

## Career guidance assessment for Jessica Shutte

Dear Jessica,

Thank you for completing the Pivotal Talent career guidance assessment. We trust that the report will be of interest and value, in providing helpful insights and guidance towards the next chapter of your career.

Attached to this overview, we have included your career guidance summary report, as well as the report annexure.

As a high-level summary and overview, we have identified the following insights:



### Top three career fields

1. Entertainment
2. IT / Computer Programming
3. Statistics or Analytics



### Core strengths / skills identified

- Numerical skills
- Administrative skills
- Logical skills
- Customer engagement skills
- Mechanical skills
- Computer literacy
- Technology familiarity
- Customer care skills



### Developmental areas

- Engagement coping skills

Should you require any additional information or wish to discuss your report further, please email your request to [info@pivotaltalent.co.za](mailto:info@pivotaltalent.co.za).

Regards,

Dr. Juan Swartz  
Chief Scientist and Co-founder

## Summary report interpretation

How do I interpret this report to gain a deeper understanding of the recommendations made for my ideal / most suitable career fields?

Below are explanations to help you understand your summary report:

### 1. Candidate background

Personal and academic details as provided by you as the student.

### 2. Summary recommendation

Provides an overall ranked list of your recommended career fields. This includes your suitability scores, natural skills scores (70% of suitability) and interest scores (30% of suitability).

2.1. The 20 career fields below are ranked according to your suitability score for each career field. These scores are sorted in descending order, starting from your best match to your least recommended/suitable match.

2.1.1. Natural skill score (career field related skills score): This score considers the scores of all the skills that were assessed. Not all skills are equally important for every career field, the score displayed is a weighted average score of your skills, relating to the specific career field.

2.1.2. Interest score: In the assessment you were asked questions relating to your interests and this score shows how interested you are in each of the career fields.

2.2. Summary recommendation, career field suitability score graph: This is a visual representation of your suitability score for each career field.

### 3. Natural skills overview

3.1. These scores will give you an indication of where your strengths and weaknesses lie in terms of your natural skills. Not everyone is good at everything, that is why we have assessed a wide range of skills and tasks to establish where your natural abilities lie and to identify those areas that require further development. As stated, not all skills are equally important for every career field. Through the results of the assessment we understand which skills and tasks you can perform without a lot of extra effort, it is then very easy to determine which career fields you will be most suited to. It is also important to understand your inherent natural skills and abilities, for self development.

## Career guidance summary report

**Student:** Jessica Schutte  
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**Phone:** 078 312 3356

### 1. Candidate background

Personal details	
1st language spoken	English
2nd language spoken	Afrikaans
3rd language spoken	Other
Academic background	
I am currently in this grade	Grade 11
School name	Pivotal High School
School subjects (Self-evaluation)	
Additional languages (High)	Medium (50 - 59%)
English language (High)	Medium (50 - 59%)
Entertainment-related subjects (High)	Good (60 - 79%)
Information Technology/Computer Science (High)	Good (60 - 79%)
Mathematics and/or Statistics (High)	Good (60 - 79%)
Physical Education and Sports (Low)	I did not take these subjects
Psychology, Social Care/Religion-related subjects (Low)	Good (60 - 79%)
Science-related subjects (High)	Good (60 - 79%)

### 2.1 Summary recommendation (Career fields 1 to 10 of 20) ● High ● Medium ● Low

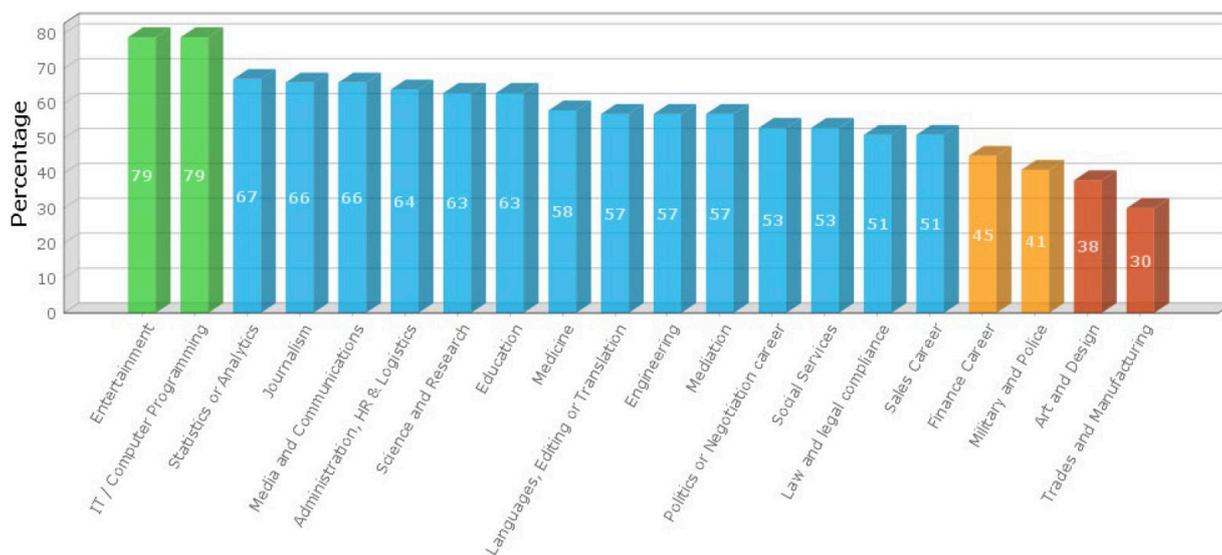
Rank	Career field	Suitability score	Natural skill score	Interest score
1	Entertainment	●	●	●
2	IT / Computer Programming	●	●	●
3	Statistics or Analytics	●	●	●
4	Journalism	●	●	●
5	Media and Communications	●	●	●
6	Administration, HR & Logistics	●	●	●
7	Science and Research	●	●	●
8	Education	●	●	●
9	Medicine	●	●	●
10	Languages, Editing or Translation	●	●	●

## Summary recommendation (Career fields 1 to 11 of 20)

● High ● Medium ● Low

Rank	Career field	Suitability score	Natural skill score	Interest score
11	Engineering	●	●	●
12	Mediation	●	●	●
13	Politics or Negotiation career	●	●	●
14	Social Services	●	●	●
15	Law and legal compliance	●	●	●
16	Sales Career	●	●	●
17	Finance Career	●	●	●
18	Military and Police	●	●	●
19	Art and Design	●	●	●
20	Trades and Manufacturing	●	●	●

## 2.2 Summary recommendation graph



### 3. Natural skills overview

● High   
 ● Medium   
 ● Low

Skill	Description	Score
Numerical skills	The ability to apply mathematical concepts and principles to solve theoretical or practical problems	●
Mechanical skills	The ability to visualise problems or to understand visualisations of problems and to formulate a solution	●
Administrative skills	Detail orientation, organisation skills and the ability to think systematically	●
Computer literacy	The ability to use computers and related technology efficiently in the working environment	●
Logical skills	The ability to use rational and systematic steps to arrive at realistic conclusions.	●
Technology familiarity	Knowledge in the use of modern technology in the working environment	●
Customer engagement skills	Ability to appropriately display emotions that you experience.	●
Customer care skills	Ability to ensure customer satisfaction	●
Interpersonal skills	Ability to get along and build relationships with customers and co-workers	●
Problem-solving skills	The ability to objectively and creatively analyse information to reach rational judgments	●
Sales skills	Ability to close deals and effectively manage client relationships	●
Engagement coping skills	Internal management of positive or negative emotions	●

## Career guidance annexure

How do I use the annexure to understand the career field recommended to me?

The annexure consists of two sections:

### 1. Natural skills overview:

This section explains in detail each of the skills assessed, as well as how these skills are applied in the working environment. This section also highlights what you can do to develop and improve specific skills.

### 2. Career field overview:

This section explains each of the career fields, covering the following:

- Career field definition
- Examples of typical tasks
- Examples of typical entry level jobs within a career field
- Examples of typical senior level jobs within a career field
- Important secondary school subjects to consider that will assist you in pursuing the relevant career field
- Recommended types of tertiary qualifications to consider that will assist you in pursuing the relevant career field
- Examples of recommended tertiary qualifications
- Key skills required to perform well in the specific career field/s
- Suggested career paths within the specified career fields

The summary report above, scientifically ranks your most suitable career fields. We recommend paying special attention to the top 3 career fields on your summary report. Section two of the annexure provides detailed information about these specific 3 career fields. A comprehensive description of all the other career fields is also available for your reference in the annexure.

After you have read up on your top 3 career fields you should be in a position to make an informed career decision. Your decision may involve further training or education required after secondary school that would enable you to pursue your top career choices. You may also consider doing an apprenticeship.

## 1. Natural skills overview

### 1.1 Numerical skills

This is the ability to use mathematical concepts and principles to solve theoretical or practical problems. It is the ability to make sense of numbers in one context and apply that principle to other tasks or problems. Numerical skills also entail the ability to quantify everyday concepts.

Numerical skills are essential in numerous roles pertaining to finance, accounting, statistics, analytics and engineering. It is important to note that although numerical skills are important for a career in, for example, finance accounting, statistics, analytics and engineering, it is not the only skill that will contribute to optimum performance in these roles.

A low score for numerical skills does not mean you can't pursue a career in the above mentioned career fields. There is also a link between having good numerical skills and being able to learn to code as a software developer, even though it is not a direct requirement.

Improving your numerical skills is always a good idea, as it can help in peripheral tasks, such as balancing a budget or managing money matters. Luckily numerical skills are relatively straight forward to improve. There are many free courses online which can assist in developing your numerical skills, as well as video tutorials and skills test websites.

1.2



### Mechanical skills

The ability to visualise problems or to understand visual representations of problems, and to apply this ability to the analysis, formulation and design, of a solution. More simply, it is the ability to think in diagrams and schematics.

Mechanical skills are essential in roles such as an engineer, architect and IT solutions architect. Although not essential for most roles, in many circumstances mechanical skills will help to simplify, visualise and comprehend complex problems and even conceptualise the solution.

Mechanical skills occur almost automatically as if it were by force of habit and require applied knowledge and understanding. Looking at a diagram of something and then applying that to a problem is not something most of us are exposed to daily, because of this, mechanical skills will only improve with exposure and practice. A way to gain exposure and practice refining your mechanical skills is to increase your visual spatial intelligence which can be done through free online tests and articles.

1.3



### Administrative skills

Administrative skills are the skills related to organising, planning, multi-tasking, detail orientation and managing different assigned tasks effectively, according to strict standards, procedures and deadlines. In addition to this it also refers to the ability to effectively apply time management and to willingly take responsibility for tasks. Good communication skills, verbal as well as written, are complementary to administrative skills.

Most jobs have some elements of administrative tasks. For some jobs, such as accountants, lawyers, HR practitioners and secretaries it is a very large component of their job. For other jobs, such as scientists, engineers, doctors or politicians it may not be a skill required to perform the primary function of the job but depending on the nature of the role, administrative skills will still be required to complete day to day tasks.

Working on improving your administrative skills will be advantageous for most career fields.

The better your administrative skills are, the more efficient you will be in completing administrative tasks. You will naturally organise, file and plan work effectively and you will be comfortable with office procedures as well as meeting strict deadlines. You will perform well in and enjoy a structured and organised environment. That does not mean that administrative skills will not help in a more innovative and entrepreneurial environment, on the contrary, good organisational skills will assist in providing a more efficient way of work.

If administrative skills are not one of your strengths, don't worry, often people with other strengths such as being creative, innovative or very good with people are not that strong in the administrative side. Nonetheless, it might be good to work on improving your administrative skills over time. This can be done by developing ways to plan and organise your tasks, like having reminders, notes and keeping a calendar or making lists. You can also pursue further training, such as short courses in administration, software programs, communication or management.

1.4



#### Computer literacy

Computer literacy refers to the ability to use computers and computer programs efficiently and effectively. Today, computers are widely used across most industries and jobs and as technology advances it will become even more important that employees are computer literate.

The more computer literate you are the easier it will be for you to use computers in completing tasks. This can increase your productivity and enable you to adapt to new developments more quickly. Should you not be proficient in the use of computers it might be wise to grow your knowledge through computer or software courses. There are also numerous tutorials and courses that can be found online for free if you are interested in improving your skills.

1.5



#### Logical skills

This is the ability to use rational and systematic steps based on processes to arrive at viable conclusions. It also entails the ability to understand and follow logical arguments and to identify any contradictions.

Logical skills are essential in roles such as an economist, accountant, medical doctor, advocate or financial advisor. These jobs require a high level of logical skills because standardised processes and protocols need to be followed in performing these jobs.

Improving your logical skills is always a good idea as it can help you understand the full implications of your decision making, and also understand the necessity of following processes. Logical skills will improve as you learn more and expand your knowledge base. You can also improve your logical skills by reading up on different processes and procedures as well as doing online courses that specifically address this skill.

1.6



## Technology familiarity

Technology familiarity is the knowledge of the use of modern technology. This includes the ability to use digital devices and adapt to new technological developments. Technology familiarity is becoming an increasingly important skill to acquire as the number of jobs related to technology is also increasing. Today, most roles require working extensively with some form of technology.

Using technology effectively can increase your suitability for various roles, for example, software developers, solution architects and database administrators are all very sought-after individuals. Strong technology familiarity can help improve efficiency in a variety of jobs. If you are really interested in and wish to pursue a career in technology but have scored low on this section, don't be discouraged as there are many ways to develop this skill - there are large amounts of free online computer and software courses available to assist with this.

1.7



## Customer engagement skills

Customer engagement skills refer to how you act and display your emotions in front of customers, clients, suppliers, co-workers or management, irrespective of the emotions that you experience internally at that point in time. It is not about whether or not you understand how to act in front of customers, but rather whether you are able to act professionally under difficult circumstances. Note the word "act", this refers to how you display the emotions you feel internally.

If a customer is rude or unfair you might have to hide your frustrations and focus on trying to resolve the situation. Not all of us can do this. Some people will forget about being professional and voice their frustrations or even lash out at the customer. Others might try and hide their frustrations but without success, thereby perhaps coming across as condescending or sarcastic.

If you have above average customer engagement skills, then you may be able to hold your pose and come across as professional and calm. This does not necessarily mean that you will feel calm. It only means that you can act calm. This deviation has consequences. Your role might require you to act calm and professional under all circumstances, but not being authentic to your emotions is unhealthy in the long run.

Similarly, if you have a low score for customer engagement skills, you might want to avoid customer engagements as this might not be the role in which you will perform your best. Having said that, if you have below average customer engagement skills, don't be too concerned, as this will improve with experience. A good starting point would be to understand what is considered professional behaviour in your chosen job. Once you understand this, take your time in difficult situations to think about what the appropriate response would be and in time it will come more naturally to you.

To develop this skill you could sign up for online courses, read up on ways to develop these skills, or engage in debates with family and friends as a way to gain exposure.

1.8



### Customer care skills

Customer care skills indicates whether you have a natural inclination towards working with customers in a manner that addressed a customer's needs and drives customer satisfaction. Generally high customer care skills are associated with higher levels of empathy, this is because a person with good customer care skills will listen to what the client needs and try to put themselves in the clients' shoes.

Some people enjoy dealing with customers because they like working with and meeting new people. Dealing with customers regularly is, however, not for everyone. This measure is not about how much you will enjoy working with customers, but rather whether your natural way of communicating and building relationships lends itself to customer service engagements. Some of us are naturally better at handling difficult conversations that customers might raise, and making customers feel cared for after an interaction.

This is a skill that can be developed over time because you can learn certain mechanisms or approaches to deal with challenging situations. It is also important to remember that a customer can come in many forms, whether they are individuals from a different department of your company that you need to deliver a service to or external customers. If this skill does not come naturally to you, improving it might be as simple as learning what appropriate responses are under different circumstances, and over time it will come more naturally. You can develop this skill by asking for feedback from more experienced staff or your manager, this may only be possible once you start working. Customer surveys or suggestions from colleagues on areas where you can improve will also help. Lastly, the more you improve your knowledge of the product or service that you are dealing with in your interactions, the more confident you will feel in providing customer care.

1.9



### Interpersonal skills

Interpersonal skills are essential to building effective relationships with colleagues, subordinates, supervisors, suppliers, clients and customers. These relationships in turn are key in building your career.

Interpersonal skills are not only about getting along with other individuals, it is also about conflict resolution, negotiating and leadership. If you have very strong interpersonal skills, it means that you can get along with and effectively build good relationships with a very wide spectrum of the population, regardless of whether they share your views or background.

In some cases, the extent of interpersonal skills required could be limited to the ability to get along with colleagues in a team setting. In other roles such as customer service, sales and teaching, more extensive interpersonal skills are required. This is because most of the tasks in these roles are related to managing relationships and effective communication under complex or stressful situations.

People with below average interpersonal skills typically struggle to build good relationships with a wide spectrum of people and usually have smaller, close relationships. Those people who prefer technical or complex tasks might naturally focus less on interpersonal relationships and therefore, might not be that good at building relationships.

To improve interpersonal skills, you can strive to interact with, and learn more about different types of personalities and how to deal with them, learn how to be more patient, take more time to think before speaking, give others a chance to talk and improve your listening skills. You can also participate in mentoring or training programs that will allow you to focus on how to improve verbal and nonverbal communication.

1.10



### Problem-solving skills

The ability to objectively and creatively analyse information to reach rational judgments. Problem-solving skills require the ability to critically assess information by making inferences, recognising assumptions, making interpretations, evaluating arguments and drawing conclusions. Information is interpreted as being definitely true, probably true, probably false, definitely false or there is not enough data to make a decision.

Problem-solving skills are important in every career at every level. As a result, effective problem solving may also require industry or job-specific technical skills.

Everybody can benefit from having good problem solving skills as we all encounter problems on a daily basis. Some of these problems are obviously more severe or complex than others.

A lot of the work in problem solving involves understanding what the underlying issues of the problems really are. Dealing with a customer complaint may be seen as a problem that needs to be solved. The employee dealing with the complaint should be asking what has caused the customer to complain in the first place, if the cause of the complaint can be eliminated then the problem is solved. As you move up the ladder, problem-solving skills become more important, but are not as essential for most entry level roles. This is probably a good thing, as problem-solving improves by understanding the subject enough to identify what information should be considered or disregarded for decision making.

Improving your problem-solving skills can be done via tutorials online or even completing word problems.

1.11



### Sales skills

Sales skills are an indication of whether you have a natural inclination towards selling. A sales conversation is different from other conversations in the sense that the seller wants to convince the buyer of the benefits of what he is selling and less concerned with building long-term relationships or sharing information.

If you have good sales skills, you would be good at convincing people of your views and you might also be good at knowing when to push a point and when not to. Sales versus customer service conversations and relationships are very different and people that are good at one are often not good at the other. If you are good at both and have good interpersonal skills, then you should be very good at what is known as solution selling.

It is essential for the sales person to not only close the deal, but also be able to build strong long-term relationships.

Sales is not for everyone, and although it is a useful skill to have, it is only essential in a role, where sales is one of your core tasks. As with customer care skills, the best way to pick up sales skills is through experience. If you have the opportunity to be in a sales role and are looking to improve your sales skills, you can ask for feedback from more experienced staff for your manager. Customer surveys might also give you insight into which tactics work best. Participate in sales training programs if afforded the opportunity. Improving your speaking, presenting and listening skills, as well as your product knowledge should also help. The better you know the product, the more confident you will be talking about it and selling it.

1.12



### Engagement coping skills

Engagement coping skills refer to how likely you are to cope with the pressure and stress related to engaging with customers, clients, suppliers, co-workers or management. Some of these interactions could be onerous, stressful, frustrating, tedious or even aggressive. In many roles, conflict resolution and management are just one part of the job. Such engagements become more stressful or difficult if the parties involved are already under pressure, such as meeting strict deadlines or when performing complex tasks.

The effective management and display of these emotions are important, especially when dealing with customers (internal or external). Firstly, for your own well-being, it is important to select a career field that suits your profile. If you have above average engagement coping skills, it means that the stress and pressure of the working environment will affect you less. You will be able to remain quite calm under these circumstances, which will make it easier for you to manage the engagement effectively. Remaining calm can further reduce conflict and increase customer service quality, even under stressful situations.

Not everyone copes well with stress. If you have low levels of engagement coping skills, it means that you will feel anxious and frustrated under stressful situations very quickly. If this is so, you might want to stay away from roles that focus on managing conflict resolution. Continuous stress is not ideal. When you are constantly feeling anxious or stressed, it will be very difficult to be satisfied with your job. The problem is, however, that the more you want to succeed, the more pressure will be put onto you to perform well. Even if this is pressure that you put on yourself. So how do you push yourself to improve, while avoiding feeling stressed? It is difficult to do and the answer will be slightly different for everyone, but the key lies in avoiding careers that are built around situations in which you are not comfortable. Avoiding stressful situations altogether is not realistic. For example, writing exams is stressful for most of us, but we cannot avoid it.

The good news is that you will become better at managing stress with age and experience. There are a lot of coping skills and mechanisms that you can research if this is a concern for you. For example, exercise can help. If you are an introvert, spending some time alone reading a book or watching a movie could also help you relax. If you are an extrovert, socialising with friends could help. Perhaps being more organised and focusing only on the immediate next steps, rather than the entire problem, can make you feel more in control and as soon as you start getting small steps done, the problem may start to feel less daunting.

## 2. Career field overview

### 2.1 Entertainment career

#### Career definition

The art of performing fictional roles or presenting information and services for amusement or enjoyment

#### Tasks: Typical task example 1

Creates musical and tonal structure, applying elements of music theory, such as instrumental and vocal capabilities

#### Tasks: Typical task example 2

Assigning story ideas to entertainment writing staff, and making decisions for a final copy

#### Entry level job examples

Actor, News Reader, Musician, Dancer, Tour Guide, Music Composer, Waiter

#### Senior level job examples

News Anchor, Producer, Film, Music, Dance, Hospitality or Tourism Manager or Director

#### Important secondary school subjects

Languages, Performing or Dramatic arts, Music and/or Dance studies

#### Recommended tertiary qualifications

Higher Certificate (Higher Cert.), Diploma (Dip.), Bachelor of Arts (BA), Bachelor of Performing Arts (BPA), Bachelor of Music (BMus), Bachelor of Commerce (BCom) or related qualifications

#### Examples of recommended tertiary qualification

Higher Cert. in Hospitality Management, Dip. in Event Management, Dip. in Film and Television Production, BA in Film and Television Studies, BA in Dramatic Art and Performance and BCom in Tourism Management

#### Key skills

Interpersonal skills and Customer engagement skills

#### Career path example

Show Company Cast Member → Production or Guest Entertainers → Show Company Manager → Production Manager

## 2.2 Information technology or computer programming career

### Career definition

The application of computer systems for storing, retrieving, sending, manipulating, analysing and communicating information

#### Tasks: Typical task example 1

Using computer-based systems to design, operate or maintain technology products

#### Tasks: Typical task example 2

Debug programs by testing for and fixing errors

#### Entry level job examples

IT Support Administrator or Technician, Service Desk Technician, Software Tester, Junior Programmer, Personal Internet of Things (PoT) Security Repair Person, Information Security Analyst, Computer Systems Analyst, Technology Ethicist

#### Senior level job examples

Software Engineer, Web/Mobile Application Developer, Geospatial Professional, Network Architect, IT Consultant/Analyst, IT Manager/ Director, Blockchain Developer, Augmented Reality Developer, Cloud Computing Manager, Augmented Intelligence Specialist

### Important secondary school subjects

Mathematics, Computer applications technology and Information technology

### Recommended tertiary qualifications

Higher Certificate (Higher Cert.), Diploma (Dip.), Bachelor of Arts (BA), Bachelor of Computer Science (BCompSc), Bachelor of Science (BSc), Bachelor of Engineering (BEng) or related qualifications

### Examples of recommended tertiary qualification

Higher Cert. in Information Technology, Dip. in Information Technology, BA Digital Arts in Game Design, BSc in Computer Science, BEng in Computer Engineering and BSc in Information Technology (BScIT)

### Key skills

Administrative skills, Mechanical skills, Computer literacy and Technology familiarity

### Career path example

Junior Developer → Senior Developer → Lead Developer / Architect Developer / Product / Project Manager → Chief Technology Officer

Software Engineer / Web Developer → Software Designer / Architect Project Manager → IT Manager → CEO Entrepreneur

## 2.3 Statistics or analytics career

### Career definition

Using data to measure or predict trends, which provides organisations with important information to make informed decisions

#### Tasks: Typical task example 1

Working alongside teams within the business or the management team to establish business needs

#### Tasks: Typical task example 2

Analysing datasheets using statistics to see which country has the best education system

#### Entry level job examples

Junior Data or Research Analyst, Database Manager, Big Data Analyst, Earthquake Forecaster

#### Senior level job examples

Risk, Business, Data or Research Analyst, Actuary, Market Researcher, Demographer, Sports Statistician

### Important secondary school subjects

Mathematics, Geography and/or History

### Recommended tertiary qualifications

Higher Certificate (Higher Cert.), Diploma (Dip.), Bachelor of Commerce (BCom), Bachelor of Science (BSc), Bachelor of Business Science (BBusSci) or related qualifications

### Examples of recommended tertiary qualification

Short course in Quality Control, Higher Cert. in Archives and Records Management, BCom in Statistical Sciences, BSc with Computer Science and Mathematics, BSc with Computer Science and Statistics and BBusSci in Analytics

### Key skills

Administrative skills, Problem-solving skills, Numerical skills, Mechanical skills

### Career path example

Statistical Analyst → Applied Statistician → Manager → Senior Manager → Associate  
Senior Associate → Director → Partner

## 2.4 Journalism career

### Career definition

The gathering, assessment, interpretation and presentation of news and events to a readership or audience

#### Tasks: Typical task example 1

Liasing with editors, sub-editors, designers and photographers while writing, editing and submitting a copy for approval

#### Tasks: Typical task example 2

Investigating a newsworthy event and writing about it

#### Entry level job examples

Journalist, News Editor, Film Critic, Publisher

#### Senior level job examples

Journalism, News Editorial, or Publishing Manager or Director

### Important secondary school subjects

Languages, Geography, History and/or Religion studies

### Recommended tertiary qualifications

Higher Certificate (Higher Cert.), Diploma (Dip.), Bachelor of Arts (BA), Bachelor of Journalism (BJourn), Bachelor of Communication (B. Comm.) or related qualifications

### Examples of recommended tertiary qualification

Higher Cert. in the Humanities, Dip. in Film & Television, BA in English, BA in Media Studies, BA in Arts and Social Sciences - Journalism, BA in Communication, BA in Strategic Communication and BA in Language and Literacy Studies

### Key skills

Administrative skills, Computer literacy and Interpersonal skills

### Career path example

Intern → Editor → Managing → Editor → Executive Editor

## 2.5 Media or communications career

### Career definition

The effective transfer and sharing of information using various media resources to capture an audience

#### Tasks: Typical task example 1

Taking mundane information and communicating it to people in an interesting way

#### Tasks: Typical task example 2

Preparing information for release to the media that clearly explains a company's vision

#### Entry level job examples

Marketing Specialist, Public Relations Officer, Communications Specialist

#### Senior level job examples

Marketing, Public Relations or Communications Consultant, Manager or Director

### Important secondary school subjects

Languages, Geography, History and/or Religious studies

### Recommended tertiary qualifications

Higher Certificate (Higher Cert.), Diploma (Dip.), Bachelor of Arts (BA), Bachelor of Communication (B. Comm.) or related qualifications

### Examples of recommended tertiary qualification

Higher Cert. in Creative Development, Dip. in Public Relations and Communication, BA in Communication Management, BA in Visual Communication, BA in Media Studies, BA in Language and Literacy Studies and BA in Graphic (Communication) Design

### Key skills

Administrative skills, Computer literacy and Interpersonal skills

### Career path example

Communications Co-ordinator → Copy Writer → Senior Copy Writer → Creative Services Associate  
Director → Creative Director → Vice President of Creative System

## 2.6 Administration, human resources or logistics career

### Career definition

Managing day-to-day activities that are concerned with the arrangements, organising, filing, planning, communication and interactions that are required to make sure an organisation, its services and goods run smoothly

#### Tasks: Typical task example 1

Handling external or internal communications or management systems

#### Tasks: Typical task example 2

Continually trying to improve and develop business performance within the constraints of legislation, fuel cost and rising environmental pressures

#### Entry level job examples

Administrative, HR, Recruitment, Information or Civil Servant Assistant or Clerk. Logistics, Procurement, Operations, Freight, Retail, Inventory or Fleet Clerk, Business Systems Analyst

#### Senior level job examples

Administrative, HR, Recruitment, Logistics, Procurement, Operations, Freight, Retail, Inventory Manager or Director, Managing Director (MD), Chief Executive Officer (CEO), Project Manager, Facilities Manager, Business Process Manager, Pilot

### Important secondary school subjects

Economics, Business studies and/or Accounting

### Recommended tertiary qualifications

Higher Certificate (Higher Cert.), Diploma (Dip.), Bachelor of Arts (BA), Bachelor of Commerce (BCom), Bachelors of Administration (BAdmin) or related qualifications

### Examples of recommended tertiary qualification

Higher Cert. in Logistics Management, Dip. in Logistics, BA in Industrial and Organisational Psychology, BCom in Business Administration, BCom in Human Resources Management, BCom in Supply Chain Management and BCom in Business Operations

### Key skills

Administrative skills, Computer literacy and Interpersonal skills

### Career path example

HR Intern → HR Assistant → HR Specialist / Generalist → Advanced HR Specialist / Generalis → HR Subject Matter Expert

Stock Taker → Inventory Specialist → Procurement Officer → Manager

## 2.7 Science or research career

### Career definition

Study of the physical world, using observation, experimentation, review and comparison

#### Tasks: Typical task example 1

Writing research papers, reports, reviews and summaries

#### Tasks: Typical task example 2

Carrying out fieldwork and recording and analysing the data in order to theorise new solutions

#### Entry level job examples

Biology, Archaeology, Physics, Chemistry, Geology Technician, Researcher or Scientist, Mathematician, Nuclear Engineer

#### Senior level job examples

Senior Researcher or Scientist, Research or Science Manager or Director, Organ Body Part Creator, Memory Surgeon, Genetic Counselor, Ocularist

### Important secondary school subjects

Mathematics, Physics or Physical sciences, Biology or Life sciences, Computer applications technology and/or Geography

### Recommended tertiary qualifications

Higher Certificate (Higher Cert.), Diploma (Dip.), Bachelor of Technology (BTech), Bachelor of Science (BSc), Bachelor of Psychology (BPsych) or related qualifications

### Examples of recommended tertiary qualification

Higher Cert. in Life and Environmental Sciences, Dip. in Analytical Chemistry, BTech in Food Technology, BSc in Psychology and BSc in Nuclear Science and Engineering

### Key skills

Administrative skills, Problem-solving skills, Logical skills and Numerical skills

### Career path example

Associate → Research Assistant → Formulation Development Scientist → Research Head

## 2.8 Education career

### Career definition

Facilitates students to learn about various subjects and skills

#### Tasks: Typical task example 1

Planning lessons that teach specific subjects in whole-group or small- group configurations

#### Tasks: Typical task example 2

Preparing students for standardised tests; assessing and evaluating student's abilities; strengths, and weaknesses

#### Entry level job examples

Tutor, Teacher, Lecturer, Instructor

#### Senior level job examples

Headmaster, Curriculum Developer, Training and Development Coordinator, Education Consultant, Professor

### Important secondary school subjects

Any subject offered at secondary school level. It is however, difficult to determine what subjects are most suitable for a career in Education, as an educator can specialise in any subject

### Recommended tertiary qualifications

Higher Certificate (Higher Cert.), Advanced Certificate (AdvCert.), Diploma (Dip.), Bachelor of Education (BEd), Bachelor of Arts (BA) or related qualifications

### Examples of recommended tertiary qualification

Higher Cert. in Education in Adult Teaching, AdvCert. in Teaching, BEd in Foundation Phase, BEd Intermediate Phase and BEd Senior Phase and Further Education and Training Teaching

### Key skills

Administrative skills, Interpersonal skills, Customer engagement skills and Engagement coping skills

### Career path example

Teacher → Head Teacher → Principal → District Program Co-ordinator → Director of Instruction  
Assistant superintendent → Superintendent

## 2.9 Medicine career

### Career definition

The diagnosis, treatment and prevention of disease, abnormalities and injuries

#### Tasks: Typical task example 1

Undertaking patient consultations and physical examinations with the aim of improving the health needs and wellbeing of individuals and communities

#### Tasks: Typical task example 2

Ordering additional medical laboratory tests and medical imaging studies in order to help diagnose or treat a health concern

#### Entry level job examples

Medical Assistant, Nursing, Pharmacy, Dental Hygienist, Veterinary Assistant or Technician, Patient Care Assistant, Nursing assistant, Medical laboratory technician, Home Health Aide

#### Senior level job examples

Surgeon, Physician, Sports Scientist, General Practitioner, Dentist, Veterinarian, Medical and Health Services Manager or Director, Psychologist, Psychiatrist, Physiotherapist, Chiropractor, Microbiologist, Occupational Therapist, Medical, Optometry, Health Services Manager, Remote Healthcare Engineer, Ocularist

### Important secondary school subjects

Mathematics, Physics or Physical sciences and Biology or Life sciences

### Recommended tertiary qualifications

Higher Certificate (Higher Cert.), Diploma (Dip.), Doctor of Medicine (MD), Bachelor of Science (Bsc), Bachelor of Medical Science (BMedSc), Bachelor of Veterinary Science (BVSc), Bachelor of Pharmacy (BPharm), Bachelor of Nursing (BNurs), Bachelor of Dentistry (BDs) or related qualifications

### Examples of recommended tertiary qualification

Higher Cert. in Disability Practice, Dip. in Sport Science, Dip. in Emergency Medical Care, BSc in Dietetics and BSc in complementary health Sciences (BSc CHS)

### Key skills

Administrative skills, Logical skills and Mechanical skills

### Career path example

Medical Assistant → Healthcare Practitioner / Surgical Technician

## 2.10 Languages, editing or translation career

### Career definition

The translation, interpretation, study or teaching of one or multiple languages.

#### Tasks: Typical task example 1

Translating human verbal communication in real-time (interpretation) or written text (translation) from one language to another

#### Tasks: Typical task example 2

Supervising a range of functions in a publishing house. Functions can include deciding if a manuscript would be a profitable choice, developing content, going through content to find grammar and spelling errors

#### Entry level job examples

Translator, Interpreter, Linguist, Editor, Digital Content Specialist

#### Senior level job examples

Speech Therapist, Language Teacher, Cultural Consultant

### Important secondary school subjects

Languages, History and/or Geography

### Recommended tertiary qualifications

Higher Certificate (Higher Cert.), Diploma (Dip.), Bachelor of Arts (BA), Bachelor of Speech- Language and Hearing Therapy (BSL and HT) or related qualifications

### Examples of recommended tertiary qualification

Translation Certificate, Dip. in Language Practice, BA in Speech-Language Pathology, BA majoring in South African Sign Language, BA in Language and Literature studies and BA in Language Technology

### Key skills

Administrative skills

### Career path example

Intern → Assistant → Administrator → Technical Writer

## 2.11 Engineering career

### Career definition

The application of mathematical and scientific principles to solve real-world technical problems

#### Tasks: Typical task example 1

Present analysis results and project solutions to technical leads, senior leaders and clients as necessary

#### Tasks: Typical task example 2

Designing and executing engineering experiments to create workable solutions

#### Entry level job examples

Millwright, Factory Manager, Engineering Technician or Assistant, Maintenance Supervisor, Junior Engineer, Electronics Engineering Specialist, Mechanical Engineering Specialist, Alternative Energy Consultant

#### Senior level job examples

Aerospace, Chemical, Civil Electrical or Mechanical Engineer, Engineering Manager or Director, Biomedical Engineer, Nanotech Engineer, Weather Control Engineer

### Important secondary school subjects

Mathematics, Physics or Physical sciences, Civil technology, Engineering and graphic design, Electrical technology and/or Mechanical technology.

### Recommended tertiary qualifications

Diploma (Dip), Bachelor of Engineering (BEng), Bachelor of Science (BSc) or related qualifications

### Examples of recommended tertiary qualification

Short course in Occupational Health and Safety, Dip. in Chemical Engineering, BEng in Mechanical Engineering, BSc in Engineering, BEng Tech (Civil Engineering), BSc Architecture, BSc in Property Studies and BSc Nuclear Science and Engineering

### Key skills

Logical skills, Numerical skills and Mechanical skills

### Career path example

Intern → Process Engineer → Senior Engineer → Principal Engineer → Senior Principal Engineer

## 2.12 Mediation career

### Career definition

Assisting two or more parties to resolve disputes that would enable mutually acceptable or legally binding agreements.

#### Tasks: Typical task example 1

Probing issues and confirming understandings to ensure that the participants and the mediator have a full understanding

#### Tasks: Typical task example 2

Offering options for considerations, stimulating new perspectives and offering reference points for consideration, mediator serves as a stimulant for the parties reaching agreement

#### Entry level job examples

Mediator, Arbitrator, Adviser, Insurance Broker

#### Senior level job examples

Employee Relations Specialist, Labour Consultant, Arbitration Specialist, Judge

### Important secondary school subjects

Languages, Economics, Business studies, and/or Accounting

### Recommended tertiary qualifications

Higher Certificate (Higher Cert.), Advanced Diploma (AdvDip.), Bachelor of Law (LLB), Bachelor of Arts (BA), Bachelor of Commerce (BCom), Bachelor of Administration (BAdmin), Bachelor of Accounting and Bachelor of Laws (BAC-LLB) or related qualifications

### Examples of recommended tertiary qualification

Higher Cert. in Law, AdvDip in Management (Finance), BA (Law), BCom Law and BA (Philosophy, Politics and Law)

### Key skills

Administrative skills, Interpersonal skills, Customer engagement skills and Engagement coping skills

### Career path example

Volunteer → Intern Facilitator → Co-ordinator → Arbitrator

## 2.13 Politics or negotiation career

### Career definition

Changing people's convictions through discussion, bargaining, dealing, making speeches and debate

#### Tasks: Typical task example 1

Understanding the requirements of a business and negotiating the most favourable outcome while mitigating as much risk as possible

#### Tasks: Typical task example 2

Evaluate the effects of policies and laws on government, business and people

#### Entry level job examples

Politician, Negotiator, Talk Radio Host, Debating Coach

#### Senior level job examples

Public Affairs, Policy or Negotiation Advisor or Consultant, Member of Parliament or Congress, Diplomat

### Important secondary school subjects

Languages, Economics and/or Business studies

### Recommended tertiary qualifications

Higher Certificate (Higher Cert.), Diploma (Dip.), Bachelor of Arts (BA), Bachelor of Administration (BAdmin), Bachelor of Public Governance, Bachelor of Political Sciences (BPolSci), Bachelor of Social Sciences (BSocSci) or related qualifications

### Examples of recommended tertiary qualification

Higher Cert. in Local Government and Development Management, Dip. in Public Accountability, BA in politics, BA (Governance and Political Transformation), BAdmin in Public Management and International Relations, Bachelor of Public Governance (Politics and Public Administration), BPolSci in Political Studies and BSocSci (Philosophy, Politics, Economics)

### Key skills

Interpersonal skills, Customer engagement skills, Engagement coping skills and Sales skills

### Career path example

Volunteer → Intern → Campaign Staffer / Field Representative → Legislative Aid Board → Member of local agency

## 2.14 Social services career

### Career definition

Organised welfare efforts to promote human wellbeing

#### Tasks: Typical task example 1

Assisting students in navigating the academic and social aspects of school and providing resources and skill acquisition for future careers

#### Tasks: Typical task example 2

Informing people about healthy living by assisting them in identifying personal health goals and strategies to achieve them

#### Entry level job examples

Social Worker, Community Worker, Aged Caregiver, Mental Patient Caregiver, Rehabilitation Support Officer, Physician Assistant, Physical Therapy Aide, Occupational Therapy Assistant

#### Senior level job examples

Social Work, Community or Care Facility Consultant, Coordinator, Manager or Director, Medical Mentor, Digital Rehab Counselor

### Important secondary school subjects

Languages, Biology or Life sciences, Consumer studies, Hospitality studies, Tourism and/or Religion studies

### Recommended tertiary qualifications

Higher Certificate (Higher Cert.), Diploma (Dip.), Bachelor of Arts (BA), Bachelor of Social Sciences (BSocSc), Bachelor of Science (Bsc), Bachelor of Social Work (BSW) or related qualifications

### Examples of recommended tertiary qualification

Higher Cert. in Disability Practices, Higher Cert. in Humanities, Dip. in Youth Development, BA in Community Development and Leadership, BSocSci in Psychology and BSc in Physiotherapy

### Key skills

Interpersonal skills, Customer engagement skills, Engagement coping skills and Customer care skills

### Career path example

Assistant Administrator → Social Service Worker → Social Service Manager → Research Assistant  
Research Social Worker

## 2.15 Law and legal compliance career

### Career definition

A person who practices law through courtroom advocacy, litigation, drafting legal pleadings, giving expert legal opinion or advice and researching the philosophy, hypotheses and history of law

#### Tasks: Typical task example 1

Gather evidence to formulate defense or to initiate legal actions, by such means as interviewing clients and witnesses to ascertain the facts of a case

#### Tasks: Typical task example 2

Prepare and draft legal documents, such as wills, deed, patent applications, mortgages, leases, and contracts

#### Entry level job examples

Candidate Attorney, Legal Assistant, Adviser or Administrator

#### Senior level job examples

Advocate, Barrister, Attorney, Counsellor or Solicitor, Legal Executive

### Important secondary school subjects

Languages, Economics and/or Business studies

### Recommended tertiary qualifications

Higher Certificate (Higher Cert.), Diploma (Dip.), Bachelor of Law (LLB), Bachelor of Arts (BA), Bachelor of Commerce (BCom), Bachelor of Accounting, Bachelor of Laws (BAccLLB) or related qualifications

### Examples of recommended tertiary qualification

Higher Cert. in Law, Dip. in Law, BA (Law), BA (Philosophy, Politics and Law) and BCom Law

### Key skills

Administrative skills, Interpersonal skills and Engagement coping skills

### Career path example

Paralegal → Legal Apprentice → Candidate Attorney → Attorney Partner

**Career definition**

Communication and interaction with customers to promote products or services that will lead to trade

**Tasks: Typical task example 1**

Present, promote and sell products/services using solid arguments to existing and prospective customers

**Tasks: Typical task example 2**

Supply management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services

**Entry level job examples**

Sales, Call Centre, Real Estate, Travel or Insurance Agent, Assistant or Representative

**Senior level job examples**

Sales Manager or Director

**Important secondary school subjects**

Economics, Consumer studies, Business studies and/or Accounting

**Recommended tertiary qualifications**

Higher Certificate (Higher Cert.), Diploma (Dip.), Bachelor of Commerce (BCom), Bachelor of Social Sciences (BSocSci), Bachelor of Arts (BA), Bachelor of Science (BSc) or related qualifications

**Examples of recommended tertiary qualification**

Higher Cert. in Business Studies, Dip. in Business Information Technology, BCom in Economic Sciences, BCom in Business Operation, BSocSci (Sociology), BA in Strategic Communication in Marketing Communication and BSc in Consumer Studies (Consumer Sciences with Business Management)

**Key skills**

Interpersonal skills, Customer engagement skills, Customer care skills and Sales skills

**Career path example**

Sales Trainee → Sales Person → Key Accounts Salesperson → District Sales Manager → Regional Sales Manager → Divisional Sales Manager → National Sales Manager

### Career definition

The management, auditing, accounting and investment of money for different organisations or individuals over time

#### Tasks: Typical task example 1

Create and adhere to budgets for specific departments, projects, and business needs

#### Tasks: Typical task example 2

Prepare regular financial reports and assist in the presentation of reports to managers and executives

#### Entry level job examples

Finance, Accounting or Banking Officer, Analyst, Assistant, Clerk or Administrator, Fintech Specialist

#### Senior level job examples

Senior Accountant, Auditor, Investment Banker, Financial, Accounting or Banking Consultant, Analyst, Advisor or Director, Actuarial Specialist, Business Sustainability Expert, Fintech Entrepreneur

### Important secondary school subjects

Mathematics, Economics, Business studies and/or Accounting

### Recommended tertiary qualifications

Higher Certificate (Higher Cert.), Diploma (Dip.), Bachelor of Commerce (BCom), Bachelor of Accounting (BA accounting), Bachelor of Business Science (BBusSci) or related qualifications

### Examples of recommended tertiary qualification

Higher Cert. in Business Studies, Dip. in Accountancy (Financial Services Operations), BCom in Financial Sciences and BBusSci in Actuarial Science

### Key skills

Administrative skills, Problem-solving skills, Logical skills and Numerical skills

### Career path example

Assistant Financial Accountant → Financial Accountant → Senior Financial Accountant → Financial Controller → Senior Financial Controller → Head of Finance

Corporate Finance → Financial Planning and Analysis → Internal Audit → Corporate Accounting

## 2.18 Military or police career

### Career definition

The protection, maintenance and enforcement of law, order and peace

#### Tasks: Typical task example 1

Gather prosecuting evidence to assist in a case matter

#### Tasks: Typical task example 2

Provide military personnel with professional services in medical, legal, engineering, and other fields

#### Entry level job examples

Police, Corrections or Military Recruit, Navy Diver, Customs Officer, Security Guard, Airport Police and Border Security

#### Senior level job examples

Police, Corrections or Military Senior Officer, Criminal Investigator, Lieutenant, Combat Engineer, Special Forces Engineer Assistant

### Important secondary school subjects

Languages, Tourism, Biology or Life sciences, Physics or Physical sciences, Information technology and/or Mechanical technology

### Recommended tertiary qualifications

Basic or specialised police or military training, Higher Certificate in Military Studies (HCMS), Diploma (Dip.), Bachelor of Arts (BA), Bachelor of Military Sciences (BMil), Bachelor of Law (LLB), Bachelor of Social Sciences (BSocSci), Bachelor of Science (BSc) or related qualifications

### Examples of recommended tertiary qualification

Dip. Policing, Dip. in Emergency Medical Care, BA in Public Governance Policing Practice, BA Law, BMil in Technology and Defense Management, BSocSci in Criminology and BSc in Medicine

### Key skills

Administrative skills, Interpersonal skills, Customer engagement skills, Engagement coping skills, Mechanical Skills and Problem-solving skills

### Career path example

Commissioned Officer → Field Officer → Junior Officer → Subordinate Officer → Warrant Officer

Private → Corporal → Sergeant

**Career definition**

The use of skills or technology to create drawings, paintings or sculptures with a variety of materials in a variety of media

**Tasks: Typical task example 1**

Develop the overall look or style of a publication, an advertising campaign, or a theatre, television, or film set

**Tasks: Typical task example 2**

Producing a host of ideas, selecting the best ones and presenting these ideas to members of the team and selling them to clients

**Entry level job examples**

Artist, Animator, Architect, Graphic Designer, Photo Journalist, Book Illustrator, Fashion Designer, Virtual Reality Designer

**Senior level job examples**

Art, Animation, Architecture, Graphic Design or Fashion Consultant, Manager or Director

**Important secondary school subjects**

Visual arts, Graphics and design, Consumer studies and/or Hospitality studies

**Recommended tertiary qualifications**

Higher Certificate (Higher Cert.), Diploma (Dip.), Bachelor of Arts (BA), Bachelor of Fine Arts (BFA), Bachelor of Design (BDes), Bachelor of Engineering (BEng) or related qualifications

**Examples of recommended tertiary qualification**

National Certificate in 3D Animation and Visual Effects, Dip. in Architecture, Dip. in Fashion Production, BA in Visual Arts, BA in Fine arts, BEng in Graphic Design and BEng in Civil Engineering

**Key skills**

Mechanical skills and Computer literacy

**Career path example**

Designer → Mid-Designer → Senior Designer → Product Designer → Art Director      Creative Director  
→ Chief Design Officer

## 2.20 Manufacturing or trades career

### Career definition

The creation of new products from raw materials and components or the modification, maintenance and fixing of existing goods

#### Tasks: Typical task example 1

Set up and operate production equipment in accordance with current good manufacturing practices and standard operating procedures

#### Tasks: Typical task example 2

Attending to duties on sites of construction, remodeling, and repair

#### Entry level job examples

Builder, Plumber, Butcher, Miner, Agricultural Worker, Truck Driver, Electrician

#### Senior level job examples

Trainer, Specialist Consultant, Operations Manager, Draughtsman

### Important secondary school subjects

Mathematics, Agricultural technology, Agricultural sciences, Civil technology, Electrical technology, Engineering graphics & design, Geography and/or Mechanical technology

### Recommended tertiary qualifications

Higher Certificate (Higher Cert.), Diploma (Dip.), Bachelor of Commerce (BCom), Bachelor of Agriculture (BAgri), Bachelor of Science (BSc) or related qualifications

### Examples of recommended tertiary qualification

Higher Cert. in Business Studies, Dip. in Electrical Engineering, BCom in Supply Chain Management, BCom in Operations Research, BCom in Economic Sciences (Agri Economics and Risk Management), BAgri majoring in Mixed Farming Management, BSc in Construction Studies, BSc in Business Analytics and BSc in Consumer Studies

### Key skills

Administrative skills, Mechanical skills and Engagement coping skills

### Career path example

Machine Operator Business Manager → Engineer Technician → Technician Manager → Engineer Manager  
→ Engineer