

RPL TOOLKIT – INSTRUMENT 04 – GAP IMPLEMENTATION PLAN*To be completed by the accredited SDP*

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

Occupational Qualification (KM, PM, WP)	Gap Credits	Notional Hours	Action Required ¹	Timelines in weeks (shade blocks)								Evidence to be generated ²
				1	2	3	4	5	6	7	8	

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

² KM – registers; PM: photographs, digital recordings, documents; WP – registers, observation/mentorship reports, documents recording work outputs

Signed by:

Candidate Full Names: _____

Signature: _____

Date: _____

Assessor/SME Name: _____

Signature: _____

Date: _____