

**DISTANCE/  
ONLINE LEARNING  
NOW AVAILABLE ON  
ALL PROGRAMMES**



**LeMark**   
**training & development** (Pty) Ltd  
"Your training needs - our priority"

**PRIVATE SECTOR  
CAREER GUIDANCE**

**2021**



LeMark Training & Development is an accredited provider of Education and Training with the Services SETA, ETQA, Provider Entity Number: 2010/002646/07 (was 2001/025985/23)  
**Accreditation Status: FULL ACCREDITATION number: 0149**

**Dear Training Manager, Skills Facilitator or Learner,**

The following document, containing all of LeMark Training & Development’s training programmes as well as University Short Courses, will guide you in choosing the skills programmes and short courses that will contribute to your career development. *LeMark converted from a CC to a Company on 15 February 2010. Please note that all our details are still the same in regard to our VAT, Income Tax, and SDL numbers. The only number that changed is the ck which was CK2001/025985/23 and is now 2010/002646/07.*

**ABOUT LEMARK - OUR CREDENTIALS IN THE TRAINING WORLD**



**Strategic partnerships**

LeMark Training & Development has worked as a Training Partner, delivering University-accredited courses since 2001, with the following educational institutions:

Potchefstroom Business School, North-West University, Potchefstroom Campus.



In 2013 LeMark entered into a Licence Training Partner agreement with Chameleon Performance Improvers, delivering Seta-accredited skills programmes.

**Accreditation**



LeMark Training & Development has been awarded Full Accreditation as a Training Provider by the Services Sector Education & Training Authority (SETA) ETQA. Accreditation number: 0149. **Full Accreditation** is the status attained after SETQAA monitoring has found that a provider of education and training delivers quality education and training in line with all the criteria specified by SAQA and SETQAA. Learner achievements must be evaluated against registered unit standards/qualifications, and SETQAA-approved certificates of competence must be issued to learners.

LeMark has Memoranda of Understanding (MoU) with the following SETAs:





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## Choosing a Skills Programme/Course

When choosing a skills programme/course, the following should be taken into account:

- **Previous qualifications** obtained through a College, Technikon, University etc;
- Number of years' work **experience**;
- the current **scope of your work**.
- The **target group** that the skills programme/short course is aimed at (refer to the LeMark Skills Programme/Short Course information brochure);

## The Advantages of Customised In-house Training

All LeMark Training & Development courses and skills programmes can be tailored to meet the specific needs of your organisation. In-house training offers the following advantages:

- ⇒ **Customization:** Based on a detailed needs analysis, programmes will be tailored to meet the specific requirements of your organisation;
- ⇒ **Convenience and time:** Training can be tailored to suit your preferred dates and venues, saving you the inconvenience and expenses of travelling;
- ⇒ **Confidentiality:** Running an on-site course provides you with the privacy to discuss your organisation's problems more freely;
- ⇒ **Cost effectiveness:** Highly competitive in-house prices and savings on travel and accommodation will ensure a healthy return on your training investment;
- ⇒ **Increased long-term productivity:** Training will result in more skilled and competent personnel, who in turn will increase your company's productivity;
- ⇒ **Personal attention:** Every training programme is designed to be highly interactive to ensure that each delegate's individual objectives are met.

*All Skills Programmes & Courses on our schedule of events can be presented on an in-house basis for a minimum of 7 (SEVEN) learners. For no-obligation free quotations contact: (012) 654 4288 or [info@lemark.co.za](mailto:info@lemark.co.za). LeMark's Course rates include the delivery of training, assessment, moderation & certification costs!*

## Terms of Reference

- ✓ **Accredited Skills Programme:** Programmes that are Accredited Skills registered SAQA unit standards. **(The unit standards, NQF level as well as the credits are as indicated.)**
- ✓ **University Short Course:** Courses that are accredited by the Potchefstroom Business School.
- ✓ **Skills Programme:** Programmes that are not yet Accredited Skills registered unit standards and are therefore not credit-bearing. **(Where no Unit Standard, NQF level or Credits are indicated.)**
- ✓ **One-year University Management Programme:** Programmes presented in collaboration with the Potchefstroom Business School (PBS), Potchefstroom Campus. (Course accreditation and NQF levels as indicated in the schedule.)



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## 15 Reasons to Use Us

1. **HIGHLY QUALIFIED AND EXPERIENCED TRAINERS**– Our facilitators are highly skilled in their fields; all our trainers have recognised qualifications as well as knowledge in specialised business fields.
2. **QUALITY COURSE MATERIALS**– All our materials have been developed by trainers with years of experience and who are subject matter specialists. The materials are both comprehensive and easy to follow.
3. **OUTCOMES-BASED TRAINING** – We keep it simple. Our courses teach learners practical skills that they can implement in the workplace; all our programmes and courses are Accredited Skills or based on unit standards.
4. **ACCREDITED TRAINING PROVIDER**– We are fully accredited by the Services Seta – Accreditation SAQA. Decision No: 0149 and have a licence agreement with Potchefstroom Business School (PBS) as a Training Partner. MOU's with the LG SETA, P SETA & ETDP SETA.
5. **CUSTOMISATION OF TRAINING PROGRAMMES & COURSES**– We specialise in Flexible Design and Delivery. We will either tailor existing courses or create new bespoke (personalised) courses for you. We know that every business faces challenges. Therefore we contextualise the challenges that you identify for us in the training that we deliver to you. All our course design and delivery is quality monitored through existing assurance processes.
6. **EXTENSIVE RANGE OF COURSES**– We offer a wide range of courses, from Financial Management for Non-Financial Managers, Presentation Skills, Effective Letter Writing to Managing and Communicating Change.
7. **COMPATIBILITY**– Matching your project with the right facilitator or consultant. Experience has taught us that compatibility is a critical factor to success.
8. **YOU DON'T HAVE TO TRAVEL – CONVENIENCE OF IN-HOUSE TRAINING** – The training can be organised at your premises or a venue that you have organised in your town/city. We operate **in all 9 provinces of South Africa**.
9. **COST EFFECTIVE** – You receive Special Group Rates.
10. **MORE SAVINGS**– You save on travel and time costs.
11. **THE RIGHT TO CHOOSE** – You get to choose dates that suit you.
12. **SMALL CLASSES –SEATS ARE LIMITED**– We recommend not more than 25 learners per training intervention. Each learner is thereby given the opportunity to receive individual attention should they need it, and their participation can be monitored by the facilitator.
13. **GET SOME \$\$\$ MONEY BACK FOR INVESTING IN YOUR STAFF – CLAIM YOUR LEVIES BACK.** We are fully SETA-accredited and that means you claim back up to 50% of the course fee from your Seta; terms and conditions of your Seta apply.
14. **BEE-COMPLIANT**– We are BEE-compliant.
15. **PROUDLY SOUTH AFRICAN** – We are members of the Proudly South African campaign. We love what we are doing. Developing South Africa.

***This document serves as a guideline for learners in the Private Sector as well as in the Public Sector (All Sectors of Government, including NGOs & Parastatals).***



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**00. Full Qualifications**—LeMark has been granted Programme Approval status for the following full qualifications:


NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Beginner Intermediate	<b>Education and Training Certificate: Business Administration Services</b> <b>Accredited Qualification: 61595</b>	140	12 -24 Months	Full Qualification Services SETA	Available on request for in-house training (Groups of 7 & more)

## 1. LeMark Skills Programmes

### 1.12 Stock Management

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	<b>Stock Management</b> (Focusing on the Management of Stock and Fixed Assets in a Business Unit) <i>(In process of Accreditation)</i> <b>(Accredited Skills US 13945)</b>	2	2 days 	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)

### 1.13 Business Ethics: Focusing on organisational Ethics & Fraud in an office environment

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Beginner to Intermediate	Business Ethics: Focusing on organisational <b>Ethics &amp; Fraud</b> in an office environment. <b>(Accredited Skills US 10022 &amp; 110026)</b>	8	3 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)



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## 2. Project Management NQF Level 4, 5, 6

### 2.1 Option 1: Pseta (Public Sector SETA) Accredited

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Beginner to intermediate	<b>Basic Project Management</b> (Accredited SkillsUS 120372)	5	3 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
5	Intermediate to Advanced	<b>Public Sector Project Management</b> (Accredited Skills US 243824 & 243812)	20	4 days	Accredited Skills Programme 	
6	Advanced	<b>Advanced Project Management</b> (Accredited SkillsUS 242194)	12	5 days	Accredited Skills Programme 	

### 2.2 Option 2: Project Management: University short courses (refer to 7.3)

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
N/A	Intermediate to Advanced	<b>Project Management Office (PMO)</b> (for steering committee management)	N/A	3 days	Workshop	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
4	Beginner to intermediate	<b>Basic Project Management</b> (Accredited SkillsUS120372) (Proposed NQF Level 4 and 5 Credits)	5	3 days	Accredited Skills Programme 	
	Intermediate to Advanced	<b>Public Sector Project Management</b>		4 days	University Short Course	
	Advanced	<b>Advanced Project Management</b>		5 days	University Short Course	
5	Intermediate	<b>The Planning and Execution of Service Delivery Projects</b> (Proposed NQF Level 5 and 6 Credits)	6	2 days	Skills Programme	

### 2.3 MS Project

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
N/A	Intermediate to Advanced	<b>MS PROJECT 2010</b>	N/A	3 days	Skills Programme	Available on request for in-house training (Groups of 7 & more)

## #2. Women Empowerment

No	NQF Level	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
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#2.1	N/A	<b>Women Empowerment –</b> assert yourself now & forever	N/A	1 day workshop	Skills Programme	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in- house training (Groups of 7 & more)	
#2.2	5	<b>Manage Diversity in the Workplace</b> (Accredited Skills US 116928)	14	3 days	Accredited Skills Programme 		
#2.3	5	<b>Diversity Management</b> (Manage a diverse work force to add value) (Accredited Skills US 252043)	6	3 days	Accredited Skills Programme 		
#2.4	5	<b>Leadership Management</b> (Leadership Development Programme) (Accredited Skills US 120300)	8	3 days	Accredited Skills Programme 		
#2.5	5	<b>Visionary Leadership</b> (Apply Visionary Leadership to Develop Strategy)(Accredited Skills US 120311)	10	3 days	Accredited Skills Programme 		
#2.6	3 & 4	<b>Coaching and Mentoring</b> (Based on US 117877 & US 117865)	4 & 5	2 days	Skills Programme		
#2.7	4	<b>Assertiveness Skills</b> (Based on US 9506)	4	2 days	Skills Programme		
#2.8	5 5	Powerful Tools & Techniques to Facilitate <b>Individual &amp; Group Decision Making</b> (Accredited Skills US 115823 & 252026)	5 6	3 days	Accredited Skills Programme 		
#2.9	3	<b>Supervise Employees</b> (Based on US 11384)	10	2 days	Skills programme		
#2.10	N/A	<b>Motivational Workshops</b>	N/A	2 days	Skills Programme		Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in- house training (Groups of 7 & more)
#2.11	5	<b>Stress and Stress Management</b>	2	1 days			
#2.12	5	<b>Emotional Intelligence, Conflict &amp; Stress Management</b>	8	3 days			
#2.13	5	<b>Effective Communication Skills</b> (Aligned to US 12156)	5	3 days			
#2.14	5	<b>Effective Communication Skills</b> incorporating <b>Conflict Management</b> (Aligned to US 12156)	5	3 days		Accredited Skills Programme 	
#2.15	5	<b>Conflict Management</b> (Interpret and manage conflicts within the workplace) (Aligned to US 114226)	8	3 days		Accredited Skills Programme 	
#2.16	N/A	<b>Team Building Intervention</b>	N/A	1 day		Workshop	
#2.17	N/A	<b>Gender Mainstreaming</b>	N/A	3/5 days		Workshop	

### 3. Business Skills



#### 3.1 Business Writing Skills

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
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4	Intermediate to Advanced	<b>Business Writing Skills</b> (Aligned 12153)	5	3 days	 Accredited Skills Programmes	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
3	Intermediate to Advanced	<b>Minute Taking</b> (Aligned to US 13934)	4	2 days		
4	Intermediate to Advanced	<b>Report Writing</b> (Accredited Skills US 110023)	6	2 days		
4	Intermediate to Advanced	<b>Effective Business Skills –</b> (Incorporating Business Writing, Effective Meetings, Conflict and Self-Management, Customer Care and Conducting Interviews) (Aligned to US 12155)	5 	3 days		
N/A	Beginner	<b>English Proficiency -</b> <i>(English grammar skills)</i> - The course is aimed at <b>English Second Language writers</b> & speakers who wish to improve their knowledge of <b>BUSINESS ENGLISH</b> writing. The following principles will be discussed & how important they are in <b>MODERN BUSINESS TEXTS</b> . Clarity; Simplicity; Preciseness & Tone. The workshop will go back to the <b>basics of English Grammar</b> & help those who wish to become more confident & skilled in the way they write reports, e-mails, memoranda, business letters, submissions & minutes of meetings. Numerous <b>PRACTICAL EXERCISES</b> will be included in the course & completed during the workshop. It is recommended that learners complete this 1-day workshop <b>before embarking</b> on the more detailed SETA-accredited <b>Business Writing Skills Programme</b> .	N/A	1 day	Workshop	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)



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### 3.2 Business Management (Leadership, Management & Supervisor-related Programmes & Courses for Managers and Support Staff)

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate to Advanced	<b>Time Management</b> (Accredited Skills US 15234)	4	2 days	Accredited Skills Programmes 	Scheduled Dates Available: Refer to Training Schedule
5	Intermediate to Advanced	Powerful Tools & Techniques to Facilitate <b>Individual &amp; Group Decision Making</b> (Accredited Skills US 115823 & 252026)	11	3 days	Accredited Skills Programme 	
N/A	Intermediate to Advanced	<b>Goal Setting &amp; Decision Making</b>	N/A	3 days		
4	Intermediate to Advanced	Develop Creative <b>Problem Solving &amp; Effective Decision Making Skills</b> (Demonstrate an ability to apply the principles of problem identification, analysis and decision-making within the immediate work context) (Accredited Skills US 242902)	6 	2 days		Available on request for in-house training (Groups of 7 & more)
5	Beginner, Intermediate to Advanced	<b>Manage Diversity in the Workplace.</b> (Aligned to US 116928)	14	3 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
N/A	Intermediate (including Beginners)	<b>Assertiveness Skills</b> (Communicate in an Assertive Manner with Clients & Fellow Workers) (Based on US 9506, NQF Level 4, 4 Credits)	N/A	2 days	Skills Programme	
5	Intermediate (including Beginners)	<b>Conflict Management</b> (Interpret and manage conflicts within the workplace) (Aligned to US 114226)	8	3 days	Accredited Skills Programme 	
5	Intermediate (including Beginners)	<b>Conflict Management &amp; Team Building</b> (Aligned to US 114226)	8	4 days		
5	Intermediate (including Beginners)	<b>Emotional Intelligence.</b> (Anger & Conflict Management) (Aligned to US 114226)	8	4 days		
N/A	Intermediate (including Beginners)	<b>Anger Management</b>	N/A	1 day	Workshop	
N/A	Intermediate to Advanced	<b>Stress and Stress Management</b>	N/A	1 day	Workshop	
N/A	Intermediate (including Beginners)	<b>Motivation, Persuasion &amp; Creativity</b>	N/A	1 day	Skills Programme	
5	Intermediate (including Beginners)	<b>Innovation &amp; Creative Thinking</b> (Create and manage an environment that promotes innovation) (Accredited Skills US 252020)	6	2 days	Accredited Skills Programme 	
N/A	Intermediate to Advanced	<b>Protocol &amp; Etiquette</b>	N/A	1 day	Workshop	
N/A	Intermediate	<b>Effective Meetings Skills</b>	N/A	1 day		
4	Intermediate	<b>Presentation &amp; Public Speaking Skills</b> (Accredited Skills US 242839 & 242840)	4	3 days	Accredited Skills Programme 	



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### 3.3 Leadership, Management and Supervisor-Related Courses (Business Management) (Management, Leadership, & Supervisor-Related Programmes & Courses for Managers, Leaders & Support Staff)

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates	
5	Intermediate	<b>Office Management</b>	4	3 days	University Short Course	Scheduled Training Dates Available	
4	Beginner to Intermediate	<b>Management Fundamentals</b> (Supervise work unit to achieve work unit objectives [individuals and teams]) <b>(Accredited Skills US 10981)</b>	12	5 days	Accredited Skills Programme 		
4	Intermediate	<b>Teambuilding: Motivate &amp; Build a Team</b> <b>(Accredited Skills US 242819)</b>	10	3 days		Available on request for in-house training (Groups of 7 & more)	
5	Intermediate to Advanced	<b>Effective Supervision &amp; Management Skills</b> (Build Teams to achieve goals & objectives) <b>(Aligned on US 252037)</b>	6	5 days			
5	Intermediate	<b>Leadership Management</b> (Analyse leadership and related theories in a work context. <b>(Accredited Skills US 120300)</b>	8	3 days			Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
5	Beginner Intermediate to Advanced	<b>Visionary Leadership</b> (Apply Visionary Leadership to Develop Strategy) <b>(Accredited Skills US 120311)</b>	10	3 days			
5	Intermediate to Advanced	<b>People Management and Empowerment.</b> (Build Teams to achieve goals & objectives) <b>(Aligned on US 252037)</b>	6	3 days			

### 3.4 Business Ethics







NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	Describe and assist in the <b>Control of Fraud</b> in an office environment <b>(Aligned to US 110026)</b>	4	2 days	Accredited Skills Programme	Scheduled dates available: Refer to Training Schedule <b>OR</b> Available on request for in-house training (Groups of 7 & more)



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### 3.5 Office Administration & Communication

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
2	Beginner to Intermediate	<b>Front Desk Operations &amp; Telephone Skills</b> (Aligned to US 14338 & 14348)	5	2 days	Accredited Skills Programme	<p>Scheduled dates available: Refer to Training Schedule</p> <p><b>OR</b></p> <p>Available on request for in-house training (Groups of 7 &amp; more)</p>
4	Intermediate to Advanced	<b>Professional Business Communication Skills.</b> (Aligned to US 110021)	6	3 days	Accredited Skills Programme	
3	Intermediate to Advanced	<b>Monitor and control reception area</b> (Accredited Skills US 13928)	4	2 days	Accredited Skills Programme	
5	Intermediate to Advanced	<b>Personal Assistants, Secretaries and Senior Secretaries</b> (Services & P Seta-Accredited) (Aligned to US 12155, 119472, 335839, 12156)	21	5 days	Accredited Skills Programme	
5	Intermediate to Advanced	<b>Customized PA SHORT COURSE –</b> (Incorporating Telephone Etiquette, Time Management and Minute Taking) (Aligned to US 12155 119472, 335839, 12156)	21	5 days 	 SSETA 	
4	Beginners	<b>Basic Office Administration</b> (Making calls, doing faxes, prioritising tasks, basic office protocol, understanding how teams function) <b>Aligned to US242900</b>	6	3 days	Accredited Skills Programme 	
	Intermediate	<b>Office Management</b>		3 days	University Short Course	
	Intermediate to Advanced	<b>Effective Public Service Delivery</b> (Based on the Batho-Pele Principles)		3 days		
5	Intermediate to Advanced	<b>Time Management.</b> (Aligned to US 15234)	4	2 days 	Accredited Programme 	
4	Intermediate to Advanced	<b>Manage Service Providers in a selected organisation</b> (Accredited Skills US 10999)	5	3 days	SSETA Accredited Skills Programme	
4	Intermediate to Advanced	<b>Implement Project Administration processes</b> according to requirements (Accredited Skills US 10139)	5	2 days	SSETA Accredited Skills Programme	
4	Intermediate	<b>Presentation &amp; Public Speaking Skills</b> (Accredited Skills US242839 & 242840)	4	3 days	Accredited Skills Programme	



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### 3.6 Communication– Business Communication

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate to Advanced	<b>Effective Communication Skills</b> (Aligned to US 12156)	5	3 days	Accredited Skills programme	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
5	Intermediate to Advanced	<b>Effective Communication Skills incorporating Conflict Management</b> (Aligned to US 12156)	5	3 days	POETA	
N/A	Intermediate to Advanced	<b>Power Communication and Presentation Skills</b>	N/A	2 days	Skills Programme	
N/A	Intermediate	<b>Oral Communication in the Workplace</b>	N/A	2 Days	Skills Programme	
N/A	Intermediate	<b>Voice &amp; Pronunciation</b>	N/A	2 Days	Skills Programme	
N/A	Intermediate	<b>Communication &amp; Leadership</b>	N/A	4 Days	Skills Programme	
5	Intermediate to Advanced	<b>Business Communication</b> (Incorporating Business Writing and Problem Solving) (Aligned to US12156)	5	4 days 	Accredited Skills Programme POETA	
N/A	Beginners	<b>Basic Communication Client Care</b> (Basic communication skills, basic interpersonal skills, customer care and telephone skills)	N/A	5days	Skills Programme	
N/A	Intermediate	<b>Motivational Workshops</b>	N/A	1 Day	Workshop	
2	Beginner to Intermediate	<b>Front Desk Operations &amp; Telephone Skills</b> (Accredited Skills US 14338 & 14348)	5	2 days	Accredited Skills Programme	
3	Beginner to Intermediate	<b>Process incoming and outgoing telephone calls</b> (Accredited Skills US 7790)	3	2 days	Accredited Skills Programme	
3	Beginner to Intermediate	<b>Monitor and Control reception area</b> (Accredited Skills US 13928)	4	2 days	Accredited Skills Programme	
4	Intermediate to Advanced	<b>Describe and assist in the control of fraud in an office environment</b> (Accredited Skills US 110026)	4	2 days	Accredited Skills Programme	
4	Intermediate to Advanced	<b>Develop administrative procedures in a selected organisation</b> (Accredited Skills US 110003)	8	4 days	Accredited Skills Programme	



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### 3.7 Events Management Programme

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate	<b>Events Management</b> (Aligned to US 115214)	5	5 days	Accredited Skills Programme	Scheduled Dates Available: Refer to Training Schedule

### 3.8 Customer Service & Call Centre Programmes

#### 3.8.1 Customer Service Programmes


NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
3 4	Beginner	<b>Introduction to Excellent Customer Service by applying the Batho Pele Principles</b> (Apply the Batho-Pele principles to your own work role and context & apply the principles of good customer service to achieve public sector objectives) (Accredited Skills US 113955 & 242901)	4 6	3 days	Accredited Skills programme 	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
		<b>Effective Public Service Delivery</b> (Based on the Batho-Pele Principles)		3 days	University Short Course	
5 6	Intermediate to Advanced	<b>Advanced Customer Care &amp; Service Excellence.</b> (Apply client service techniques to improve service delivery & manage service delivery improvement) (Accredited Skills US 120310 & 120306)	6 8	5 days	Accredited Skills programme 	
N/A	Beginner to Intermediate	<b>Foundation of Public Relations</b>	N/A	3 days	Skills Programme	
4	Beginner to Intermediate	<b>Analyse new developments reported</b> in the media that could impact on a business sector or industry (Accredited Skills US 13943)	10	2 days	Accredited Skills programme	
2	Beginner to Intermediate	<b>Front Desk Operations &amp; Telephone skills</b> (US 14338 & 14348)	5	2 days	Accredited Skills Programme	
N/A	Intermediate (including Beginners)	<b>Emotional Intelligence &amp; Personal Skills</b>	N/A	3 days	Skills Programme	
5	Intermediate to Advanced	<b>Time Management</b> (US 15234)	4	2 days	Accredited Skills Programme	
N/A	Intermediate to Advanced	<b>Stress and Stress Management</b>	N/A	1 day	Skills Programme	



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### 3.8.2 Contact/Call Centre Programmes






NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5 2	Beginner to Intermediate	<p><b>Contact/Call Centre Training Programme</b> Consisting of:</p> <p>Module 1 - Going Back To Basics            Module 2 - Effective Communication Skills            Module 3 – Oral Communication (Voice &amp; Pronunciation)            Module 4 - Telephone Etiquette &amp; Skills            Module 5 – Professionalism &amp; Motivation</p> <p><b><u>Competent Learners will receive a Seta Certificate on Unit Standards: 14338 &amp; 14348</u></b></p>	5 5	5 days	Accredited Skills Programme	<p>Scheduled dates available: Refer to Training Schedule</p> <p><b>OR</b></p> <p>Available on request for in-house training (Groups of 7 &amp; more)</p>
4	Beginner to Intermediate	<p><b>Contact/Call Centre Training Programme</b>            (Focusing on Interpersonal Skills and Customer Service)</p> <p>Module 1 – Achieve Personal Effectiveness In Business Environment</p> <ul style="list-style-type: none"> <li>Plan &amp; organise your own work</li> <li>Maintain working relationships (oral communication &amp; interpersonal skills)</li> <li>Basics of maintaining files and records</li> </ul> <p>Module 2 – Excellent Customer Service</p> <ul style="list-style-type: none"> <li>Customer Service Principles</li> <li>Questioning Techniques (Getting Information)</li> <li>Emotional Intelligence (Empathy)</li> <li>Customer Service Scenarios</li> <li>Handling Complaints</li> <li>Body Language</li> </ul> <p><b><u>Competent Learners will receive a Seta Certificate on US 10021</u></b></p>	6	5 days	Accredited Skills Programme	
5	Intermediate to Advanced	<p><b>Effective Communication Skills Incorporating Conflict Management.</b>            (Accredited Skills US 12156)</p>	5	3 days	Accredited Skills programme 	





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### 3.8.2 Contact/Call Centre Programmes (CONTINUED)

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate 	<b>Customer Care &amp; Service Excellence.</b> (Apply client service techniques to improve service delivery). <b>(Accredited Skills US120310)</b>	6	3 days	Accredited Skills programme 	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
5	Intermediate to Advanced	<b>Time Management.</b> <b>(Aligned to US 15234)</b>	4	2 days	Accredited Skills Programme 	
2	Beginner to Intermediate	<b>Front Desk Operations &amp; Telephone Skills</b> <b>(US 14338 &amp; 14348)</b>	5	2 days 	Accredited Skills Programme	
N/A	Intermediate (including Beginners)	 <b>Emotional Intelligence &amp; Personal Skills</b>	N/A	3 days	Skills Programme	
N/A	Beginner to Intermediate	<b>Foundation of Public Relations</b>	N/A	3 days	Skills Programme	
N/A	Intermediate	<b>Motivation, Persuasion &amp; Creativity</b>	N/A	1 Day	Skills Programme	
N/A	Intermediate to Advanced	<b>Stress and Stress Management</b>	N/A	1 day	Skills Programme	

### 3.9 Change Management, Diversity Management & Assertiveness Skills

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
N/A	Intermediate to Advanced	<b>Change Management/ Organisation Development</b> (Applying the 9 Principles of Change Management and of Capacity Building) <b>Option 1.</b> One full day (8 hours) A basic overview <b>Option 2.</b> Three-day course <b>Option 3.</b> Five-day course, split into three sessions – two two-day sessions and a one-day session with assignments to be completed between the sessions.		1/3/5	Skills Programme	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
5	Intermediate to Advanced	<b>Managing Change</b> (Apply the principles of change management in the workplace) <b>(Accredited Skills US 115407)</b>	10	3 days	Accredited Skills Programme 	
5	Beginner, Intermediate to Advanced	<b>Diversity Management</b> (Manage a Diverse Work force to Add Value) <b>(Based &amp; Aligned to US252043)</b>	6	3 days		
5	Beginner, Intermediate to Advanced	Manage <b>Diversity in the Workplace.</b> <b>(ISMS) (Aligned to US 116928)</b>	14	3 days		
N/A	Intermediate (including Beginners)	<b>Assertiveness Skills</b> 	N/A	2 days	Skills Programme	



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### 3.10 Conflict Management, Negotiation & Stress Management

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
N/A	Intermediate (including Beginners)	<b>The Art of Negotiation</b> (Negotiation skills including Conflict Management, Assertiveness, Bargaining Skills)	N/A	3 days	Skills Programme	Scheduled dates available: Refer to Training Schedule  Available on request for in-house training (Groups of 7 & more)
5	Intermediate (including Beginners)	<b>Conflict Management</b> (Interpret and manage conflicts within the workplace) (Aligned to US 114226)	8 	3 days	Accredited Skills programme 	
5	Intermediate (including Beginners)	<b>Emotional Intelligence (Anger &amp; Conflict Management)</b> (Accredited Skills US 114226)	8	4 days	Accredited Skills Programme 	
5	Intermediate (including Beginners)	<b>Emotional Intelligence (Anger &amp; Conflict Management)</b> (Accredited Skills US 114226)	8	4 days	Accredited Skills Programme 	
N/A	Intermediate (including Beginners)	<b>Conflict Management &amp; Team Building</b>	N/A	2 days	Skills Programme	
N/A	Intermediate to Advanced	<b>Stress and Stress Management</b>	N/A	1 day	Skills Programme	
NA	Intermediate to Advanced	<b>Stress &amp; Trauma Management</b>	N/A	2 days	Skills Programme	

### 3.11 Problem Solving and Decision Making Skills, & Developing Creative Problem Solving & Effective Decision Making Skills

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	Develop Creative <b>Problem Solving &amp; Effective Decision Making Skills</b> (Demonstrate an ability to apply the principles of problem identification, analysis and decision-making within the immediate work context)(Accredited Skills US 242902)	6 	2 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
5	Intermediate to Advanced	Powerful Tools & Techniques to Facilitate <b>Individual &amp; Group Decision Making</b> (Accredited Skills US 115823 & 252026)	11	3 days	Accredited Skills Programme 	
N/A	Intermediate (including Beginners)	<b>Problem Solving</b>	N/A 	1 day	Workshop	



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### 3.12 (EI) Emotional Intelligence & Personal Skills

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
N/A	Intermediate (including Beginners)	<b>Introduction to Emotional Intelligence</b>	N/A	2 days	Skills Programme	Scheduled dates available: Refer to Training Schedule  <b>OR</b>  Available on request for in-house training (Groups of 7 & more)
N/A	Intermediate (including Beginners)	<b>Emotional Intelligence &amp; Personal Skills</b>	N/A	3 days	Skills Programme	
N/A	Intermediate	<b>Advanced Emotional Intelligence</b>	N/A	1 day	Skills Programme	
5	Beginner, Intermediate to Advanced	<b>Analyse the role that Emotional Intelligence plays in leadership (Accredited Skills US 120305)</b>	8	3 days	Accredited Skills Programme 	
5	Beginner, Intermediate to Advanced	<b>Leadership Management (Analyse leadership and related theories in a work context) (Accredited Skills US 120300)</b>	8	3 days	Accredited Skills Programme 	

### 3.13 Team Building

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
N/A	Beginner to Intermediate	<b>Team Building: Intervention</b>	N/A	1 day	Workshop	Scheduled dates available: Refer to Training Schedule
4	Beginner to Intermediate	<b>Teambuilding: Motivate &amp; Build your Team. (Motivate and Build a Team) (Accredited Skills US 242819)</b>	10	3 days	Accredited Skills Programme 	
5	Beginner to Intermediate	<b>Teambuilding: Build Teams to meet set goals and objectives. (Accredited Skills US 252037)</b>	6	3 days	Accredited Skills Programme 	



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### 3.14 HIV/AIDS Programme

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
3	Beginner, Intermediate to Advanced	<b>Aids in the Workplace.</b> Apply knowledge of HIV/AIDS to a specific business sector and a workplace. <b>(Accredited Skills US 244574)</b>	4	1 day	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)
4		<b>Contribute to information distribution regarding HIV/AIDS in the workplace.</b> (Aligned to US 8555)	4	2 days	Accredited Skills Programme 	
5		Demonstrate ways of <b>dealing with the effects of dread diseases</b> & in particular HIV/ AIDS. <b>(Aligned to US 252033)</b>	8	3 days	Accredited Skills Programme 	

### 3.15 Train the Trainer & Facilitation Skills and SDF

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Beginner to Intermediate	<b>Train the Trainer Delivery Skills</b> (Aligned to US117871)	10	3 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)
5 4 6 5 5	Beginner to Intermediate	<b>Skills development Facilitator</b> (Aligned to US, 15232,15217, 15218, 15227, 15228)	10 4 4 6 6	5 Days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)

### 3.16 Basic Cleaning Skills (Office Cleaning)

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
1	Beginner to Intermediate	<b>Basic Principles of Cleaning</b> (Based on US 243204)	15	3 days	LeMark Skills Programme (In process of Accreditation)	Available on request for in-house training (Groups of 7 & more)
1 2	Beginner to Intermediate	<b>Office Cleaning &amp; Hygiene</b> (Based on US 243204 & 114936)	15 2	5 days		
	Beginner to Intermediate	<b>Basic Office Cleaning</b>		2 days	Workshop	



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### 3.17 Interviewing Skills

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
N/A	Beginner	<b>Interview Skills</b>	N/A	2 days	Skills Programme	Available on request for in-house training (Groups of 7 & more)
5	Intermediate to Advanced	<b>Conducting Interviews</b> (Recruit and Select Candidates to Fill Defined Positions)	9	3 days		

## 4. Admin & Management Skills Programme (50060 & 57824)

### 4.1 Service Delivery/Customer Service Management Programmes

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Beginner	<b>Introduction to Excellent Customer Service by applying the Batho Pele Principles.</b> (Apply the Batho - Pele principles to your own work role and context & apply the principles of good customer service to achieve public sector objectives) <b>(Accredited Skills US 113955 &amp; 242901)</b>	10	4 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
5	Intermediate to Advanced	<b>Customer Care &amp; Service Excellence.</b> (Apply client service techniques to improve service delivery) <b>(Accredited Skills US 120310)</b>	6	3 days		
5 6	Intermediate to Advanced	<b>Advanced Customer Care &amp; Service Excellence.</b> (Apply client service techniques to improve service delivery & manage service delivery improvement) <b>Accredited Skills US 120310 &amp; 120306)</b>	6 8	5 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
4	Intermediate to Advanced	<b>Manage Service Providers</b> in a selected organisation <b>(Accredited Skills US 10999)</b>	5	2 days		



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#### 4.2 Manage & Lead Human Resources in the Workplace & the Principles of Management/People Management

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Beginner to Intermediate	<b>Teambuilding: Motivate &amp; Build your Team.</b> (Motivate and Build a Team) (Aligned to US242819)	10	3 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule <b>OR</b> Available on request for in-house training (Groups of 7 & more)
5	Intermediate to Advanced	<b>Effective Supervision &amp; Management Skills</b> (Build teams to achieve goals & objectives) (Accredited Skills US 252037)	6	5 days		

#### 4.2 Manage & Lead Human Resources in the Workplace & the Principles of Management/People Management (CONTINUED)

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Beginner, Intermediate to Advanced	<b>Conflict Management</b> (Interpret and manage conflicts within the workplace) (Accredited Skills US 114226)	8	3 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule <b>OR</b> Available on request for in-house training (Groups of 7 & more)
5	Beginner, Intermediate to Advanced	<b>Manage Diversity in the workplace</b> (Aligned to US 116928)	14	3 days		
4	Intermediate to Advanced	<b>Develop Creative Problem Solving &amp; Effective Decision Making Skills</b> (Demonstrate an ability to apply the principles of problem identification, analysis and decision-making within the immediate work context)(Aligned to US 242902)	6 	2 days		
5	Beginner Intermediate to Advanced	<b>Leadership Management</b> (Analyse leadership and related theories in a work context)(Aligned to US 120300)	8	3 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule <b>OR</b> Available on request for in-house training (Groups of 7 & more)
5	Beginner Intermediate to Advanced	<b>Visionary Leadership</b> (Apply visionary leadership to develop strategy) (Accredited Skills US 120311)	10	3 days		
5	Beginner, Intermediate to Advanced	<b>Analyse the role that Emotional Intelligence plays in leadership</b> (Aligned to US 120305)	8	3 days		
5	Beginner Intermediate to Advanced	Manage the <b>development and performance of human capital</b> in the public sector (Aligned to US 119336)	12	3 days		



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### 4.3 The principles of knowledge management

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Beginner Intermediate to Advanced	Apply principles of <b>Knowledge Management</b> to organisational transformation (Aligned to US 115405)	10	3 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule  OR Available on request for in-house training (Groups of 7 & more)
5	Beginner Intermediate to Advanced	<b>Manage and develop oneself</b> in the public sector work environment (Aligned to US 119332)	10	3 days		
5	Beginner Intermediate to Advanced	<b>Promote a learning culture</b> in an organisation (Based on US 252041)	3	2 days	Skills Programme	

### 4.4 Strategic Planning

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Beginner Intermediate to Advanced	<b>Plan strategically</b> to improve business performance (Aligned to US 114585)	4	3 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)
5	Beginner Intermediate to Advanced	<b>Innovation &amp; Creative Thinking</b> (Create and manage an environment that promotes innovation) (Aligned to US 252020)	6	3 days		
5	Beginner Intermediate to Advanced	<b>Analyse, interpret and communicate information</b> (Aligned to US 120304)	9	3 days		

### 4.5 The Principles of Risk Management to Manage Risk Situations

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Beginner, Intermediate to Advanced	<b>Risk Management</b> (Apply principles of risk management) (Aligned to US 120303)	8	3 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)



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#### 4.6 Communication

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Beginner Intermediate to Advanced	<b>Oral Communication</b> (Accommodate audience and context needs in oral/signed communication) (Accredited Skills US 119472)	5	2 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)
4	Beginner Intermediate to Advanced	Engage in sustained <b>oral/signed communication</b> and evaluate spoken/signed texts (Accredited Skills US 119462)	5	2 days		
4	Beginner Intermediate to Advanced	<b>Interpret</b> and use <b>information</b> from texts (Aligned to US119457)	5	2 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)
4	Beginner Intermediate to Advanced	<b>Interpret</b> a variety of <b>Literary texts</b> (Accredited Skills US 119466)	5	2 days		
4	Beginner Intermediate to Advanced	<b>Write / Present / Sign texts</b> for a range of communicative contexts (Accredited Skills US 119465)	5	2 days		
4	Beginner Intermediate to Advanced	<b>Write/present/sign</b> for a wide range of contexts (Accredited Skills US 119459)	5	2 days		
4	Beginner Intermediate to Advanced	<b>Read/view, analyse and respond</b> to a variety of texts (Accredited Skills US 119469)	5	2 days		
4	Beginner Intermediate to Advanced	<b>Business Writing</b> Use the writing process to compose texts required in the business environment (Accredited Skills US 12153)	5	2 days		

#### 4.7 Records Management

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Beginner Intermediate to Advanced	Apply <b>principles of computerised systems</b> to manage data and reports relevant to the public sector administration (Accredited Skills US 119351)	10	2 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)
4	Intermediate to Advanced	<b>Manage Administration Records</b> (Accredited Skills US 110009)	4	3 days		



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## 5. National Certificate: Local Economic Development US 36436 NQF Level 4, 163 Credits

### 5.1 Business Numeracy

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
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### 5.2. Communication


NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	Demonstrate and apply knowledge and understanding of the <b>Basic Components</b> and <b>Fundamental Skills of Effective Communication</b> US 110506	4	3 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
4	Intermediate to Advanced	Participate in local <b>Economic Development</b> related <b>Meetings</b> and facilitate the necessary <b>Flow</b> of local <b>Economic Development Information</b> US 110484	6	3 days		
3	Intermediate to Advanced	Accommodate <b>Audience</b> and <b>Context</b> needs in <b>Oral Communication</b> US 8968	5	3 days		
3	Intermediate to Advanced	<b>Analyse</b> and <b>Respond</b> to a variety of <b>Literary Text</b> US 8971	5	3 days		
3	Intermediate to Advanced	<b>Interpret</b> and use <b>Information</b> from <b>Texts</b> US 8969	5	3 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
3	Intermediate to Advanced	Write <b>Texts</b> for a range of <b>Communicative</b> contexts US 8970	5	3 days		
4	Intermediate to Advanced	Apply <b>Comprehension Skills</b> to engage <b>Oral Texts</b> in a business environment US 12154	5	3 days		
4	Intermediate to Advanced	Apply <b>Comprehension Skills</b> to engage <b>Written Texts</b> in a business environment US 12155	5	3 days		
4	Intermediate to Advanced	Use the writing process to <b>Compose Texts</b> required in the business environment US12153	5	3 days		
4	Intermediate to Advanced	<b>Write/Present/Sign</b> for a wide range of <b>Contexts</b> US 8976	5	3 days		





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### 5.3 Employee Welfare Management

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate to Advanced	Examine <b>Social Features</b> as pertaining to the <b>Workplace US 8664</b>	4	3 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule  <b>OR</b>  Available on request for in-house training (Groups of 7 & more)
4	Intermediate to Advanced	Contribute to information distribution regarding <b>HIV/AIDS</b> in the workplace <b>US 8555</b>	4	3 days		
3	Intermediate to Advanced	Demonstrate understanding of <b>Employment Relations</b> in an Organisation <b>US 10170</b>	3	3 days		

### 5.4 Finance Management

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	Interpret <b>Basic Financial Statements US 10388</b>	4	3 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule  <b>OR</b>  Available on request for in-house training (Groups of 7 & more)
4	Intermediate to Advanced	Apply the <b>Budget Function</b> in a Business Unit <b>US 13941</b>	4	5 days	Accredited Skills Programme 	

### 5.5 Project Management

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	Demonstrate a knowledge and understanding of the <b>Aspects</b> of the <b>Project Cycle US 110481</b>	8	3 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule  <b>OR</b>  Available on request for in-house training (Groups of 7 & more)





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## 5.6 Public Administration

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate to Advanced	Demonstrate knowledge & insight into the principles of <b>Monitoring &amp; Evaluation</b> in <b>Assessing Organisation &amp;/or Programme Performance</b> in a <b>Specific Context</b> <b>US 337063</b>	5	3 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule  <b>OR</b>  Available on request for in-house training (Groups of 7 & more)
5	Intermediate to Advanced	Demonstrate an understanding of <b>Professional Values and Ethics</b> <b>US 8648</b>	4	3 days	Accredited Skills Programme 	

## 5.7 Records Management

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	Manage <b>Administration Records</b> <b>US 110009</b>	4	3 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule  <b>OR</b>  Available on request for in-house training (Groups of 7 & more)



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**LeMark Training & Development is proud to present the following short courses in collaboration with the Potchefstroom Business School (PBS), North-West University - Potchefstroom Campus.**

## 6 University Short Courses and Programmes

### 6.1 One-year Programmes – University Certificate Programmes

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
	Beginner to Intermediate (supervisors & junior management)	<b>Fundamental Management Programme (FMP)</b>		1 year	One-year Programme (Distance Learning with Contact Study Blocks)	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
	Intermediate	<b>(MMP) Middle Management Programme</b>		1 year		
	Advanced	<b>Advanced Management Programme(AMP)</b>		1 year		

### 6.2 Leadership, Management & Supervisor-Related Courses

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
	Intermediate	<b>Office Management</b>		3 days	University Short Course	Scheduled Training Dates Available



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### 6.3 Project Management

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
N/A	Intermediate to Advanced	<b>Project Management Office (PMO)</b> (for steering committee management)	N/A	3 days	Workshop	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
4	Beginner to intermediate	<b>Basic Project Management (Accredited SkillsUS120372)</b>	5	3 days	Accredited Skills Programme 	
	Intermediate to Advanced	<b>Public Sector Project Management</b>		4 days	University Short Course	
	Advanced	<b>Advanced Project Management</b>		5 days	University Short Course	
5	Intermediate	<b>The Planning and Execution of Service Delivery Projects</b>	6	2 days	Skills Programme	

### 6.4 Human Resource Management & Conduct Interviews & Interviewing Skills

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
	Intermediate to Advanced	<b>Human Resources Management for Supervisors</b>		3 days	University Short Course	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
5	Intermediate (including Beginners)	<b>Conducting Interviews</b> (How to Run an Interview & Recruit the Best Applicants) US12140	9 	2 days		
N/A	Intermediate (including Beginners)	<b>Interviewing skills</b> (Skills you need when going for a Job Interview)	N/A 	2 days	LeMark Skills Programme	
5	Intermediate	<b>The Planning and Execution of Service Delivery Projects</b> (Proposed NQF Level 5 and 6 Credits)	6	2 days	Skills Programme	



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## 6.5 Performance Management

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate to Advanced	Manage the <b>development and performance of human capital</b> in the public sector (Aligned to US 119336) (Proposed NQF Level 5 and 12 Credits)	12	4 days	Accredited Skills Programme <b>POETA</b>	Available on request for in-house training (Groups of 7 & more)

## 6.6 Strategy & Strategic Management & Planning-Related Courses

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
	Advanced	<b>Strategic Management</b> Realising Your Institution's Future		3 days	University Short Course	Available on request for in-house training (Groups of 7 & more)

## 6.7 Records Management (University Programmes)

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
	Intermediate to Advanced	<b>Records Management</b>		3 days	University Short Course	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
4	Beginner, Intermediate to Advanced	<b>Appraisal &amp; Disposal</b> (Proposed NQF Level 4 and 8 Credits)		2 days	Skills Programme	
	Intermediate to Advanced	<b>Electronic Records Management</b>		2 days	University Short Course	
N/A	Intermediate	<b>Registry Management</b>	N/A	2 days	Workshop	
N/A	Intermediate	<b>Record Management Tools</b> Designing Record-keeping System	N/A	4 days	Skills Programme	
	Intermediate to Advanced	<b>Manage Administration Records</b> (Proposed NQF Level 4 and 4 Credits)		3 days	University Short Course	
N/A	Intermediate to Advanced	<b>Tools for Manual &amp; Electronic Records</b>	N/A	5 days	Skills Programme	



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## 6.8 Labour-Related Short Courses

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
	Intermediate to Advanced	<b>Exploring Labour Relations</b>		3 days	University Short Course	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)
	Intermediate to Advanced	<b>Implement Equity Disciplinary, Code and Procedure</b>		3 days		
	Intermediate to Advanced	<b>Absenteeism and the Management of Substance Abuse</b>		5 days		
	Intermediate to Advanced	<b>Applied Labour Relations</b>		5 days		
	Intermediate to Advanced	<b>Executive Labour Relations</b>		5 days		
	Intermediate to Advanced	<b>Managing Advanced Mediation &amp; Arbitration in Labour</b>		3 days		
	Intermediate to Advanced	<b>Conciliation, Mediation &amp; Arbitration – the Power of Negotiations</b>		3 days		
	Intermediate to Advanced	<b>Advanced Labour Relations</b>		3 days		
N/A	Intermediate to Advanced	<b>Key Functions of Union Officials – Shop Steward</b>	N/A	3 days	LeMark Course	

## 6.9 Entrepreneurial (University Programmes)

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate	<b>Be Entrepreneurial.</b> (Proposed NQF Level 5 and 8 Credits)	8	3 days	University Short Course	Available on request for in-house training (Groups of 7 & more)
5	Intermediate	<b>Effective Sales and Sales Techniques.</b>	16	2 days		
5	Intermediate	<b>How to start and run your OWN business</b> (Proposed NQF Level 5 and 5 Credits)	5	2 days (+2 days if the Business Plan is added)	Classification	Scheduled Dates



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## 6.10 Financial

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
	Intermediate	<b>Non-Financial Managers Finance</b>		9 days (in 3 blocks of 3 days each)	University Short Course	Available on request for in-house training (Groups of 7 & more)

## 6.11 Personal Wealth

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
	Intermediate	<b>Money Behaviour</b>		2 days	University Short Course	Scheduled dates available: Refer to Training Schedule <b>OR</b> Available on request for in-house training (Groups of 7 & more)
	Intermediate	<b>Essential Financial Skills</b>		2 days		
	Intermediate	<b>Personal Wealth Management</b>		2 days		
	Intermediate	<b>Manage Your Investments</b>		2 days		

## 6.12 Quality and Performance Management

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
	Intermediate	<b>Quality &amp; Performance Management</b>	N/A	2 days	University Short Course	Available on request for in-house training (Groups of 7 & more)

## 6.13 Customer Care & Service Delivery (University Programme)

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
	Intermediate to Advanced	<b>Effective Public Service Delivery</b> (Based on the Batho-Pele Principles)		3 days	University Short Course	Scheduled Dates Available: Refer to Training Schedule



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- **The Service Provider** – means LeMark Training & Development Pty Ltd or Lemark.
- **The Client** – means the person the quote/marketing outline is addressed to and the training/consultation will be done for.

**On acceptance of this quotation for services to be rendered as per marketing letter outline,** the Service Provider (LeMark Training & Development Pty Ltd) shall retain ownership in the copyright in its pre-existing intellectual property, in particular the copyright in the Training Manual/Modules, as well as its working papers and, for purposes of clarity, shall own its methodologies and intellectual property on its investigative techniques, evidence collection methods, skill, expertise etc.

- The Service Provider warrants that it is the developer of the Training Materials/Manual/Modules, that copyright vests therein, and that such copyright is owned by the Service Provider.
- **The Client** acknowledges that copyright in the Training **Materials/Manual/Modules** vests in the Service Provider and that use of the Training Material is under license from the Service Provider, for purposes of the Project, and subject to the provisions contained in the Agreement.
- The parties agree that no documentation between the parties constitute an assignment of the ownership of the copyright in the Training Manual/Materials/Modules.
- **The Client** undertakes not to attack, or support an attack, on the ownership of the copyright in the Training Materials/Manual/Modules of the Service Provider and to promptly report any possible infringements thereof to the Service Provider.



**Enquiries:** Tel: (012) 654 4288; Fax: (012) 654 8193, **Compliments and Complaints to:** [management@lemark.co.za](mailto:management@lemark.co.za).  
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- **The Client** undertakes not to use, amend, modify or alter the Training Materials/Manual/Modules, without the express written permission of the Service Provider.



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