**RPL TOOLKIT – INSTRUMENT 04 – GAP IMPLEMENTATION PLAN**

*To be completed by the accredited SDP*

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| **RPL Candidate Details** | | **SDP Details** | |
| **Candidate Name** |  | **SDP Entity Name** |  |
| **Candidate ID No.** |  | **SDP Representative Name** |  |
| **RPL Occupational Qualification Title** | Occupational Certificate: Contact Centre Manager | **SDP QCTO Accreditation No.** |  |
| **SAQA ID** | 99687 | **Assessor Name** |  |
| **Credits and NQF Level** | 285, L5 | **Assessor Registration No.** |  |

*The table below should be aligned to the assessment matrix*

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| **Occupational Qualification** | **Gap Credits** | **Notional Hours** | **Action Required[[1]](#footnote-2)** | **Timelines in weeks (shade blocks)** | | | | | | | | **Evidence to be generated[[2]](#footnote-3)** |
| **(KM, PM, WP)** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** |
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**Signed by:**

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| **Candidate Full Names:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  | **Assessor/SME Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. KM – online/classroom learning; PM – practical skills demonstration using tools/equipment and or case studies/assignments; WP – observation of simulation/workplace learning with mentor/supervision [↑](#footnote-ref-2)
2. KM – registers; PM: photographs, digital recordings, documents; WP – registers, observation/mentorship reports, documents recording work outputs [↑](#footnote-ref-3)