	Identify key drivers of energy demand, including economic and technological factors.
PA0404	Assess the influence of market demand on pricing strategies and tariff structures.
PA0405	Prepare a market impact analysis report with sector-specific demand projections.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0401	Understanding of energy market structures and demand forecasting techniques.
AK0402	Knowledge of regulatory policies and their effects on market behaviour.
AK0403	Market analysis methods for identifying demand drivers in the energy sector.
AK0404	Economic principles related to market supply, demand, and pricing strategies.
AK0405	Sector-specific demand analysis and its implications for energy planning.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0401	Current market trends and future demand are analysed.
IAC0402	The impact of regulatory changes on market dynamics is evaluated.

IAC0403	Key drivers of energy demand are identified.
IAC0404	The influence of market demand on pricing and tariffs is assessed.
IAC0405	A market impact analysis report with sector-specific demand projections is prepared.

(c) Scope of each Practical Skill Activity:

PM-01-PS05 PREPARE A DETAILED REPORT SUMMARISING FINDINGS AND PROVIDING A RECOMMENDATION	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity focuses on synthesizing the results of technical, financial, and regulatory assessments into a comprehensive report. The learner will develop the capability to structure findings, evaluate evidence, and offer well-founded recommendations for decision-making regarding licensing and compliance in the energy sector.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0501	Organize and structure findings from the technical, financial, and regulatory evaluations.
PA0502	Interpret and analyse data to identify key issues and insights.
PA0503	Formulate recommendations based on evidence gathered during the assessment.
PA0504	Draft a clear, well-organized report following professional standards.
PA0505	Present findings and recommendations in a format suitable for stakeholders and decision-makers.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
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AK0501	Report writing techniques and best practices for energy sector evaluations.
AK0502	Data interpretation and evidence-based decision-making.
AK0503	Knowledge of energy sector regulations, licensing requirements, and compliance factors.
AK0504	Critical thinking and analytical skills for synthesizing complex information.
AK0505	Effective communication strategies for presenting recommendations to stakeholders.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0501	The report is structured logically and follows professional standards.
IAC0502	Data and findings are interpreted accurately and clearly presented.
IAC0503	Recommendations are well-founded and based on evidence gathered.
IAC0504	The report demonstrates clear, concise, and effective communication.
IAC0505	Findings and recommendations are presented in a stakeholder-appropriate format.

3.1.2 Criteria for accreditation

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	Classroom and Training Equipment Projectors or Smart Screens: For presentations, simulations, and online interactive sessions.

	• Whiteboards or Flipcharts: For in-person interactive discussions and explanations. • Tables and Chairs: Ergonomically suitable furniture for participants and trainers. • Audio-Visual Equipment: Microphones and speakers for larger groups or hybrid training sessions. ICT Infrastructure • High-Speed Internet Connectivity: Stable and high-speed internet to support online training, streaming, and virtual engagements. • Computers or Tablets: Available for participants without personal devices, with access to relevant software and training tools. • Technical Support: On-site or on-call IT support to address technical issues promptly. Specialized Training Resources • Simulation Software Access: If required, facilities must have licenses and hardware capable of running energy regulation or monitoring simulation tools. • Energy Regulation Models: Physical or virtual models that mimic real-world systems for practical training. • Reference Material Library: A collection of relevant texts, guides, and case studies, accessible physically or online. Blended Training Accommodation • Recording and Broadcasting Capabilities: Facilities for recording sessions or conducting live webinars. • Virtual Training Rooms: Quiet, private areas for conducting or participating in virtual sessions.
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	• Collaborative Spaces: Areas for team-based learning activities or group projects. Amenities • Break Areas: Relaxation spaces with comfortable seating and facilities for refreshments. • Restrooms: Clean, well-maintained restrooms. • Parking and Transport Links: Sufficient parking and easy access to public transport.
CONSUMABLES	None

ASSESSMENT CENTRES	
EQUIPMENT & TOOLS	• Desks and chairs (individual seating) • Computers or laptops (if assessments are digital) • Printer and scanner • Secure storage cabinet for assessment materials • Clock or timer for assessment monitoring
CONSUMABLES	• Printing toner/ink • Seals

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators of learning must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Facilitators of learning must have a proven track record of at least five years' work experience in occupations where

	Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
FACILITATOR/LEARNER RATIO	Face to face training 1: 25 Distance learning 1:55

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Assessment Officials must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Assessment Officials must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
ASSESSOR/CANDIDATE RATIO	1:20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant • Compliant to relevant legislations

ASSESSMENT CENTRE

- Compliant and current health and safety audit report
- CIPC registered entity
- Valid Tax Compliant
- POPI ACT Compliant
- Compliant to relevant legislations

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)

None

ASSESSMENT CENTRE

None

3.1.3 Exemptions

RPL and CAT Policy can be used by the accredited SDP to provide exemption for completed learning

Practical Module (PM) - 02

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-PM-02	Enforce compliance with Energy license conditions	5	5	Blended or face-to-face or online

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner an opportunity to effectively monitor and analyse licensee performance to ensure compliance with regulatory conditions. Learners will develop the skills to conduct compliance audits, identify noncompliance, and implement corrective actions, playing a key role in upholding regulatory standards in the energy sector.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-02-PS01	Review licensee performance reports and data submissions regularly
PM-02-PS02	Conduct on-site inspections to verify adherence to license conditions
PM-02-PS03	Identify and assess any discrepancies or violations in operations
PM-02-PS04	Provide feedback to licensees on areas requiring improvement
PM-02-PS05	Document compliance status and escalate serious issues to regulatory authorities

(c) Scope of each Practical Skill Activity:

PM-02-PS01 REVIEW LICENSEE PERFORMANCE REPORTS AND DATA SUBMISSIONS REGULARLY
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:
This activity involves evaluating the periodic performance reports and data submissions provided by licensees in the energy sector. The focus is on identifying trends, inconsistencies, and deviations from license conditions to ensure compliance. Learners will gain the ability to

scrutinize submitted documents, highlight areas requiring improvement, and support the enforcement of regulatory standards.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Review performance metrics and operational data submitted by licensees.
PA0102	Cross-check reported data against regulatory requirements and benchmarks.
PA0103	Identify discrepancies, trends, or irregularities in performance reports.
PA0104	Summarize findings and develop feedback for licensees on compliance performance.
PA0105	Recommend follow-up actions or further investigations based on the data analysis.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0101	Knowledge of regulatory frameworks and license conditions in the energy sector.
AK0102	Understanding of data analysis techniques for performance evaluation.
AK0103	Best practices for monitoring licensee compliance through data submissions.
AK0104	Reporting standards and formats for energy sector performance reviews.

AK0105	Techniques for identifying and addressing non-compliance issues based on data.
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(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	Performance metrics and data submissions are thoroughly reviewed.
IAC0102	Data discrepancies and trends are accurately identified and documented.
IAC0103	Feedback provided to licensees is relevant, clear, and actionable.
IAC0104	The report on compliance performance is structured according to regulatory standards.
IAC0105	Follow-up actions and further investigations are recommended where necessary.

(c) Scope of each Practical Skill Activity:

PM-02-PS02 CONDUCT ON-SITE INSPECTIONS TO VERIFY ADHERENCE TO LICENSE CONDITIONS	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity involves performing on-site inspections of licensee operations to assess compliance with established license conditions. Learners will develop the skills to observe operational practices, engage with licensee personnel, and evaluate adherence to regulatory requirements. This includes the ability to identify any deviations from compliance, assess the effectiveness of operational procedures, and gather evidence to support regulatory actions if necessary.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0201	Plan and prepare for on-site inspections, including reviewing relevant documentation.

PA0202	Conduct physical inspections of facilities and operational practices of licensees.
PA0203	Engage with licensee staff to gather information and clarify operational processes.
PA0204	Document findings, noting compliance levels and any areas of concern.
PA0205	Prepare inspection reports summarizing observations and recommending corrective actions.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0201	Understanding of license conditions and relevant regulatory requirements.
AK0202	Knowledge of inspection techniques and methodologies in regulatory compliance.
AK0203	Familiarity with the operational practices and safety standards in the energy sector.
AK0204	Skills in effective communication and engagement with licensee personnel.
AK0205	Principles of documentation and reporting for compliance inspections.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0201	An inspection plan is developed based on the review of relevant documents.
IAC0202	On-site inspections are conducted thoroughly and in compliance with procedures.

IAC0203	Engagement with licensee personnel is conducted professionally and effectively.
IAC0204	Findings are documented accurately, highlighting compliance and areas for improvement.
IAC0205	Inspection reports are prepared with clear recommendations for corrective actions.

(c) Scope of each Practical Skill Activity:

PM-02-PS03 IDENTIFY AND ASSESS ANY DISCREPANCIES OR VIOLATIONS IN OPERATIONS	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity focuses on identifying and evaluating discrepancies or violations within licensee operations. Learners will develop skills to conduct thorough assessments of operational practices against established regulations and license conditions. The process includes gathering evidence, analysing operational data, and determining the significance of any deviations from compliance.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0301	Review operational reports and documentation for potential discrepancies.
PA0302	Conduct interviews with staff to gather insights on operational practices.
PA0303	Observe operational activities to identify non-compliance with regulations.
PA0304	Analyse data and evidence to assess the severity and impact of discrepancies.
PA0305	Compile a report detailing findings, assessments, and recommendations for corrective actions.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0301	Understanding of relevant regulatory standards and license conditions.
AK0302	Knowledge of operational practices and common compliance issues in the energy sector.
AK0303	Skills in evidence collection and data analysis related to operational compliance.
AK0304	Familiarity with assessment frameworks for evaluating discrepancies and violations.
AK0305	Principles of report writing and documentation for compliance assessments.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0301	Operational reports and documentation are reviewed comprehensively for discrepancies.
IAC0302	Staff interviews are conducted effectively to gather relevant operational insights.
IAC0303	Observations of operational activities are performed accurately to identify non-compliance.
IAC0304	Data analysis is conducted to evaluate the severity and impact of identified discrepancies.
IAC0305	A detailed report of findings and recommendations for corrective actions is prepared.

(c) Scope of each Practical Skill Activity:

PM-02-PS04 PROVIDE FEEDBACK TO LICENSEES ON AREAS REQUIRING IMPROVEMENT
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:

This activity focuses on delivering constructive feedback to licensees based on compliance assessments. Learners will develop skills to communicate effectively and provide actionable recommendations for improvement in operational practices. The process includes identifying specific areas needing enhancement, formulating clear feedback, and collaborating with licensees to ensure understanding and implementation of improvements.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0401	Analyse assessment findings to identify key areas for improvement.
PA0402	Prepare a feedback report summarizing observations and recommendations.
PA0403	Schedule and conduct feedback meetings with licensee representatives.
PA0404	Facilitate discussions to clarify feedback and gather licensee input.
PA0405	Develop an action plan in collaboration with licensees to address improvement areas.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0401	Understanding of best practices in compliance and performance improvement.
AK0402	Knowledge of effective communication strategies for delivering feedback.
AK0403	Familiarity with operational standards and regulatory expectations for licensees.
AK0404	Skills in conflict resolution and negotiation techniques.
AK0405	Principles of collaborative problem-solving and action planning.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0401	Key areas for improvement are identified through analysis of assessment findings.
IAC0402	A comprehensive feedback report is prepared and is clear and actionable.
IAC0403	Feedback meetings are scheduled and conducted professionally with licensee representatives.
IAC0404	Discussions are facilitated effectively to ensure clarity and understanding of feedback.
IAC0405	A collaborative action plan is developed with licensees to address identified areas for improvement.

(c) Scope of each Practical Skill Activity:

PM-02-PS05 DOCUMENT COMPLIANCE STATUS AND ESCALATE SERIOUS ISSUES TO REGULATORY AUTHORITIES	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity focuses on documenting compliance status of licensees and effectively communicating any serious issues to regulatory authorities. Learners will develop skills in data collection, analysis, and reporting to ensure accurate compliance documentation. They will also learn the processes for escalating critical compliance issues that require intervention by regulatory bodies, ensuring adherence to regulations and protecting public interest.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0501	Collect and analyse compliance data from licensees' reports and inspections.
PA0502	Document compliance status in a structured format according to regulatory requirements.
PA0503	Identify serious compliance issues that necessitate escalation to regulatory authorities.

PA0504	Prepare escalation reports detailing the nature of the issues and supporting evidence.
PA0505	Communicate with regulatory authorities regarding serious compliance issues in a timely manner.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0501	Knowledge of compliance standards and regulatory requirements in the energy sector.
AK0502	Understanding of data analysis techniques for evaluating compliance status.
AK0503	Familiarity with documentation practices and reporting standards for regulatory submissions.
AK0504	Knowledge of escalation protocols and procedures for reporting serious compliance issues.
AK0505	Skills in effective communication and collaboration with regulatory authorities.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0501	Compliance data is collected and analysed accurately from various sources.
IAC0502	Compliance status is documented in a structured and regulatory-compliant format.
IAC0503	Serious compliance issues are identified and appropriately assessed for escalation.
IAC0504	Escalation reports are prepared with clear descriptions and supporting evidence for the issues.

IAC0505	Communication with regulatory authorities is conducted timely and effectively regarding serious compliance issues.
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3.1.2 Criteria for accreditation

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	Classroom and Training Equipment • Projectors or Smart Screens: For presentations, simulations, and online interactive sessions. • Whiteboards or Flipcharts: For in-person interactive discussions and explanations. • Tables and Chairs: Ergonomically suitable furniture for participants and trainers. • Audio-Visual Equipment: Microphones and speakers for larger groups or hybrid training sessions. ICT Infrastructure • High-Speed Internet Connectivity: Stable and high-speed internet to support online training, streaming, and virtual engagements. • Computers or Tablets: Available for participants without personal devices, with access to relevant software and training tools. • Technical Support: On-site or on-call IT support to address technical issues promptly. Specialized Training Resources • Simulation Software Access: If required, facilities must have licenses and hardware capable of running energy regulation or monitoring simulation tools. • Energy Regulation Models: Physical or virtual models that mimic real-world systems for practical training.

Curriculum Document: Advanced Occupational Certificate - Energy Regulation Practitioner

	• Reference Material Library: A collection of relevant texts, guides, and case studies, accessible physically or online. Blended Training Accommodation • Recording and Broadcasting Capabilities: Facilities for recording sessions or conducting live webinars. • Virtual Training Rooms: Quiet, private areas for conducting or participating in virtual sessions. • Collaborative Spaces: Areas for team-based learning activities or group projects. Amenities • Break Areas: Relaxation spaces with comfortable seating and facilities for refreshments. • Restrooms: Clean, well-maintained restrooms. • Parking and Transport Links: Sufficient parking and easy access to public transport.
CONSUMABLES	None

ASSESSMENT CENTRES	
EQUIPMENT & TOOLS	• Desks and chairs (individual seating) • Computers or laptops (if assessments are digital) • Printer and scanner • Secure storage cabinet for assessment materials • Clock or timer for assessment monitoring
CONSUMABLES	• Printing toner/ink • Seals

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators of learning must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Facilitators of learning must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
FACILITATOR/LEARNER RATIO	Face to face training 1: 25 Distance learning 1:55

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Assessment Officials must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Assessment Officials must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
ASSESSOR/CANDIDATE RATIO	1:20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant

- Compliant to relevant legislations

ASSESSMENT CENTRE

- Compliant and current health and safety audit report
- CIPC registered entity
- Valid Tax Compliant
- POPI ACT Compliant
- Compliant to relevant legislations

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)

None

ASSESSMENT CENTRE

None

3.1.3 Exemptions

RPL and CAT Policy can be used by the accredited SDP to provide exemption for completed learning

Practical Module (PM) - 03

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-PM-03	Recommend Energy tariff applications for approval	6	5	Blended or face-to-face or online

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner an opportunity to apply regulatory policies, comparing market rates, and making evidence-based recommendations to ensure that proposed tariffs are fair, sustainable, and aligned with industry regulations. Learners will gain practical expertise in evaluating tariff applications by analysing economic and financial data.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-03-PS01	Collect and analyse financial data submitted by the energy provider
PM-03-PS02	Apply Ethical Judgement to Compare proposed tariffs against current market rates and cost structures
PM-03-PS03	Assess the potential impact of tariff changes on consumers and industry sustainability
PM-03-PS04	Evaluate regulatory constraints and policy guidelines in tariff approval
PM-03-PS05	Apply Ethical Judgement to Prepare a detailed tariff recommendation report for the regulatory board

(c) Scope of each Practical Skill Activity:

PM-03-PS01 COLLECT AND ANALYSE FINANCIAL DATA SUBMITTED BY THE ENERGY PROVIDER
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:

This activity focuses on the collection and analysis of financial data provided by energy providers to ensure compliance with regulatory requirements and assess financial stability. Learners will develop skills in data collection techniques, financial analysis methodologies, and reporting on financial performance.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Collect relevant financial data from energy providers, including income statements, balance sheets, and cash flow statements.
PA0102	Validate the accuracy and completeness of the financial data submitted for analysis.
PA0103	Analyse the financial data to assess the financial health and operational efficiency of the energy provider.
PA0104	Identify trends and discrepancies in the financial data that may indicate compliance or performance issues.
PA0105	Prepare a report summarizing the financial analysis, findings, and recommendations for stakeholders.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0101	Understanding of financial accounting principles and reporting standards relevant to the energy sector.
AK0102	Knowledge of financial analysis techniques, including ratio analysis and trend analysis.
AK0103	Familiarity with regulatory requirements regarding financial reporting for energy providers.
AK0104	Skills in data validation and quality assurance for financial data submissions.

AK0105	Ability to communicate financial findings effectively to stakeholders in a clear and concise manner.
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(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	Relevant financial data is collected accurately from energy providers.
IAC0102	The accuracy and completeness of the financial data are validated before analysis.
IAC0103	Financial data is analysed effectively to assess the financial health of the energy provider.
IAC0104	Trends and discrepancies in the financial data are identified and documented.
IAC0105	A comprehensive report summarizing the analysis and recommendations is prepared for stakeholders.

(c) Scope of each Practical Skill Activity:

PM-03-PS02 APPLY ETHICAL JUDGEMENT TO COMPARE PROPOSED TARIFFS AGAINST CURRENT MARKET RATES AND COST STRUCTURES	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity involves comparing proposed tariffs by energy providers with current market rates and cost structures to ensure competitiveness and regulatory compliance. Learners will gain skills in market analysis, cost assessment, and tariff evaluation.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0201	Gather data on current market rates for similar energy services and products.
PA0202	Analyse the cost structures of energy providers, including fixed and variable costs.

PA0203	Compare proposed tariffs with current market rates and identified cost structures.
PA0204	Identify discrepancies or areas of concern regarding the proposed tariffs and their justification.
PA0205	Prepare a report summarizing findings and providing recommendations on tariff adjustments.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0201	Understanding of tariff structures and regulatory frameworks governing energy pricing.
AK0202	Knowledge of market analysis techniques and methodologies.
AK0203	Familiarity with cost accounting principles relevant to the energy sector.
AK0204	Skills in comparative analysis and evaluation of financial data.
AK0205	Ability to communicate findings and recommendations clearly to stakeholders.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0201	Current market rates for energy services are gathered accurately.
IAC0202	The cost structures of energy providers are analysed effectively.
IAC0203	Proposed tariffs are compared thoroughly with current market rates and cost structures.
IAC0204	Discrepancies or concerns regarding proposed tariffs are identified and documented.

IAC0205	A comprehensive report summarizing findings and recommendations is prepared for stakeholders.
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(c) Scope of each Practical Skill Activity:

PM-03-PS03 ASSESS THE POTENTIAL IMPACT OF TARIFF CHANGES ON CONSUMERS AND INDUSTRY SUSTAINABILITY	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity focuses on evaluating how proposed tariff changes can affect consumers and the sustainability of the energy industry. Learners will develop skills in impact assessment, stakeholder analysis, and sustainability evaluation.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0301	Identify key consumer demographics and industry sectors affected by tariff changes.
PA0302	Analyse the potential financial impact of tariff changes on different consumer groups.
PA0303	Assess the long-term sustainability implications of proposed tariff changes on the energy industry.
PA0304	Evaluate feedback from stakeholders regarding tariff changes and their concerns.
PA0305	Prepare a report summarizing the potential impact on consumers and industry sustainability.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0301	Understanding of consumer behaviour and market dynamics in the energy sector.

AK0302	Knowledge of sustainability principles relevant to energy pricing and consumption.
AK0303	Familiarity with impact assessment methodologies and tools.
AK0304	Skills in stakeholder engagement and communication strategies.
AK0305	Ability to interpret financial data and forecast potential impacts on consumers.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0301	Key consumer demographics and industry sectors affected by tariff changes are identified accurately.
IAC0302	The financial impact of tariff changes on different consumer groups is analysed effectively.
IAC0303	Long-term sustainability implications of proposed tariff changes are assessed thoroughly.
IAC0304	Feedback from stakeholders regarding tariff changes is evaluated and documented.
IAC0305	A comprehensive report summarizing the potential impact on consumers and industry sustainability is prepared.

(c) Scope of each Practical Skill Activity:

PM-03-PS04 EVALUATE REGULATORY CONSTRAINTS AND POLICY GUIDELINES IN TARIFF APPROVAL	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity focuses on assessing the regulatory constraints and policy guidelines that govern the approval of tariffs within the energy sector. Learners will explore how these regulations affect tariff setting and compliance.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS

PA0401	Identify relevant regulatory frameworks and policies related to tariff approval.
PA0402	Analyse the implications of regulatory constraints on tariff proposals.
PA0403	Evaluate the process of tariff approval in relation to existing policies.
PA0404	Assess the potential impact of regulatory changes on future tariff approvals.
PA0405	Prepare a summary report detailing findings on regulatory constraints and policy guidelines

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0401	Understanding of regulatory frameworks governing tariff approvals.
AK0402	Knowledge of energy sector policies and their impact on tariff setting.
AK0403	Familiarity with compliance requirements for tariff proposals.
AK0404	Skills in regulatory impact assessment and policy analysis.
AK0405	Ability to interpret legal documents and regulatory reports.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0401	Relevant regulatory frameworks and policies related to tariff approval are identified accurately.
IAC0402	Implications of regulatory constraints on tariff proposals are analysed effectively.

IAC0403	The tariff approval process is evaluated in relation to existing policies.
IAC0404	Potential impacts of regulatory changes on future tariff approvals are assessed.
IAC0405	A comprehensive summary report detailing findings on regulatory constraints is prepared.

(c) Scope of each Practical Skill Activity:

PM-03-PS05 APPLY ETHICAL JUDGEMENT TO PREPARE A DETAILED TARIFF RECOMMENDATION REPORT FOR THE REGULATORY BOARD	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity focuses on compiling a detailed recommendation report for tariff adjustments to be submitted to the regulatory board. Learners will synthesize data and analyses to formulate recommendations that are justified by regulatory and market conditions.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0501	Gather and analyse relevant data on current tariffs and market conditions.
PA0502	Assess the implications of proposed tariff changes on consumers and providers.
PA0503	Develop a rationale for the recommended tariff adjustments.
PA0504	Compile findings and recommendations into a structured report.
PA0505	Present the tariff recommendation report to stakeholders for review.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
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AK0501	Understanding of pricing strategies and market dynamics in the energy sector.
AK0502	Knowledge of regulatory requirements for tariff recommendations.
AK0503	Familiarity with economic analysis and financial forecasting.
AK0504	Skills in report writing and presentation.
AK0505	Ability to engage with stakeholders and address their concerns regarding tariff changes.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0501	Relevant data on current tariffs and market conditions is gathered and analysed accurately.
IAC0502	Implications of proposed tariff changes on consumers and providers are assessed effectively.
IAC0503	A rationale for recommended tariff adjustments is developed clearly.
IAC0504	A comprehensive and structured tariff recommendation report is compiled.
IAC0505	The tariff recommendation report is presented to stakeholders effectively.

3.1.2 Criteria for accreditation

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	Classroom and Training Equipment Projectors or Smart Screens: For presentations, simulations, and online interactive sessions. Whiteboards or Flipcharts: For in-person interactive discussions and explanations.

	• Tables and Chairs: Ergonomically suitable furniture for participants and trainers. • Audio-Visual Equipment: Microphones and speakers for larger groups or hybrid training sessions. ICT Infrastructure • High-Speed Internet Connectivity: Stable and high-speed internet to support online training, streaming, and virtual engagements. • Computers or Tablets: Available for participants without personal devices, with access to relevant software and training tools. • Technical Support: On-site or on-call IT support to address technical issues promptly. Specialized Training Resources • Simulation Software Access: If required, facilities must have licenses and hardware capable of running energy regulation or monitoring simulation tools. • Energy Regulation Models: Physical or virtual models that mimic real-world systems for practical training. • Reference Material Library: A collection of relevant texts, guides, and case studies, accessible physically or online. Blended Training Accommodation • Recording and Broadcasting Capabilities: Facilities for recording sessions or conducting live webinars. • Virtual Training Rooms: Quiet, private areas for conducting or participating in virtual sessions. • Collaborative Spaces: Areas for team-based learning activities or group projects. Amenities
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	• Break Areas: Relaxation spaces with comfortable seating and facilities for refreshments. • Restrooms: Clean, well-maintained restrooms. • Parking and Transport Links: Sufficient parking and easy access to public transport.
CONSUMABLES	None

ASSESSMENT CENTRES	
EQUIPMENT & TOOLS	• Desks and chairs (individual seating) • Computers or laptops (if assessments are digital) • Printer and scanner • Secure storage cabinet for assessment materials • Clock or timer for assessment monitoring
CONSUMABLES	• Printing toner/ink • Seals

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators of learning must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Facilitators of learning must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
FACILITATOR/LEARNER RATIO	Face to face training 1: 25 Distance learning 1:55

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Assessment Officials must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Assessment Officials must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
ASSESSOR/CANDIDATE RATIO	1:20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant • Compliant to relevant legislations

ASSESSMENT CENTRE
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant • Compliant to relevant legislations

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
None

ASSESSMENT CENTRE
None

3.1.3 Exemptions

RPL and CAT Policy can be used by the accredited SDP to provide exemption for completed learning

Practical Module (PM) - 04

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-PM-04	Investigate energy storage and movement incidents	6	5	Blended or face-to-face or online

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner an opportunity to gain hands-on experience in investigating incidents within the energy sector, conducting root cause analysis, and recommending corrective actions. Learners will also engage in reviewing licensing conditions and facilitating dispute resolution to mitigate future risks and ensure regulatory compliance.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-04-PS01	Issue notices to noncompliant licensees outlining corrective actions
PM-04-PS02	Implement fines or penalties for failure to meet regulatory standards
PM-04-PS03	Conduct follow-up inspections or audits to ensure compliance improvements
PM-04-PS04	Engage legal channels to address serious violations or persistent noncompliance
PM-04-PS05	Work with licensees to develop a corrective action plan and monitor progress

(c) Scope of each Practical Skill Activity:

PM-04-PS01 ISSUE NOTICES TO NONCOMPLIANT LICENSEES OUTLINING CORRECTIVE ACTIONS
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:
This activity focuses on the procedures for issuing notices to licensees who have been identified as noncompliant. Learners will gain practical skills in drafting effective notices that clearly outline the required corrective actions and compliance timelines. This process will include understanding

the regulatory framework, ensuring fairness in communication, and maintaining detailed records of correspondence.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Identify instances of noncompliance based on inspection reports and data analysis.
PA0102	Draft notices that clearly outline the nature of noncompliance and required corrective actions.
PA0103	Specify compliance deadlines and consequences for failing to address noncompliance.
PA0104	Review and finalize notices to ensure clarity and adherence to regulatory requirements.
PA0105	Issue notices to noncompliant licensees and maintain accurate records of correspondence.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0101	Understanding of compliance regulations and standards relevant to licensees.
AK0102	Knowledge of effective communication techniques for drafting notices and reports.
AK0103	Familiarity with the processes for addressing noncompliance in the regulatory context.
AK0104	Skills in documenting actions taken and maintaining compliance records.

AK0105	Awareness of the implications of noncompliance and the importance of corrective actions.
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(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	Instances of noncompliance are accurately identified based on established criteria.
IAC0102	Notices are drafted with clear descriptions of noncompliance and required actions.
IAC0103	Compliance deadlines and consequences are appropriately specified in the notices.
IAC0104	Notices are reviewed and finalized for clarity and regulatory compliance.
IAC0105	Notices are issued to noncompliant licensees and accurate records of communication are maintained.

(c) Scope of each Practical Skill Activity:

PM-04-PS02 IMPLEMENT FINES OR PENALTIES FOR FAILURE TO MEET REGULATORY STANDARDS	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity involves the procedures for implementing fines or penalties against licensees who fail to comply with regulatory standards. Learners will gain practical skills in assessing the severity of noncompliance, determining appropriate fines or penalties, and ensuring that the enforcement process aligns with regulatory guidelines. This includes maintaining accurate records of enforcement actions and communicating effectively with affected licensees.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0201	Assess the nature and severity of noncompliance based on regulatory standards.

PA0202	Determine appropriate fines or penalties in accordance with regulatory guidelines.
PA0203	Draft documentation outlining the fines or penalties and the rationale behind them.
PA0204	Communicate the penalties to the licensees and provide information on the appeals process.
PA0205	Maintain accurate records of all penalties issued and monitor compliance post-enforcement.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0201	Understanding of regulatory standards and the basis for imposing fines and penalties.
AK0202	Knowledge of the process for assessing noncompliance and determining appropriate enforcement actions.
AK0203	Familiarity with documentation requirements for fines and penalties.
AK0204	Skills in effective communication with licensees regarding enforcement actions and appeals.
AK0205	Awareness of the consequences of noncompliance and the importance of fair enforcement practices.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0201	The nature and severity of noncompliance are accurately assessed according to regulatory standards.
IAC0202	Appropriate fines or penalties are determined based on established guidelines.

IAC0203	Documentation outlining fines or penalties is drafted clearly and contains necessary details.
IAC0204	The penalties are communicated to licensees effectively, including information on appeals.
IAC0205	Accurate records of penalties issued are maintained and compliance is monitored following enforcement.

(c) Scope of each Practical Skill Activity:

PM-04-PS03 CONDUCT FOLLOW-UP INSPECTIONS OR AUDITS TO ENSURE COMPLIANCE IMPROVEMENTS	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity focuses on conducting follow-up inspections or audits to evaluate whether licensees have implemented the necessary improvements to achieve compliance with regulatory standards after previous assessments. Learners will develop skills in planning follow-up inspections, assessing compliance improvements, documenting findings, and providing feedback for continuous improvement.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0301	Plan and schedule follow-up inspections or audits based on previous compliance assessments.
PA0302	Conduct thorough inspections or audits to assess the effectiveness of corrective actions taken by licensees.
PA0303	Document findings and improvements made by licensees in response to previous inspections or audits.
PA0304	Provide feedback to licensees regarding compliance improvements and areas requiring further attention.
PA0305	Develop recommendations for ongoing compliance monitoring and improvement strategies.

(d) Applied Knowledge that underpins the Practical Skill

Curriculum Document: Advanced Occupational Certificate - Energy Regulation Practitioner

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0301	Understanding of compliance standards and the requirements for successful implementation of corrective actions.
AK0302	Knowledge of inspection and audit methodologies used in regulatory compliance assessments.
AK0303	Familiarity with documentation practices for recording inspection findings and recommendations.
AK0304	Skills in effective communication to provide constructive feedback to licensees on compliance improvements.
AK0305	Awareness of continuous improvement processes in regulatory compliance and the importance of follow-up evaluations.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0301	Follow-up inspections or audits are planned and scheduled effectively based on previous assessments.
IAC0302	Thorough inspections or audits are conducted to evaluate the effectiveness of corrective actions taken.
IAC0303	Findings and improvements are documented accurately, reflecting the status of compliance.
IAC0304	Feedback regarding compliance improvements is provided clearly and constructively to licensees.
IAC0305	Recommendations for ongoing compliance monitoring and improvement strategies are developed comprehensively.

(c) Scope of each Practical Skill Activity:

PM-04-PS04 ENGAGE LEGAL CHANNELS TO ADDRESS SERIOUS VIOLATIONS OR PERSISTENT NONCOMPLIANCE
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:

This activity focuses on engaging appropriate legal channels to address serious violations of regulatory standards or persistent noncompliance by licensees. Learners will develop the skills to assess the severity of violations, prepare legal documentation, and collaborate with legal authorities to ensure compliance and protect public interests.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0401	Identify serious violations or patterns of persistent noncompliance that warrant legal action.
PA0402	Prepare necessary legal documentation to initiate proceedings against noncompliant licensees.
PA0403	Collaborate with legal authorities to develop strategies for addressing noncompliance issues effectively.
PA0404	Communicate with stakeholders about the legal processes and implications of noncompliance actions.
PA0405	Monitor the outcomes of legal actions taken and evaluate their effectiveness in ensuring compliance.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0401	Understanding of legal frameworks governing regulatory compliance and enforcement actions.
AK0402	Knowledge of the procedures for engaging legal channels and initiating compliance actions.
AK0403	Familiarity with documentation requirements and legal terminology relevant to compliance cases.
AK0404	Skills in risk assessment related to serious violations and the potential impacts of noncompliance.

AK0405	Awareness of communication strategies for effectively engaging stakeholders during legal proceedings.
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(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0401	Serious violations or persistent noncompliance are identified accurately based on regulatory standards.
IAC0402	Necessary legal documentation is prepared comprehensively to initiate proceedings.
IAC0403	Collaboration with legal authorities is demonstrated effectively in addressing compliance issues.
IAC0404	Communication with stakeholders about legal processes and implications is clear and informative.
IAC0405	Monitoring of the outcomes of legal actions taken is conducted, with evaluations of their effectiveness documented.

(c) Scope of each Practical Skill Activity:

PM-04-PS05 WORK WITH LICENSEES TO DEVELOP A CORRECTIVE ACTION PLAN AND MONITOR PROGRESS	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity focuses on collaborating with licensees to develop and implement a corrective action plan addressing compliance issues. Learners will gain skills in identifying root causes of noncompliance, formulating effective corrective measures, and establishing monitoring mechanisms to track progress toward compliance.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0501	Assess the areas of noncompliance and determine the necessary corrective actions needed.
PA0502	Collaborate with licensees to draft a comprehensive corrective action plan, outlining specific steps and timelines.

PA0503	Establish monitoring protocols to track the implementation of the corrective action plan effectively.
PA0504	Provide ongoing support and guidance to licensees during the implementation of corrective actions.
PA0505	Evaluate the effectiveness of the corrective action plan and make adjustments as necessary to ensure compliance.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0501	Understanding of regulatory requirements and standards related to compliance.
AK0502	Knowledge of corrective action planning and implementation strategies.
AK0503	Skills in root cause analysis to identify underlying issues contributing to noncompliance.
AK0504	Familiarity with monitoring techniques and performance indicators relevant to compliance progress.
AK0505	Ability to communicate effectively with licensees regarding compliance expectations and support needs.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0501	Areas of noncompliance are assessed accurately, and corrective actions are identified effectively.
IAC0502	A comprehensive corrective action plan is developed collaboratively with licensees.
IAC0503	Monitoring protocols are established and utilized to track the implementation of the corrective action plan.

IAC0504	Ongoing support and guidance are provided to licensees during the corrective action implementation.
IAC0505	The effectiveness of the corrective action plan is evaluated, and necessary adjustments are documented.

3.1.2 Criteria for accreditation

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	Classroom and Training Equipment • Projectors or Smart Screens: For presentations, simulations, and online interactive sessions. • Whiteboards or Flipcharts: For in-person interactive discussions and explanations. • Tables and Chairs: Ergonomically suitable furniture for participants and trainers. • Audio-Visual Equipment: Microphones and speakers for larger groups or hybrid training sessions. ICT Infrastructure • High-Speed Internet Connectivity: Stable and high-speed internet to support online training, streaming, and virtual engagements. • Computers or Tablets: Available for participants without personal devices, with access to relevant software and training tools. • Technical Support: On-site or on-call IT support to address technical issues promptly. Specialized Training Resources • Simulation Software Access: If required, facilities must have licenses and hardware capable of running energy regulation or monitoring simulation tools.

	• Energy Regulation Models: Physical or virtual models that mimic real-world systems for practical training. • Reference Material Library: A collection of relevant texts, guides, and case studies, accessible physically or online. Blended Training Accommodation • Recording and Broadcasting Capabilities: Facilities for recording sessions or conducting live webinars. • Virtual Training Rooms: Quiet, private areas for conducting or participating in virtual sessions. • Collaborative Spaces: Areas for team-based learning activities or group projects. Amenities • Break Areas: Relaxation spaces with comfortable seating and facilities for refreshments. • Restrooms: Clean, well-maintained restrooms. • Parking and Transport Links: Sufficient parking and easy access to public transport.
CONSUMABLES	None

ASSESSMENT CENTRES	
EQUIPMENT & TOOLS	• Desks and chairs (individual seating) • Computers or laptops (if assessments are digital) • Printer and scanner • Secure storage cabinet for assessment materials • Clock or timer for assessment monitoring
CONSUMABLES	• Printing toner/ink • Seals

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators of learning must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Facilitators of learning must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
FACILITATOR/LEARNER RATIO	Face to face training 1: 25 Distance learning 1:55

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Assessment Officials must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Assessment Officials must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
ASSESSOR/CANDIDATE RATIO	1:20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant

- Compliant to relevant legislations

ASSESSMENT CENTRE

- Compliant and current health and safety audit report
- CIPC registered entity
- Valid Tax Compliant
- POPI ACT Compliant
- Compliant to relevant legislations

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)

None

ASSESSMENT CENTRE

None

3.1.3 Exemptions

RPL and CAT Policy can be used by the accredited SDP to provide exemption for completed learning

Practical Module (PM) - 05

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-PM-05	Facilitate energy infrastructure planning	6	10	Blended or face-to-face or online

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner an opportunity to evaluate and facilitate energy infrastructure development through analysis of technical and regulatory factors. Learners will gain the ability to assess infrastructure deviations, compatibility with existing systems, and ensure alignment with strategic energy planning and sustainability goals.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-05-PS01	Gather and analyse information related to the incident, including root causes
PM-05-PS02	Conduct interviews and on-site investigations to assess the extent of damage or impact
PM-05-PS03	Identify gaps in existing licensing conditions or operational protocols
PM-05-PS04	Propose corrective measures and mitigation strategies to prevent recurrence
PM-05-PS05	Draft a comprehensive incident investigation report with recommended actions

(c) Scope of each Practical Skill Activity:

PM-05-PS01 GATHER AND ANALYSE INFORMATION RELATED TO THE INCIDENT, INCLUDING ROOT CAUSES
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:
This activity involves collecting and analysing information related to an incident to determine the root causes. Participants will engage in various analytical techniques to ensure a comprehensive understanding of the incident.

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Identify and gather relevant documentation and evidence related to the incident.
PA0102	Conduct a thorough analysis of the collected data to identify patterns and trends.
PA0103	Use root cause analysis techniques to determine underlying issues contributing to the incident.
PA0104	Document findings and conclusions in a clear and organized manner.
PA0105	Prepare a presentation summarizing the analysis and root cause findings for stakeholders.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0101	Understanding of incident investigation methodologies and frameworks.
AK0102	Knowledge of data collection and analysis techniques applicable to incident investigation.
AK0103	Familiarity with root cause analysis tools and methods.
AK0104	Skills in report writing and documentation practices.
AK0105	Ability to communicate findings effectively to diverse audiences.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
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IAC0101	Relevant documentation and evidence related to the incident are identified and gathered accurately.
IAC0102	The analysis of collected data identifies clear patterns and trends effectively.
IAC0103	Root cause analysis techniques are applied correctly to determine underlying issues.
IAC0104	Findings and conclusions are documented in a clear and organized manner.
IAC0105	A comprehensive presentation summarizing the analysis and root cause findings is prepared.

(c) Scope of each Practical Skill Activity:

PM-05-PS02 CONDUCT INTERVIEWS AND ON-SITE INVESTIGATIONS TO ASSESS THE EXTENT OF DAMAGE OR IMPACT	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity focuses on conducting interviews and on-site investigations to assess the extent of damage or impact resulting from an incident. Participants will engage with affected parties and inspect the site to gather firsthand information.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0201	Develop a list of interview questions to guide discussions with relevant stakeholders.
PA0202	Conduct interviews with individuals involved in or affected by the incident.
PA0203	Perform on-site inspections to observe damage and assess impacts comprehensively.
PA0204	Record findings from interviews and inspections systematically.
PA0205	Analyse the collected information to assess the overall impact and extent of damage.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0201	Understanding of effective interviewing techniques and strategies.
AK0202	Knowledge of assessment methodologies for evaluating damage or impact.
AK0203	Familiarity with relevant regulations and compliance requirements.
AK0204	Skills in data recording and documentation practices.
AK0205	Ability to synthesize information from interviews and inspections into a coherent analysis.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0201	A comprehensive list of interview questions is developed effectively.
IAC0202	Interviews with stakeholders are conducted professionally and respectfully.
IAC0203	On-site inspections are performed thoroughly to observe damage and assess impacts.
IAC0204	Findings from interviews and inspections are recorded systematically.
IAC0205	The overall impact and extent of damage are assessed accurately based on collected information.

(c) Scope of each Practical Skill Activity:

PM-05-PS03 IDENTIFY GAPS IN EXISTING LICENSING CONDITIONS OR OPERATIONAL PROTOCOLS
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:

This activity involves reviewing existing licensing conditions and operational protocols to identify any gaps or deficiencies that could impact compliance or operational effectiveness. Participants will analyse documentation and engage with stakeholders to gather insights.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0301	Review current licensing conditions and operational protocols for completeness.
PA0302	Conduct interviews with stakeholders to gather feedback on operational practices.
PA0303	Analyse collected data to identify gaps or deficiencies in existing protocols.
PA0304	Document findings and highlight areas needing improvement.
PA0305	Prepare a report summarizing identified gaps and recommendations for action.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0301	Understanding of licensing regulations and operational standards.
AK0302	Knowledge of compliance requirements and best practices in operational protocols.
AK0303	Familiarity with data analysis techniques applicable to compliance assessments.
AK0304	Skills in effective communication for stakeholder engagement.
AK0305	Ability to document findings clearly and effectively for reporting purposes.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0301	Current licensing conditions and operational protocols are reviewed thoroughly.
IAC0302	Interviews with stakeholders are conducted professionally and yield relevant feedback.
IAC0303	Gaps or deficiencies are identified and analysed accurately based on collected data.
IAC0304	Findings are documented in a clear and organized manner, emphasizing areas for improvement.
IAC0305	A comprehensive report summarizing identified gaps and recommendations is prepared effectively.

(c) Scope of each Practical Skill Activity:

PM-05-PS04 PROPOSE CORRECTIVE MEASURES AND MITIGATION STRATEGIES TO PREVENT RECURRENCE	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity focuses on developing and proposing corrective measures and mitigation strategies to address identified gaps in licensing conditions or operational protocols. Participants will work collaboratively to formulate practical solutions.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0401	Analyse identified gaps and their implications for compliance and operations.
PA0402	Develop corrective measures to address each identified gap effectively.
PA0403	Propose mitigation strategies to prevent recurrence of issues related to gaps.
PA0404	Document proposed measures and strategies clearly and comprehensively.

PA0405	Present recommendations to relevant stakeholders for approval and implementation.
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(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0401	Understanding of best practices in corrective action and risk mitigation.
AK0402	Knowledge of regulatory requirements and operational standards.
AK0403	Familiarity with strategies for continuous improvement in compliance and operations.
AK0404	Skills in effective communication and presentation for stakeholder engagement.
AK0405	Ability to document proposals clearly and persuasively for stakeholder review.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0401	Analysis of identified gaps is thorough and considers implications accurately.
IAC0402	Corrective measures developed are practical and address each identified gap effectively.
IAC0403	Mitigation strategies proposed are comprehensive and relevant to prevent recurrence.
IAC0404	Proposed measures and strategies are documented clearly and comprehensively.
IAC0405	Recommendations are presented effectively to stakeholders for approval and implementation.

(c) Scope of each Practical Skill Activity:

PM-05-PS05 DRAFT A COMPREHENSIVE INCIDENT INVESTIGATION REPORT WITH RECOMMENDED ACTIONS	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity focuses on compiling and drafting a comprehensive incident investigation report that summarizes findings from the investigation and recommends actions for prevention and improvement. Participants will integrate data collected from the investigation and propose actionable solutions.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0501	Compile findings from the investigation, including incident details and evidence.
PA0502	Analyse the data to identify root causes and contributing factors of the incident.
PA0503	Develop clear and actionable recommendations based on the findings.
PA0504	Draft the investigation report in a structured and professional manner.
PA0505	Present the report to relevant stakeholders and solicit feedback.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0501	Understanding of incident investigation methodologies and processes.
AK0502	Knowledge of report writing standards and best practices.
AK0503	Familiarity with root cause analysis techniques and tools.

AK0504	Skills in effective communication for presenting findings and recommendations.
AK0505	Ability to document findings and recommendations clearly and concisely.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0501	Findings from the investigation are compiled accurately and comprehensively.
IAC0502	Root causes and contributing factors are identified and analysed effectively.
IAC0503	Recommendations provided are practical, relevant, and actionable.
IAC0504	The investigation report is drafted in a clear, structured, and professional manner.
IAC0505	The report is presented effectively to stakeholders, incorporating feedback where appropriate.

3.1.2 Criteria for accreditation

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	Classroom and Training Equipment • Projectors or Smart Screens: For presentations, simulations, and online interactive sessions. • Whiteboards or Flipcharts: For in-person interactive discussions and explanations. • Tables and Chairs: Ergonomically suitable furniture for participants and trainers. • Audio-Visual Equipment: Microphones and speakers for larger groups or hybrid training sessions.

	ICT Infrastructure • High-Speed Internet Connectivity: Stable and high-speed internet to support online training, streaming, and virtual engagements. • Computers or Tablets: Available for participants without personal devices, with access to relevant software and training tools. • Technical Support: On-site or on-call IT support to address technical issues promptly. Specialized Training Resources • Simulation Software Access: If required, facilities must have licenses and hardware capable of running energy regulation or monitoring simulation tools. • Energy Regulation Models: Physical or virtual models that mimic real-world systems for practical training. • Reference Material Library: A collection of relevant texts, guides, and case studies, accessible physically or online. Blended Training Accommodation • Recording and Broadcasting Capabilities: Facilities for recording sessions or conducting live webinars. • Virtual Training Rooms: Quiet, private areas for conducting or participating in virtual sessions. • Collaborative Spaces: Areas for team-based learning activities or group projects. Amenities • Break Areas: Relaxation spaces with comfortable seating and facilities for refreshments. • Restrooms: Clean, well-maintained restrooms.
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	• Parking and Transport Links: Sufficient parking and easy access to public transport.
CONSUMABLES	None

ASSESSMENT CENTRES	
EQUIPMENT & TOOLS	• Desks and chairs (individual seating) • Computers or laptops (if assessments are digital) • Printer and scanner • Secure storage cabinet for assessment materials • Clock or timer for assessment monitoring
CONSUMABLES	• Printing toner/ink • Seals

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators of learning must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Facilitators of learning must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
FACILITATOR/LEARNER RATIO	Face to face training 1: 25 Distance learning 1:55

ASSESSMENT CENTRE

QUALIFICATIONS & EXPERIENCE	Assessment Officials must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Assessment Officials must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
ASSESSOR/CANDIDATE RATIO	1:20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant • Compliant to relevant legislations

ASSESSMENT CENTRE
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant • Compliant to relevant legislations

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
None

ASSESSMENT CENTRE
None

3.1.3 Exemptions

RPL and CAT Policy can be used by the accredited SDP to provide exemption for completed learning

Practical Module (PM) - 06

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-PM-06	Resolve energy licensee disputes	6	10	Blended or face-to-face or online

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner an opportunity to resolve disputes between energy customers and licensees while promoting consumer education. Learners will acquire skills in mediation, negotiation, and communication, ensuring equitable outcomes and fostering better public understanding of regulatory standards and consumer rights.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-06-PS01	Solve problems by Investigating the nature and details of disputes from both parties
PM-06-PS02	Apply persuasive communication to Mediate discussions between customers and licensees to reach a fair resolution
PM-06-PS03	Provide guidance on regulatory standards and legal rights of customers and licensees
PM-06-PS04	Ensure that resolutions are documented and implemented effectively
PM-06-PS05	Develop and distribute educational materials or workshops for customer awareness

(c) Scope of each Practical Skill Activity:

PM-06-PS01 SOLVE PROBLEMS BY INVESTIGATING THE NATURE AND DETAILS OF DISPUTES FROM BOTH PARTIES
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:
This activity focuses on investigating disputes between two parties by gathering and analysing information regarding the nature of the disputes. Participants will learn to conduct interviews,

review relevant documentation, and understand the perspectives of both parties to reach a comprehensive understanding of the conflict.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Prepare for the investigation by reviewing relevant documents and dispute history.
PA0102	Conduct interviews with both parties to gather information about the dispute.
PA0103	Analyse the information collected to identify key issues and concerns.
PA0104	Document findings in a structured manner to support resolution efforts.
PA0105	Present findings and insights to relevant stakeholders for further action.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0101	Understanding of dispute resolution processes and methodologies.
AK0102	Knowledge of effective interviewing techniques and communication skills.
AK0103	Familiarity with analytical techniques for evaluating conflicting information.
AK0104	Skills in documentation and report writing related to dispute investigations.
AK0105	Ability to identify and assess the impact of disputes on operations and relationships.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	Preparation for the investigation is thorough and well-organized.
IAC0102	Interviews conducted are effective and elicit relevant information.
IAC0103	Analysis of information is accurate and identifies key issues.
IAC0104	Findings are documented clearly and in a structured manner.
IAC0105	Presentation of findings is professional and actionable.

(c) Scope of each Practical Skill Activity:

PM-06-PS02 APPLY PERSUASIVE COMMUNICATION TO MEDIATE DISCUSSIONS BETWEEN CUSTOMERS AND LICENSEES TO REACH A FAIR RESOLUTION	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity focuses on mediating discussions between customers and licensees to facilitate a fair resolution of disputes. Participants will learn techniques for effective communication, negotiation, and conflict resolution to help both parties reach a satisfactory outcome.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0201	Prepare for mediation by gathering relevant information from both parties.
PA0202	Facilitate discussions between customers and licensees in a neutral environment.
PA0203	Employ negotiation techniques to encourage collaborative problem-solving.
PA0204	Help parties articulate their needs and interests effectively.
PA0205	Document the outcome of the mediation process and any agreements made.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0201	Understanding of mediation principles and practices.
AK0202	Knowledge of effective communication and active listening skills.
AK0203	Familiarity with conflict resolution strategies and negotiation techniques.
AK0204	Skills in documenting mediation outcomes and agreements.
AK0205	Awareness of the legal and regulatory framework surrounding customer-licensee relationships.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0201	Preparation for mediation is comprehensive and well-structured.
IAC0202	Facilitation of discussions is effective and maintains neutrality.
IAC0203	Negotiation techniques used are appropriate and yield positive engagement.
IAC0204	Parties' needs and interests are clearly articulated during discussions.
IAC0205	Documentation of the mediation outcome is clear and accurately reflects agreements.

(c) Scope of each Practical Skill Activity:

PM-06-PS03 PROVIDE GUIDANCE ON REGULATORY STANDARDS AND LEGAL RIGHTS OF CUSTOMERS AND LICENSEES
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:

This activity focuses on equipping participants with the ability to provide guidance on regulatory standards, as well as the legal rights of both customers and licensees. It involves analysing and communicating the legal framework relevant to dispute resolution and ensuring compliance with regulations.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0301	Identify the relevant regulatory standards applicable to the dispute.
PA0302	Explain the legal rights of both customers and licensees in the context of the dispute.
PA0303	Advise customers and licensees on how to comply with regulatory requirements.
PA0304	Clarify the roles and responsibilities of each party in maintaining compliance.
PA0305	Document the guidance provided and ensure accuracy in communication.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0301	Detailed understanding of the legal framework governing the energy sector.
AK0302	Knowledge of customer protection laws and licensee obligations.
AK0303	Familiarity with the processes and tools for ensuring regulatory compliance.
AK0304	Effective communication of complex legal information in understandable terms.

AK0305	Awareness of dispute resolution mechanisms and legal recourse options.
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(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0301	Guidance provided aligns with current regulatory standards.
IAC0302	Explanation of legal rights is clear, accurate, and relevant to the situation.
IAC0303	Compliance advice is practical and tailored to the parties involved.
IAC0304	Roles and responsibilities are communicated effectively to both parties.
IAC0305	Documentation of guidance is thorough and legally sound.

(c) Scope of each Practical Skill Activity:

PM-06-PS04 ENSURE THAT RESOLUTIONS ARE DOCUMENTED AND IMPLEMENTED EFFECTIVELY	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity focuses on ensuring that dispute resolutions are properly documented and followed through. It includes the steps necessary for recording the agreed-upon resolution and tracking the implementation of corrective measures to ensure compliance and prevent further disputes.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0401	Draft the resolution agreement clearly, reflecting all agreed terms.
PA0402	Ensure that both parties review and understand the documented resolution.
PA0403	Establish a timeline for the implementation of corrective actions.

PA0404	Monitor the progress of implementation and verify compliance.
PA0405	Report back to the regulatory authority on the status of resolution implementation.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0401	Knowledge of proper documentation practices for legal agreements.
AK0402	Understanding of the steps involved in tracking and monitoring compliance.
AK0403	Familiarity with timelines and reporting requirements for regulatory follow-ups.
AK0404	Ability to communicate expectations and track progress with both parties.
AK0405	Awareness of legal recourse options if resolutions are not implemented.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0401	Resolution agreement is clearly documented and legally sound.
IAC0402	Both parties confirm their understanding of the resolution.
IAC0403	Corrective action timeline is realistic and achievable.
IAC0404	Implementation is monitored and complies with agreed terms.
IAC0405	Reports are submitted to the regulatory authority in a timely manner.

(c) Scope of each Practical Skill Activity:

PM-06-PS05 DEVELOP AND DISTRIBUTE EDUCATIONAL MATERIALS OR WORKSHOPS FOR CUSTOMER AWARENESS	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
This activity focuses on the creation and distribution of educational materials or workshops designed to enhance customer awareness regarding their rights, regulatory standards, and the operational protocols of licensees. It involves identifying key topics, developing content, and effectively disseminating information to customers.	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0501	Identify key topics and issues that require customer education.
PA0502	Develop informative and engaging educational materials (e.g., brochures, pamphlets, online content).
PA0503	Design and plan workshops or seminars to facilitate customer understanding.
PA0504	Distribute educational materials through appropriate channels (e.g., online platforms, in-person events).
PA0505	Evaluate the effectiveness of educational initiatives and gather feedback from participants.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0501	Understanding of customer rights and regulatory frameworks relevant to the energy sector.
AK0502	Knowledge of effective communication techniques for diverse audiences.

AK0503	Familiarity with educational design principles for creating engaging materials.
AK0504	Awareness of the methods for evaluating the effectiveness of educational programs.
AK0505	Insights into best practices for distributing educational content to reach a broader audience.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0501	Educational materials cover relevant topics and provide clear, accurate information.
IAC0502	Materials are accessible and engaging for the intended audience.
IAC0503	Workshops or seminars are well-organized and facilitate effective learning.
IAC0504	Distribution methods reach a significant number of customers effectively.
IAC0505	Feedback indicates that customers find the materials useful and informative.

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	Classroom and Training Equipment • Projectors or Smart Screens: For presentations, simulations, and online interactive sessions. • Whiteboards or Flipcharts: For in-person interactive discussions and explanations. • Tables and Chairs: Ergonomically suitable furniture for participants and trainers.

	• Audio-Visual Equipment: Microphones and speakers for larger groups or hybrid training sessions. ICT Infrastructure • High-Speed Internet Connectivity: Stable and high-speed internet to support online training, streaming, and virtual engagements. • Computers or Tablets: Available for participants without personal devices, with access to relevant software and training tools. • Technical Support: On-site or on-call IT support to address technical issues promptly. Specialized Training Resources • Simulation Software Access: If required, facilities must have licenses and hardware capable of running energy regulation or monitoring simulation tools. • Energy Regulation Models: Physical or virtual models that mimic real-world systems for practical training. • Reference Material Library: A collection of relevant texts, guides, and case studies, accessible physically or online. Blended Training Accommodation • Recording and Broadcasting Capabilities: Facilities for recording sessions or conducting live webinars. • Virtual Training Rooms: Quiet, private areas for conducting or participating in virtual sessions. • Collaborative Spaces: Areas for team-based learning activities or group projects. Amenities • Break Areas: Relaxation spaces with comfortable seating and facilities for refreshments.
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	• Restrooms: Clean, well-maintained restrooms. • Parking and Transport Links: Sufficient parking and easy access to public transport.
CONSUMABLES	None

ASSESSMENT CENTRES	
EQUIPMENT & TOOLS	• Desks and chairs (individual seating) • Computers or laptops (if assessments are digital) • Printer and scanner • Secure storage cabinet for assessment materials • Clock or timer for assessment monitoring
CONSUMABLES	• Printing toner/ink • Seals

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators of learning must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Facilitators of learning must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
FACILITATOR/LEARNER RATIO	Face to face training 1: 25 Distance learning 1:55

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Assessment Officials must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Assessment Officials must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
ASSESSOR/CANDIDATE RATIO	1:20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant • Compliant to relevant legislations

ASSESSMENT CENTRE
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant • Compliant to relevant legislations

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
None

ASSESSMENT CENTRE

None

3.1.3 Exemptions

RPL and CAT Policy can be used by the accredited SDP to provide exemption for completed learning

3.3 WORK EXPERIENCE MODULE (WM) SPECIFICATIONS:

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-WM-01	Techno-economic analysis and licensing processes within energy organisations	5	5	On The Job/Simulation
242207-001-00-WM-02	Processes and practices for monitoring and enforcing regulatory compliance	5	5	On The Job/Simulation
242207-001-00-WM-03	Tariff application processes and economic assessments	6	5	On The Job/Simulation
242207-001-00-WM-04	Energy related incident investigations and risk management	6	15	On The Job/Simulation
242207-001-00-WM-05	Customer engagement and dispute resolution within the energy sector	6	10	On The Job/Simulation

3.3.1 Detailing Work Experience Module (WM) contents

Work Experience Module (WM) - 01

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-WM-01	Techno-economic analysis and licensing processes within energy organisations	5	5	On The Job/Simulation

(a) Purpose of the Work Experience Module:

The focus of the work experience is on providing the learner an opportunity to gain exposure to the processes and procedures involved in conducting techno-economic analysis and licensing within energy organisations. The aim is for learners to gain first-hand experience in reviewing the technical and economic feasibility of licensing applicants, learning how to assess compliance with regulatory standards, and applying their skills in real-world scenarios under the guidance of a qualified supervisor. This experience will enhance their understanding of regulatory frameworks and licensing protocols in the energy sector.

(b) List of Work Experience Competencies:

WORK EXPERIENCE CODE	WORK EXPERIENCE COMPETENCY TITLE
WM-01-WE01	Participate in techno-economic analysis processes within the organisation.
WM-01-WE02	Review and assess technical and financial documentation for licensing.
WM-01-WE03	Observe regulatory compliance evaluations and reporting procedures.
WM-01-WE04	Contribute to the preparation of licensing recommendation reports.

(c) Scope of each Work Experience Competency:

WM-01-WE01 PARTICIPATE IN TECHNO-ECONOMIC ANALYSIS PROCESSES WITHIN THE ORGANISATION.
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE
Learners will be introduced to the methodology and tools used for conducting techno-economic analysis. They will gain experience in collecting data, evaluating technical capacity, and assessing

the economic sustainability of projects. Learners will also observe how these analyses influence licensing decisions in the energy sector.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0101	Introduction to techno-economic analysis methods and tools.
WA0102	Collect data on technical capacity and economic feasibility of organisations.
WA0103	Participate in discussions regarding project sustainability and risk factors.
WA0104	Support the analysis of market demand and sector-specific trends.

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0101	Attendance record of participation in techno-economic analysis meetings and workshops.
SE0102	Portfolio of data collected on technical and economic feasibility, including raw datasets and analysis notes.
SE0103	Observation report from a supervisor on learner's involvement in discussions on project sustainability and risk assessment.
SE0104	Completed case study or simulation report on a techno-economic analysis exercise, showcasing the application of methodologies learned.

(c) Scope of each Work Experience Competency:

WM-01-WE02 REVIEW AND ASSESS TECHNICAL AND FINANCIAL DOCUMENTATION FOR LICENSING.

WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
Learners will review real-world technical and financial documents submitted by license applicants. They will develop an understanding of how to assess compliance with regulatory standards and determine if applicants meet the technical and financial thresholds required for a license.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0201	Review technical documentation related to energy infrastructure.
WA0202	Assess financial statements and project financing.
WA0203	Verify compliance with regulatory requirements.
WA0204	Identify potential discrepancies or red flags in the application process.

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0201	Copies of technical documentation and financial statements reviewed by the learner, with annotations or assessment notes.
SE0202	Feedback from a supervisor on the learner's assessment of financial stability and technical capacity of licensing applicants.
SE0203	Compliance verification checklist completed by the learner during the document review process.
SE0204	Reflective journal or report from the learner detailing their experience in identifying discrepancies or inconsistencies in the reviewed documents.

(c) Scope of each Work Experience Competency:

WM-01-WE03 OBSERVE REGULATORY COMPLIANCE EVALUATIONS AND REPORTING PROCEDURES.	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
Learners will observe how compliance evaluations are conducted and how reports are prepared to document the findings. They will understand the key criteria regulators use to assess ongoing compliance with licensing conditions and energy laws.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0301	Participate in compliance assessment meetings and site inspections.
WA0302	Observe data collection for compliance verification.
WA0303	Learn to compile compliance assessment reports.
WA0304	Understand the steps for escalating non-compliance issues to regulatory bodies.

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0301	Attendance log from site inspections or compliance assessment meetings attended by the learner.
SE0302	Field notes or observation report documenting the learner's involvement in compliance evaluation processes.
SE0303	Draft compliance assessment report co-authored or contributed to by the learner, showing their role in data collection and analysis.
SE0304	Supervisor's evaluation of the learner's contribution to compliance assessment tasks, including feedback on accuracy and attention to detail.

(c) Scope of each Work Experience Competency:

WM-01-WE04 CONTRIBUTE TO THE PREPARATION OF LICENSING RECOMMENDATION REPORTS.	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
Learners will support the preparation of detailed licensing recommendation reports, synthesising the outcomes of the techno-economic analysis and compliance assessments. They will understand how to frame recommendations based on technical, financial, and regulatory findings.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0401	Assist in drafting sections of licensing recommendation reports.
WA0402	Incorporate technical, economic, and compliance data into the report.
WA0403	Participate in peer reviews of draft recommendations.
WA0404	Present findings to supervisors for approval and feedback.

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0401	Draft sections of a licensing recommendation report written by the learner, showing their ability to incorporate technical, economic, and compliance data.
SE0402	Peer review feedback on the learner's draft report, highlighting areas of strength and areas for improvement.
SE0403	Final report submission with the learner's contributions highlighted and feedback from the supervisor on the quality of work.

SE0404	Presentation slides or materials prepared by the learner for a meeting where licensing recommendations were discussed with supervisors or peers.
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(e) Contextualised Workplace Knowledge

WORKPLACE KNOWLEDGE	
1	Energy Sector Regulations and Licensing Frameworks
2	Techno-economic Analysis Principles
3	Financial Assessment and Risk Management
4	Data Interpretation and Report Writing

3.1.2 Criteria for accreditation

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (WORKPLACE)	
EQUIPMENT & TOOLS	For a workplace to be deemed appropriate for aspirant Energy Regulation Practitioners to gain the required work experience as outlined in the Occupational Curriculum, it must meet the following physical and operational requirements:
	Physical Requirements • Office Space: ○ Workstations equipped with ergonomic furniture to ensure comfort and productivity. ○ Sufficient space for individuals and teams to work collaboratively. • ICT Infrastructure:

	○ Access to computers with necessary software tools (e.g., energy modelling, regulatory frameworks, data analysis, compliance monitoring). ○ Reliable internet connectivity for accessing online resources and participating in blended learning elements. ● Energy Systems and Equipment: ○ Access to operational or simulated energy infrastructure such as grid monitoring systems, regulatory compliance tools, or renewable energy installations, if applicable. ○ Availability of measurement and monitoring tools relevant to energy regulation, such as meters, sensors, and software for energy audits. ● Safety Equipment: ○ Personal protective equipment (PPE) where on-site inspections or interaction with energy systems occur. ○ Clear and accessible emergency response systems and fire safety equipment. ● Training and Resource Areas: ○ A designated area for on-site mentoring, review sessions, or supplementary training. ○ Library or repository (digital or physical) of relevant regulatory documents, standards, and case studies.
	Operational Requirements Compliance with Industry Standards ● Adherence to energy regulation laws and codes of practice applicable to the specific sector (e.g., electricity, gas, renewables). Workplace Learning Environment

Curriculum Document: Advanced Occupational Certificate - Energy Regulation Practitioner

	• Qualified Supervisors and Mentors: ○ Appointed professionals with expertise in energy regulation to guide aspirants. ○ Supervisors must be familiar with the occupational curriculum and work experience requirements. ICT and Digital Tools • Exposure to and training on tools and systems used in energy regulation, such as: ○ Geographic Information Systems (GIS) for mapping energy networks. ○ Regulatory Information Management Systems (RIMS). ○ Data analytics platforms for energy consumption trends. Health and Safety Compliance • The workplace must comply with the Occupational Health and Safety Act (OHS Act), ensuring a safe environment for aspirants. • On-site risk assessments and safety training, especially for visits to operational energy facilities. Administrative Support • A system for tracking aspirant progress, such as logbooks or digital portfolios, to document and verify workplace experience. • A dedicated workplace coordinator to liaise with the training provider and ensure curriculum alignment.
CONSUMABLES	• Printing and Documentation Materials: ○ Printer and ink/toner for producing reports, charts, and compliance documentation.

Human Resource Requirements:

QUALIFICATIONS & EXPERIENCE	Facilitators of learning must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Facilitators of learning must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
MENTOR/LEARNER RATIO	Face to face training 1: 20

Legal Requirements:

• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant • Compliant to relevant legislations

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
None

Work Experience Module (WM) - 02

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-WM-02	Processes and practices for monitoring and enforcing regulatory compliance	5	5	On The Job/Simulation

(a) Purpose of the Work Experience Module:

The focus of the work experience is on providing the learner an opportunity to monitor compliance with regulatory standards within energy organisations. It aims to enhance the learner's ability to apply regulatory practices, including reviewing compliance data, conducting on-site inspections, and escalating non-compliance issues. Learners will gain insights into the practical aspects of maintaining regulatory integrity while working under the guidance of experienced compliance officers.

(b) List of Work Experience Competencies:

WORK EXPERIENCE CODE	WORK EXPERIENCE COMPETENCY TITLE
WM-02-WE01	Participate in the review and analysis of licensee compliance reports
WM-02-WE02	Assist in conducting on-site inspections to verify compliance with license conditions
WM-02-WE03	Identify, assess, and report on operational discrepancies or non-compliance issues
WM-02-WE04	Assist in the preparation of compliance reports and escalate serious non-compliance cases

(c) Scope of each Work Experience Competency:

WM-02-WE01 PARTICIPATE IN THE REVIEW AND ANALYSIS OF LICENSEE COMPLIANCE REPORTS.
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE

The learner will participate in reviewing licensee-submitted performance and compliance data to identify any potential discrepancies or regulatory violations.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0101	Understand the format and structure of compliance reports
WA0102	Identify key compliance metrics and standards relevant to the energy sector
WA0103	Conduct initial analysis of data for compliance assessment
WA0104	Collaborate with senior officers to interpret findings and provide feedback

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0101	Compliance report reviews and data analysis documentation completed by the learner, showing their involvement in evaluating performance metrics.
SE0102	Feedback reports from a senior compliance officer, highlighting the learner's contribution to identifying discrepancies or potential violations.
SE0103	Samples of annotated compliance reports showing the learner's insights or observations regarding regulatory adherence.
SE0104	Minutes or summaries from team review meetings where the learner contributed to discussions on compliance assessment.

(c) Scope of each Work Experience Competency:

WM-02-WE02 ASSIST IN CONDUCTING ON-SITE INSPECTIONS TO VERIFY COMPLIANCE WITH LICENSE CONDITIONS	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
The learner will assist in conducting inspections at energy facilities to assess whether they adhere to the agreed license conditions.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0201	Prepare for on-site inspections by reviewing background information
WA0202	Understand inspection checklists and required documentation
WA0203	Observe and document operational practices during site visits
WA0204	Report findings and contribute to compliance evaluation

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0201	Inspection preparation documents, such as checklists and background information reviewed by the learner.
SE0202	Field notes or logs documenting the learner's observations during on-site visits, with a focus on operational compliance.
SE0203	Photographs or annotated diagrams from on-site inspections taken or prepared by the learner, where applicable.
SE0204	Inspection reports that include sections drafted by the learner, outlining findings from the site visit.

(c) Scope of each Work Experience Competency:

WM-02-WE03 IDENTIFY, ASSESS, AND REPORT ON OPERATIONAL DISCREPANCIES OR NON-COMPLIANCE ISSUES.	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
The learner will help identify discrepancies in operations and ensure proper reporting procedures are followed for any detected non-compliance issues.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0301	Use compliance tools to identify areas of concern
WA0302	Evaluate the severity of identified non-compliance issues
WA0303	Document findings and communicate them to supervisors
WA0304	Assist in suggesting corrective actions or enforcement measures

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0301	Non-compliance issue logs or discrepancy assessment forms completed by the learner, identifying key areas of concern.
SE0302	Written feedback from supervisors on the learner's ability to evaluate the severity of non-compliance issues.
SE0303	Incident reports or follow-up documentation where the learner reported discrepancies to the regulatory team.
SE0304	Documentation showing corrective action recommendations or discussions initiated by the learner on addressing non-compliance.

(c) Scope of each Work Experience Competency:

WM-02-WE04 ASSIST IN THE PREPARATION OF COMPLIANCE REPORTS AND ESCALATE SERIOUS NON-COMPLIANCE CASES	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
The learner will assist in drafting compliance reports and ensure that serious violations are escalated to the appropriate regulatory authorities for further action.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0401	Draft initial compliance summaries based on inspection results
WA0402	Format reports in alignment with regulatory guidelines
WA0403	Identify cases requiring escalation and prepare relevant documentation
WA0404	Participate in the submission of compliance reports to regulatory authorities

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0401	Draft compliance reports or summaries prepared by the learner, showcasing their ability to format and present findings clearly.
SE0402	Submission records showing the learner's involvement in escalating serious non-compliance cases to the appropriate authorities.
SE0403	Evidence of compliance report submissions, including communication logs or records of report delivery.
SE0404	Review notes or feedback from regulatory authorities on the compliance reports the learner contributed to.

(e) Contextualised Workplace Knowledge

WORKPLACE KNOWLEDGE	
1	Regulatory Frameworks and Licensing Conditions
2	Compliance Monitoring Techniques
3	Risk Identification and Non-Compliance Management

3.1.2 Criteria for accreditation

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (WORKPLACE)	
EQUIPMENT & TOOLS	For a workplace to be deemed appropriate for aspirant Energy Regulation Practitioners to gain the required work experience as outlined in the Occupational Curriculum , it must meet the following physical and operational requirements :
	Physical Requirements • Office Space: ○ Workstations equipped with ergonomic furniture to ensure comfort and productivity. ○ Sufficient space for individuals and teams to work collaboratively. • ICT Infrastructure: ○ Access to computers with necessary software tools (e.g., energy modelling, regulatory frameworks, data analysis, compliance monitoring). ○ Reliable internet connectivity for accessing online resources and participating in blended learning elements. • Energy Systems and Equipment:

	○ Access to operational or simulated energy infrastructure such as grid monitoring systems, regulatory compliance tools, or renewable energy installations, if applicable. ○ Availability of measurement and monitoring tools relevant to energy regulation, such as meters, sensors, and software for energy audits. • Safety Equipment: ○ Personal protective equipment (PPE) where on-site inspections or interaction with energy systems occur. ○ Clear and accessible emergency response systems and fire safety equipment. • Training and Resource Areas: ○ A designated area for on-site mentoring, review sessions, or supplementary training. ○ Library or repository (digital or physical) of relevant regulatory documents, standards, and case studies.
	Operational Requirements Compliance with Industry Standards • Adherence to energy regulation laws and codes of practice applicable to the specific sector (e.g., electricity, gas, renewables). Workplace Learning Environment • Qualified Supervisors and Mentors: ○ Appointed professionals with expertise in energy regulation to guide aspirants. ○ Supervisors must be familiar with the occupational curriculum and work experience requirements.

	ICT and Digital Tools - Exposure to and training on tools and systems used in energy regulation, such as: - Geographic Information Systems (GIS) for mapping energy networks. - Regulatory Information Management Systems (RIMS). - Data analytics platforms for energy consumption trends. Health and Safety Compliance - The workplace must comply with the Occupational Health and Safety Act (OHS Act), ensuring a safe environment for aspirants. - On-site risk assessments and safety training, especially for visits to operational energy facilities. Administrative Support - A system for tracking aspirant progress, such as logbooks or digital portfolios, to document and verify workplace experience. - A dedicated workplace coordinator to liaise with the training provider and ensure curriculum alignment.
CONSUMABLES	Printing and Documentation Materials: - Printer and ink/toner for producing reports, charts, and compliance documentation.

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators of learning must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented.

	Facilitators of learning must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
FACILITATOR/LEARNER RATIO	Face to face training 1: 20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant • Compliant to relevant legislations

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
None

Work Experience Module (WM) - 03

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-WM-03	Tariff application processes and economic assessments	6	5	On The Job/Simulation

(a) Purpose of the Work Experience Module:

The focus of the work experience is on providing the learner an opportunity to analyse tariff applications and conducting economic assessments within the energy sector. Learners will gain hands-on exposure to reviewing financial data, assessing the impact of tariffs on consumers and the industry, and applying regulatory frameworks to ensure fair and sustainable pricing strategies.

(b) List of Work Experience Competencies:

WORK EXPERIENCE CODE	WORK EXPERIENCE COMPETENCY TITLE
WM-03-WE01	Participate in reviewing tariff applications submitted by energy providers.
WM-03-WE02	Conduct financial analysis of proposed tariffs and assess sustainability.
WM-03-WE03	Assist in preparing tariff assessment reports and recommendations for regulatory boards.
WM-03-WE04	Evaluate the economic impact of tariff changes on consumers and energy providers.

(c) Scope of each Work Experience Competency:

WM-03-WE01 PARTICIPATE IN REVIEWING TARIFF APPLICATIONS SUBMITTED BY ENERGY PROVIDERS
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE
This competency focuses on equipping learners with the skills to effectively participate in the evaluation and analysis of tariff applications submitted by energy providers. The learner will gain experience in gathering necessary documentation, reviewing tariff applications for completeness and compliance, and supporting the preparation of recommendations for tariff adjustments.

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0101	Review documentation and application forms submitted by energy providers
WA0102	Validate compliance of tariff applications with regulatory guidelines and industry standards
WA0103	Compile supporting documents for the assessment of tariff applications
WA0104	Engage with energy providers to clarify details and request additional information

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0101	Attendance record of meetings with energy providers to discuss tariff applications
SE0102	Copies of reviewed tariff application forms and associated documentation
SE0103	Feedback report on the validation of tariff applications based on regulatory guidelines
SE0104	Communication logs or emails with energy providers requesting additional information or clarification

(c) Scope of each Work Experience Competency:

WM-03-WE02 CONDUCT FINANCIAL ANALYSIS OF PROPOSED TARIFFS AND ASSESS SUSTAINABILITY
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE

The aim of this competency is to enable learners to analyse the financial aspects of proposed tariffs. Learners will engage in comparing the proposed tariffs with market trends, assessing the long-term sustainability of pricing structures, and ensuring that the proposed tariffs meet the financial objectives of the regulatory framework.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0201	Analyse the cost structures and financial data provided by energy providers
WA0202	Compare proposed tariffs with current market rates and energy pricing trends
WA0203	Assess the sustainability of proposed tariffs in relation to operational costs and profitability
WA0204	Identify potential financial risks or discrepancies in the tariff proposal

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0201	Financial analysis reports highlighting cost structures and market comparisons
SE0202	Worksheets or software outputs used to compare proposed tariffs with market trends
SE0203	Documentation outlining risk assessments related to the sustainability of the proposed tariffs
SE0204	Records of meetings or discussions with financial analysts or internal teams regarding the tariff evaluation

(c) Scope of each Work Experience Competency:

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WM-03-WE03 ASSIST IN PREPARING TARIFF ASSESSMENT REPORTS AND RECOMMENDATIONS FOR REGULATORY BOARDS	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
This competency focuses on preparing comprehensive assessment reports summarising the findings from tariff evaluations. The learner will gain experience in drafting professional reports, presenting financial data, and compiling recommendations for submission to regulatory boards for tariff approval.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0301	Gather relevant data and financial analysis to support the assessment report
WA0302	Assist in drafting a professional report with financial and market analysis
WA0303	Summarise findings and provide well-informed recommendations for tariff approvals
WA0304	Present and explain the report to internal teams or regulatory boards

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0301	Drafted or finalised tariff assessment reports submitted to regulatory boards
SE0302	Minutes or reports from internal meetings where the draft report was reviewed
SE0303	Presentation slides or materials used to present findings and recommendations

SE0304	Sign-off documents or feedback from regulatory boards on submitted recommendations
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(c) Scope of each Work Experience Competency:

WM-03-WE04 EVALUATE THE ECONOMIC IMPACT OF TARIFF CHANGES ON CONSUMERS AND ENERGY PROVIDERS	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
The learner will develop the skills to assess how tariff changes impact both consumers and energy providers. This competency includes evaluating the broader economic implications, customer affordability, and the potential effects on energy provider operations.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0401	Assess the impact of tariff changes on consumer affordability and satisfaction
WA0402	Analyse how tariff adjustments affect the financial stability of energy providers
WA0403	Evaluate the macroeconomic implications of tariff changes on the energy market
WA0404	Provide recommendations for balancing consumer interests with provider sustainability

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0401	Consumer impact assessment reports, including affordability analysis

SE0402	Internal reports analysing the effect of tariff changes on energy provider profitability
SE0403	Macroeconomic impact reports detailing the broader effects of tariff adjustments
SE0404	Feedback from stakeholders on the balance between consumer interests and provider sustainability in tariff proposals

(e) Contextualised Workplace Knowledge

WORKPLACE KNOWLEDGE	
1	Energy Tariff Structures and Regulatory Frameworks
2	Financial Analysis and Economic Modelling
3	Consumer Impact and Affordability Assessments
4	Stakeholder Engagement and Communication

3.1.2 Criteria for accreditation

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (WORKPLACE)	
EQUIPMENT & TOOLS	For a workplace to be deemed appropriate for aspirant Energy Regulation Practitioners to gain the required work experience as outlined in the Occupational Curriculum , it must meet the following physical and operational requirements :
	Physical Requirements • Office Space: ○ Workstations equipped with ergonomic furniture to ensure comfort and productivity.

	○ Sufficient space for individuals and teams to work collaboratively. • ICT Infrastructure: ○ Access to computers with necessary software tools (e.g., energy modelling, regulatory frameworks, data analysis, compliance monitoring). ○ Reliable internet connectivity for accessing online resources and participating in blended learning elements. • Energy Systems and Equipment: ○ Access to operational or simulated energy infrastructure such as grid monitoring systems, regulatory compliance tools, or renewable energy installations, if applicable. ○ Availability of measurement and monitoring tools relevant to energy regulation, such as meters, sensors, and software for energy audits. • Safety Equipment: ○ Personal protective equipment (PPE) where on-site inspections or interaction with energy systems occur. ○ Clear and accessible emergency response systems and fire safety equipment. • Training and Resource Areas: ○ A designated area for on-site mentoring, review sessions, or supplementary training. ○ Library or repository (digital or physical) of relevant regulatory documents, standards, and case studies.
	Operational Requirements Compliance with Industry Standards

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	• Adherence to energy regulation laws and codes of practice applicable to the specific sector (e.g., electricity, gas, renewables). Workplace Learning Environment • Qualified Supervisors and Mentors: ○ Appointed professionals with expertise in energy regulation to guide aspirants. ○ Supervisors must be familiar with the occupational curriculum and work experience requirements. ICT and Digital Tools • Exposure to and training on tools and systems used in energy regulation, such as: ○ Geographic Information Systems (GIS) for mapping energy networks. ○ Regulatory Information Management Systems (RIMS). ○ Data analytics platforms for energy consumption trends. Health and Safety Compliance • The workplace must comply with the Occupational Health and Safety Act (OHS Act), ensuring a safe environment for aspirants. • On-site risk assessments and safety training, especially for visits to operational energy facilities. Administrative Support • A system for tracking aspirant progress, such as logbooks or digital portfolios, to document and verify workplace experience. • A dedicated workplace coordinator to liaise with the training provider and ensure curriculum alignment.
CONSUMABLES	• Printing and Documentation Materials:

	○ Printer and ink/toner for producing reports, charts, and compliance documentation.
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Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators of learning must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Facilitators of learning must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
FACILITATOR/LEARNER RATIO	Face to face training 1: 20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant • Compliant to relevant legislations

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
None

Work Experience Module (WM) - 04

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-WM-04	Energy related incident investigations and risk management	6	15	On The Job/Simulation

(a) Purpose of the Work Experience Module:

The focus of the work experience is on providing the learner an opportunity to gain exposure to the processes and methodologies involved in incident investigations and risk management within the energy sector, enabling them to apply theoretical knowledge in real-world settings and enhance their problem-solving skills.

(b) List of Work Experience Competencies:

WORK EXPERIENCE CODE	WORK EXPERIENCE COMPETENCY TITLE
WM-04-WE01	Participate in incident investigation processes.
WM-04-WE02	Conduct risk assessments related to energy incidents.
WM-04-WE03	Develop and propose risk mitigation strategies.
WM-04-WE04	Document findings and recommendations in incident reports.

(c) Scope of each Work Experience Competency:

WM-04-WE01 PARTICIPATE IN INCIDENT INVESTIGATION PROCESSES.	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
This competency focuses on the learner's involvement in investigating incidents, gathering evidence, identifying the root causes, and ensuring adherence to legal and regulatory frameworks during the process.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS

WA0101	Collect evidence and information related to the incident from different sources (e.g., personnel interviews, equipment inspections).
WA0102	Assist in identifying the root causes of incidents by analysing collected data.
WA0103	Ensure compliance with legal and regulatory frameworks during the investigation.
WA0104	Participate in discussions with relevant stakeholders regarding preliminary findings.

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0101	Signed attendance sheet from incident investigation meetings.
SE0102	Incident data collection forms and records.
SE0103	Root cause analysis report verified by the supervisor.
SE0104	Feedback report from the investigation team on preliminary findings.

(c) Scope of each Work Experience Competency:

WM-04-WE02 CONDUCT RISK ASSESSMENTS RELATED TO ENERGY INCIDENTS	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
This competency covers conducting risk assessments to evaluate the potential impact of incidents on energy infrastructure, safety, and compliance with regulations.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS

WA0201	Conduct hazard identification exercises based on the incident and operational context.
WA0202	Analyse the likelihood and consequences of potential risks stemming from the incident.
WA0203	Document the results of the risk assessment and provide actionable insights.
WA0204	Present risk mitigation recommendations based on the assessment results.

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0201	Completed risk assessment templates and documentation.
SE0202	Hazard identification checklist or logs.
SE0203	Risk assessment report reviewed by senior personnel.
SE0204	Presentation slides or meeting minutes discussing risk mitigation insights.

(c) Scope of each Work Experience Competency:

WM-04-WE03 DEVELOP AND PROPOSE RISK MITIGATION STRATEGIES	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
This competency focuses on the creation of effective risk mitigation strategies to prevent future incidents, including communication with key stakeholders.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS

WA0301	Analyse the identified risks and develop appropriate mitigation strategies.
WA0302	Coordinate with operational teams to evaluate the feasibility of proposed mitigation measures.
WA0303	Prepare a detailed risk mitigation plan with timelines and resources required.
WA0304	Present and communicate the mitigation strategies to management and relevant stakeholders.

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0301	Drafted risk mitigation strategies submitted to the team.
SE0302	Operational team feedback on the proposed mitigation measures.
SE0303	Approved risk mitigation plan with resource allocation details.
SE0304	Email correspondence or meeting notes with management on mitigation strategy.

(c) Scope of each Work Experience Competency:

WM-04-WE04 DOCUMENT FINDINGS AND RECOMMENDATIONS IN INCIDENT REPORTS	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
This competency is about compiling and documenting incident investigation findings and providing clear, actionable recommendations to improve safety and regulatory compliance.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS

WA0401	Compile all relevant evidence and findings into a comprehensive report format.
WA0402	Develop clear recommendations based on the investigation's findings.
WA0403	Ensure the incident report adheres to regulatory requirements and organizational standards.
WA0404	Submit the final report for review by senior management or regulatory authorities.

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0401	Draft incident report submission with all necessary appendices.
SE0402	Reviewed and approved recommendation report by management.
SE0403	Compliance checklist showing adherence to regulatory reporting standards.
SE0404	Final submission record of the incident report to regulatory authorities.

(e) Contextualised Workplace Knowledge

WORKPLACE KNOWLEDGE	
1	Incident Investigation Protocols
2	Risk Assessment Principles
3	Regulatory Compliance and Reporting
4	Crisis Management and Mitigation Planning

3.1.2 Criteria for accreditation

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (WORKPLACE)	
EQUIPMENT & TOOLS	For a workplace to be deemed appropriate for aspirant Energy Regulation Practitioners to gain the required work experience as outlined in the Occupational Curriculum , it must meet the following physical and operational requirements :
	Physical Requirements • Office Space: ○ Workstations equipped with ergonomic furniture to ensure comfort and productivity. ○ Sufficient space for individuals and teams to work collaboratively. • ICT Infrastructure: ○ Access to computers with necessary software tools (e.g., energy modelling, regulatory frameworks, data analysis, compliance monitoring). ○ Reliable internet connectivity for accessing online resources and participating in blended learning elements. • Energy Systems and Equipment: ○ Access to operational or simulated energy infrastructure such as grid monitoring systems, regulatory compliance tools, or renewable energy installations, if applicable. ○ Availability of measurement and monitoring tools relevant to energy regulation, such as meters, sensors, and software for energy audits.

	• Safety Equipment: ○ Personal protective equipment (PPE) where on-site inspections or interaction with energy systems occur. ○ Clear and accessible emergency response systems and fire safety equipment. • Training and Resource Areas: ○ A designated area for on-site mentoring, review sessions, or supplementary training. ○ Library or repository (digital or physical) of relevant regulatory documents, standards, and case studies.
	Operational Requirements Compliance with Industry Standards • Adherence to energy regulation laws and codes of practice applicable to the specific sector (e.g., electricity, gas, renewables). Workplace Learning Environment • Qualified Supervisors and Mentors: ○ Appointed professionals with expertise in energy regulation to guide aspirants. ○ Supervisors must be familiar with the occupational curriculum and work experience requirements. ICT and Digital Tools • Exposure to and training on tools and systems used in energy regulation, such as: ○ Geographic Information Systems (GIS) for mapping energy networks. ○ Regulatory Information Management Systems (RIMS).

	○ Data analytics platforms for energy consumption trends. Health and Safety Compliance • The workplace must comply with the Occupational Health and Safety Act (OHS Act), ensuring a safe environment for aspirants. • On-site risk assessments and safety training, especially for visits to operational energy facilities. Administrative Support • A system for tracking aspirant progress, such as logbooks or digital portfolios, to document and verify workplace experience. • A dedicated workplace coordinator to liaise with the training provider and ensure curriculum alignment.
CONSUMABLES	• Printing and Documentation Materials: ○ Printer and ink/toner for producing reports, charts, and compliance documentation.

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators of learning must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Facilitators of learning must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
FACILITATOR/LEARNER RATIO	Face to face training 1: 20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant • Compliant to relevant legislations

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
None

Work Experience Module (WM) - 05

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-WM-05	Customer engagement and dispute resolution within the energy sector	6	10	On The Job/Simulation

(a) Purpose of the Work Experience Module:

The focus of the work experience is on providing the learner an opportunity to manage customer relationships and resolving disputes between energy providers and customers. It aims to equip learners with skills in effective communication, mediation, and resolution of customer complaints in compliance with regulatory frameworks in the energy sector.

(b) List of Work Experience Competencies:

WORK EXPERIENCE CODE	WORK EXPERIENCE COMPETENCY TITLE
WM-05-WE01	Engage with customers to identify issues and complaints
WM-05-WE02	Facilitate resolution of disputes between customers and energy providers
WM-05-WE03	Educate customers on their rights, responsibilities, and energy-related regulations
WM-05-WE04	Document and report on dispute resolution outcomes

(c) Scope of each Work Experience Competency:

WM-05-WE01 ENGAGE WITH CUSTOMERS TO IDENTIFY ISSUES AND COMPLAINTS	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
Learners will develop the ability to actively listen to customer complaints and concerns, identify key issues, and categorize complaints according to their complexity and severity. This includes understanding energy service agreements and regulatory compliance related to customer rights.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS

WA0101	Customer interview techniques.
WA0102	Documentation of customer complaints.
WA0103	Categorization of issues (technical, financial, operational).
WA0104	Initial assessment of customer service concerns.

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0101	Recorded call logs or written correspondence detailing customer complaints.
SE0102	Complaint forms or customer feedback reports.
SE0103	Issue categorisation matrix completed by the learner.
SE0104	Supervisor's report on learner's engagement with customers.

(c) Scope of each Work Experience Competency:

WM-05-WE02 FACILITATE RESOLUTION OF DISPUTES BETWEEN CUSTOMERS AND ENERGY PROVIDERS	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
This competency focuses on resolving disputes by mediating between the customer and the energy provider. Learners will practice negotiation skills, ensure compliance with service agreements, and facilitate discussions to reach mutually acceptable resolutions.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0201	Conflict mediation techniques.
WA0202	Review of service agreements and compliance obligations.
WA0203	Communicating with both parties to identify a common resolution.

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WA0204	Implementing agreed-upon dispute resolutions.
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(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0201	Mediation meeting minutes or logs.
SE0202	Copies of resolved service agreements or amended contracts.
SE0203	Documentation of resolution outcomes agreed by both parties.
SE0204	Supervisor feedback on mediation and conflict resolution skills.

(c) Scope of each Work Experience Competency:

WM-05-WE03 EDUCATE CUSTOMERS ON THEIR RIGHTS, RESPONSIBILITIES, AND ENERGY-RELATED REGULATIONS	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
Learners will engage with customers to raise awareness of their legal rights, responsibilities, and the regulatory framework governing energy providers. They will also offer guidance on accessing customer support and utilising self-help resources.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0301	Explanation of energy sector regulatory standards.
WA0302	Customer rights and responsibilities education.
WA0303	Communication of customer service guidelines.
WA0304	Development of customer education materials.

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0301	Educational material developed for customers.
SE0302	Record of customer education workshops or sessions.
SE0303	Customer feedback forms on educational sessions.
SE0304	Report from mentor/supervisor on customer education efforts.

(c) Scope of each Work Experience Competency:

WM-05-WE04 DOCUMENT AND REPORT ON DISPUTE RESOLUTION OUTCOMES	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
Learners will document the entire dispute resolution process, from initial complaints to final resolution, ensuring the accuracy of records and compliance with regulatory reporting standards. They will also produce reports to inform internal teams and external stakeholders about resolution outcomes.	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0401	Accurate recording of dispute details and outcomes.
WA0402	Report writing and presentation of resolutions.
WA0403	Compliance with regulatory reporting requirements.
WA0404	Communication of findings to relevant departments and authorities.

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0401	Final dispute resolution reports.
SE0402	Regulatory submission or compliance checklist.

SE0403	Internal communication confirming the resolution.
SE0404	Supervisor evaluation of the quality and accuracy of the reports.

(e) Contextualised Workplace Knowledge

WORKPLACE KNOWLEDGE	
1	Energy Sector Customer Service Regulations
2	Mediation and Negotiation Techniques
3	Energy Service Agreements and Consumer Rights
4	Regulatory Reporting and Documentation Standards

3.1.2 Criteria for accreditation

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (WORKPLACE)	
EQUIPMENT & TOOLS	For a workplace to be deemed appropriate for aspirant Energy Regulation Practitioners to gain the required work experience as outlined in the Occupational Curriculum , it must meet the following physical and operational requirements :
	Physical Requirements • Office Space: ○ Workstations equipped with ergonomic furniture to ensure comfort and productivity. ○ Sufficient space for individuals and teams to work collaboratively. • ICT Infrastructure:

	○ Access to computers with necessary software tools (e.g., energy modelling, regulatory frameworks, data analysis, compliance monitoring). ○ Reliable internet connectivity for accessing online resources and participating in blended learning elements. ● Energy Systems and Equipment: ○ Access to operational or simulated energy infrastructure such as grid monitoring systems, regulatory compliance tools, or renewable energy installations, if applicable. ○ Availability of measurement and monitoring tools relevant to energy regulation, such as meters, sensors, and software for energy audits. ● Safety Equipment: ○ Personal protective equipment (PPE) where on-site inspections or interaction with energy systems occur. ○ Clear and accessible emergency response systems and fire safety equipment. ● Training and Resource Areas: ○ A designated area for on-site mentoring, review sessions, or supplementary training. ○ Library or repository (digital or physical) of relevant regulatory documents, standards, and case studies.
	Operational Requirements Compliance with Industry Standards ● Adherence to energy regulation laws and codes of practice applicable to the specific sector (e.g., electricity, gas, renewables). Workplace Learning Environment

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	• Qualified Supervisors and Mentors: ○ Appointed professionals with expertise in energy regulation to guide aspirants. ○ Supervisors must be familiar with the occupational curriculum and work experience requirements. ICT and Digital Tools • Exposure to and training on tools and systems used in energy regulation, such as: ○ Geographic Information Systems (GIS) for mapping energy networks. ○ Regulatory Information Management Systems (RIMS). ○ Data analytics platforms for energy consumption trends. Health and Safety Compliance • The workplace must comply with the Occupational Health and Safety Act (OHS Act), ensuring a safe environment for aspirants. • On-site risk assessments and safety training, especially for visits to operational energy facilities. Administrative Support • A system for tracking aspirant progress, such as logbooks or digital portfolios, to document and verify workplace experience. • A dedicated workplace coordinator to liaise with the training provider and ensure curriculum alignment.
CONSUMABLES	• Printing and Documentation Materials: ○ Printer and ink/toner for producing reports, charts, and compliance documentation.

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators of learning must be, at minimum, in possession of a valid or equivalent NQF Level 7 Qualification in a field where Energy Regulations must be applied, evaluated and implemented. Facilitators of learning must have a proven track record of at least five years' work experience in occupations where Energy Regulations are enforced. At least two of the five years must be at a supervisory/managerial level.
FACILITATOR/LEARNER RATIO	Face to face training 1: 20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
• Compliant and current health and safety audit report • CIPC registered entity • Valid Tax Compliant • POPI ACT Compliant • Compliant to relevant legislations

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
None

3.4 POSSIBLE SEQUENCING AND INTEGRATION

ORDER	MODULE TITLE	MODULE CODE	LEVEL	CREDITS
1.	Techno-economic analysis and licensing in the energy sector	242207-001-00-KM-01	5	5
2.	Recommend Energy management licensing approvals	242207-001-00-PM-01	5	5
3.	Techno-economic analysis and licensing processes within energy organisations	242207-001-00-WM-01	5	5
4.	Energy regulatory compliance and monitoring practices	242207-001-00-KM-02	5	5
5.	Enforce compliance with Energy license conditions	242207-001-00-PM-02	5	5
6.	Processes and practices for monitoring and enforcing regulatory compliance	242207-001-00-WM-02	5	5
7.	Fundamentals of Project Management	242207-001-00-KM-03	5	5
8.	Recommend Energy tariff applications for approval	242207-001-00-PM-03	6	5
9.	Tariff application processes and economic assessments	242207-001-00-WM-03	6	5
10.	Enforcement of regulatory compliance and corrective actions	242207-001-00-KM-04	6	5
11.	Economic and financial analysis for tariff approvals in energy regulation	242207-001-00-KM-05	6	5
12.	Investigate energy storage and movement incidents.	242207-001-00-PM-04	6	5

13.	Energy related incident investigations and risk management	242207-001-00-WM-04	6	15
14.	Incident investigation and risk mitigation in energy regulation	242207-001-00-KM-06	6	5
15.	Facilitate energy infrastructure planning	242207-001-00-PM-05	6	10
16.	Dispute resolution and customer education in energy regulation	242207-001-00-KM-07	6	10
17.	Customer engagement and dispute resolution within the energy sector	242207-001-00-WM-05	6	10
18.	Resolve energy licensee disputes	242207-001-00-PM-06	6	10

SECTION 4. STATEMENT OF WORK EXPERIENCE

QUALIFICATION TYPE	QUALIFICATION TITLE/DESCRIPTOR	NQF LEVEL	CREDITS
Advanced Occupational Certificate	Energy Regulation Practitioner	6	120

CURRICULUM CODE	242207-001-00-00
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LEARNER DETAILS

NAME:	
ID NUMBER:	

EMPLOYER DETAILS

COMPANY NAME:	
ADDRESS:	
SUPERVISOR NAME:	
WORK TELEPHONE:	
E-MAIL:	

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-WM-01	Techno-economic analysis and licensing processes within energy organisations	5	5	On The Job/Simulation

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNITURE
WA0101	Introduction to techno-economic analysis methods and tools.		
WA0102	Collect data on technical capacity and economic feasibility of organisations.		
WA0103	Participate in discussions regarding project sustainability and risk factors.		
WA0104	Support the analysis of market demand and sector-specific trends.		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNITURE
SE0101	Attendance record of participation in techno-economic analysis meetings and workshops.		
SE0102	Portfolio of data collected on technical and economic feasibility, including raw datasets and analysis notes.		
SE0103	Observation report from a supervisor on learner's involvement in discussions on project sustainability and risk assessment.		
SE0104	Completed case study or simulation report on a techno-economic analysis exercise, showcasing the		

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	application of methodologies learned.		
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WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNATURE
WA0201	Review technical documentation related to energy infrastructure.		
WA0202	Assess financial statements and project financing.		
WA0203	Verify compliance with regulatory requirements.		
WA0204	Identify potential discrepancies or red flags in the application process.		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0201	Copies of technical documentation and financial statements reviewed by the learner, with annotations or assessment notes.		
SE0202	Feedback from a supervisor on the learner's assessment of financial stability and technical capacity of licensing applicants.		
SE0203	Compliance verification checklist completed by the learner during the document review process.		
SE0204	Reflective journal or report from the learner detailing their experience in identifying discrepancies or inconsistencies in the reviewed documents.		

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNATURE

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WA0301	Participate in compliance assessment meetings and site inspections.		
WA0302	Observe data collection for compliance verification.		
WA0303	Learn to compile compliance assessment reports.		
WA0304	Understand the steps for escalating non-compliance issues to regulatory bodies.		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNITURE
SE0301	Attendance log from site inspections or compliance assessment meetings attended by the learner.		
SE0302	Field notes or observation report documenting the learner's involvement in compliance evaluation processes.		
SE0303	Draft compliance assessment report co-authored or contributed to by the learner, showing their role in data collection and analysis.		
SE0304	Supervisor's evaluation of the learner's contribution to compliance assessment tasks, including feedback on accuracy and attention to detail.		

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNITURE
WA0401	Assist in drafting sections of licensing recommendation reports.		
WA0402	Incorporate technical, economic, and compliance data into the report.		

WA0403	Participate in peer reviews of draft recommendations.		
WA0404	Present findings to supervisors for approval and feedback.		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0401	Draft sections of a licensing recommendation report written by the learner, showing their ability to incorporate technical, economic, and compliance data.		
SE0402	Peer review feedback on the learner's draft report, highlighting areas of strength and areas for improvement.		
SE0403	Final report submission with the learner's contributions highlighted and feedback from the supervisor on the quality of work.		
SE0404	Presentation slides or materials prepared by the learner for a meeting where licensing recommendations were discussed with supervisors or peers.		

WORKPLACE KNOWLEDGE	
1	Energy Sector Regulations and Licensing Frameworks
2	Techno-economic Analysis Principles
3	Financial Assessment and Risk Management
4	Data Interpretation and Report Writing

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-WM-02	Processes and practices for monitoring and enforcing regulatory compliance	5	5	On The Job/Simulation

WORK EXPERIENCE	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNATURE
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COMPETENCY ELEMENT CODES			
WA0101	Understand the format and structure of compliance reports		
WA0102	Identify key compliance metrics and standards relevant to the energy sector		
WA0103	Conduct initial analysis of data for compliance assessment		
WA0104	Collaborate with senior officers to interpret findings and provide feedback		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0101	Compliance report reviews and data analysis documentation completed by the learner, showing their involvement in evaluating performance metrics.		
SE0102	Feedback reports from a senior compliance officer, highlighting the learner's contribution to identifying discrepancies or potential violations.		
SE0103	Samples of annotated compliance reports showing the learner's insights or observations regarding regulatory adherence.		
SE0104	Minutes or summaries from team review meetings where the learner contributed to discussions on compliance assessment.		

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNATURE

WA0201	Prepare for on-site inspections by reviewing background information		
WA0202	Understand inspection checklists and required documentation		
WA0203	Observe and document operational practices during site visits		
WA0204	Report findings and contribute to compliance evaluation		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0201	Inspection preparation documents, such as checklists and background information reviewed by the learner.		
SE0202	Field notes or logs documenting the learner's observations during on-site visits, with a focus on operational compliance.		
SE0203	Photographs or annotated diagrams from on-site inspections taken or prepared by the learner, where applicable.		
SE0204	Inspection reports that include sections drafted by the learner, outlining findings from the site visit.		

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNATURE
WA0301	Use compliance tools to identify areas of concern		
WA0302	Evaluate the severity of identified non-compliance issues		

WA0303	Document findings and communicate them to supervisors		
WA0304	Assist in suggesting corrective actions or enforcement measures		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0301	Non-compliance issue logs or discrepancy assessment forms completed by the learner, identifying key areas of concern.		
SE0302	Written feedback from supervisors on the learner's ability to evaluate the severity of non-compliance issues.		
SE0303	Incident reports or follow-up documentation where the learner reported discrepancies to the regulatory team.		
SE0304	Documentation showing corrective action recommendations or discussions initiated by the learner on addressing non-compliance.		

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNATURE
WA0401	Draft initial compliance summaries based on inspection results		
WA0402	Format reports in alignment with regulatory guidelines		
WA0403	Identify cases requiring escalation and prepare relevant documentation		
WA0404	Participate in the submission of compliance reports to regulatory authorities		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0401	Draft compliance reports or summaries prepared by the learner, showcasing their ability to format and present findings clearly.		
SE0402	Submission records showing the learner's involvement in escalating serious non-compliance cases to the appropriate authorities.		
SE0403	Evidence of compliance report submissions, including communication logs or records of report delivery.		
SE0404	Review notes or feedback from regulatory authorities on the compliance reports the learner contributed to.		

WORKPLACE KNOWLEDGE	
1	Regulatory Frameworks and Licensing Conditions
2	Compliance Monitoring Techniques
3	Risk Identification and Non-Compliance Management

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-WM-03	Tariff application processes and economic assessments	6	5	On The Job/Simulation

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNATURE
WA0101	Review documentation and application forms submitted by energy providers		
WA0102	Validate compliance of tariff applications with regulatory guidelines and industry standards		
WA0103	Compile supporting documents for the assessment of tariff applications		
WA0104	Engage with energy providers to clarify details and request additional information		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0101	Attendance record of meetings with energy providers to discuss tariff applications		
SE0102	Copies of reviewed tariff application forms and associated documentation		
SE0103	Feedback report on the validation of tariff applications based on regulatory guidelines		
SE0104	Communication logs or emails with energy providers requesting additional information or clarification		

WORK EXPERIENCE	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNATURE
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COMPETENCY ELEMENT CODES			
WA0201	Analyse the cost structures and financial data provided by energy providers		
WA0202	Compare proposed tariffs with current market rates and energy pricing trends		
WA0203	Assess the sustainability of proposed tariffs in relation to operational costs and profitability		
WA0204	Identify potential financial risks or discrepancies in the tariff proposal		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0201	Financial analysis reports highlighting cost structures and market comparisons		
SE0202	Worksheets or software outputs used to compare proposed tariffs with market trends		
SE0203	Documentation outlining risk assessments related to the sustainability of the proposed tariffs		
SE0204	Records of meetings or discussions with financial analysts or internal teams regarding the tariff evaluation		

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNATURE
WA0301	Gather relevant data and financial analysis to support the assessment report		
WA0302	Assist in drafting a professional report with financial and market analysis		
WA0303	Summarise findings and provide well-informed		

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	recommendations for tariff approvals		
WA0304	Present and explain the report to internal teams or regulatory boards		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0301	Drafted or finalised tariff assessment reports submitted to regulatory boards		
SE0302	Minutes or reports from internal meetings where the draft report was reviewed		
SE0303	Presentation slides or materials used to present findings and recommendations		
SE0304	Sign-off documents or feedback from regulatory boards on submitted recommendations		

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNATURE
WA0401	Assess the impact of tariff changes on consumer affordability and satisfaction		
WA0402	Analyse how tariff adjustments affect the financial stability of energy providers		
WA0403	Evaluate the macroeconomic implications of tariff changes on the energy market		
WA0404	Provide recommendations for balancing consumer interests with provider sustainability		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0401	Consumer impact assessment reports, including affordability analysis		

SE0402	Internal reports analysing the effect of tariff changes on energy provider profitability		
SE0403	Macroeconomic impact reports detailing the broader effects of tariff adjustments		
SE0404	Feedback from stakeholders on the balance between consumer interests and provider sustainability in tariff proposals		

WORKPLACE KNOWLEDGE	
1	Energy Tariff Structures and Regulatory Frameworks
2	Financial Analysis and Economic Modelling
3	Consumer Impact and Affordability Assessments
4	Stakeholder Engagement and Communication

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-WM-04	Energy related incident investigations and risk management	6	15	On The Job/Simulation

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNATURE
WA0101	Collect evidence and information related to the incident from different sources (e.g., personnel interviews, equipment inspections).		
WA0102	Assist in identifying the root causes of incidents by analysing collected data.		
WA0103	Ensure compliance with legal and regulatory frameworks during the investigation.		
WA0104	Participate in discussions with relevant stakeholders regarding preliminary findings.		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0101	Signed attendance sheet from incident investigation meetings.		
SE0102	Incident data collection forms and records.		
SE0103	Root cause analysis report verified by the supervisor.		
SE0104	Feedback report from the investigation team on preliminary findings.		

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNATURE
WA0201	Conduct hazard identification exercises based on the incident and operational context.		
WA0202	Analyse the likelihood and consequences of potential risks stemming from the incident.		
WA0203	Document the results of the risk assessment and provide actionable insights.		
WA0204	Present risk mitigation recommendations based on the assessment results.		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0201	Completed risk assessment templates and documentation.		
SE0202	Hazard identification checklist or logs.		
SE0203	Risk assessment report reviewed by senior personnel.		
SE0204	Presentation slides or meeting minutes discussing risk mitigation insights.		

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNATURE
WA0301	Analyse the identified risks and develop appropriate mitigation strategies.		
WA0302	Coordinate with operational teams to evaluate the feasibility of proposed mitigation measures.		
WA0303	Prepare a detailed risk mitigation plan with timelines and resources required.		
WA0304	Present and communicate the mitigation strategies to management and relevant stakeholders.		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0301	Drafted risk mitigation strategies submitted to the team.		
SE0302	Operational team feedback on the proposed mitigation measures.		
SE0303	Approved risk mitigation plan with resource allocation details.		
SE0304	Email correspondence or meeting notes with management on mitigation strategy.		

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNATURE
WA0401	Compile all relevant evidence and findings into a comprehensive report format.		
WA0402	Develop clear recommendations based on the investigation's findings.		

WA0403	Ensure the incident report adheres to regulatory requirements and organizational standards.		
WA0404	Submit the final report for review by senior management or regulatory authorities.		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0401	Draft incident report submission with all necessary appendices.		
SE0402	Reviewed and approved recommendation report by management.		
SE0403	Compliance checklist showing adherence to regulatory reporting standards.		
SE0404	Final submission record of the incident report to regulatory authorities.		

WORKPLACE KNOWLEDGE	
1	Incident Investigation Protocols
2	Risk Assessment Principles
3	Regulatory Compliance and Reporting
4	Crisis Management and Mitigation Planning

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
242207-001-00-WM-05	Customer engagement and dispute resolution within the energy sector	6	10	On The Job/Simulation

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNATURE
WA0101	Customer interview techniques.		
WA0102	Documentation of customer complaints.		

WA0103	Categorization of issues (technical, financial, operational).		
WA0104	Initial assessment of customer service concerns.		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0101	Recorded call logs or written correspondence detailing customer complaints.		
SE0102	Complaint forms or customer feedback reports.		
SE0103	Issue categorisation matrix completed by the learner.		
SE0104	Supervisor's report on learner's engagement with customers.		

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNATURE
WA0201	Conflict mediation techniques.		
WA0202	Review of service agreements and compliance obligations.		
WA0203	Communicating with both parties to identify a common resolution.		
WA0204	Implementing agreed-upon dispute resolutions.		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0201	Mediation meeting minutes or logs.		
SE0202	Copies of resolved service agreements or amended contracts.		
SE0203	Documentation of resolution outcomes agreed by both parties.		

SE0204	Supervisor feedback on mediation and conflict resolution skills.		
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WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNATURE
WA0301	Explanation of energy sector regulatory standards.		
WA0302	Customer rights and responsibilities education.		
WA0303	Communication of customer service guidelines.		
WA0304	Development of customer education materials.		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0301	Educational material developed for customers.		
SE0302	Record of customer education workshops or sessions.		
SE0303	Customer feedback forms on educational sessions.		
SE0304	Report from mentor/supervisor on customer education efforts.		

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS	DATE	SIGNATURE
WA0401	Accurate recording of dispute details and outcomes.		
WA0402	Report writing and presentation of resolutions.		
WA0403	Compliance with regulatory reporting requirements.		
WA0404	Communication of findings to relevant departments and authorities.		

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0401	Final dispute resolution reports.		
SE0402	Regulatory submission or compliance checklist.		
SE0403	Internal communication confirming the resolution.		
SE0404	Supervisor evaluation of the quality and accuracy of the reports.		

WORKPLACE KNOWLEDGE	
1	Energy Sector Customer Service Regulations
2	Mediation and Negotiation Techniques
3	Energy Service Agreements and Consumer Rights
4	Regulatory Reporting and Documentation Standards