

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



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

**PUBLIC SECTOR  
CAREER GUIDANCE**

**2023**



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 and 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



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, Technicon, 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 LeMarkSkillsProgramme/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:

- ⇒ **Customisation:** 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.)*
- ✓ **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.)*
- ✓ **Workshop** –outcomes based training intervention which is not credit bearing.



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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
5	Intermediate	<b>National Certificate: Public Administration</b>  <b>Accredited Qualification: 50060</b>	141	12 -24 Months	Full Qualification 	Available on request for in-house training (Groups of 7 & more)
4	Beginner Intermediate	<b>Further Education and Training Certificate: Public Administration</b>  <b>Accredited Qualification: 57824</b>	146	12 -24 Months	Full Qualification 	Available on request for in-house training (Groups of 7 & more)
4	Beginner Intermediate	<b>Education and Training Certificate: Business Administration Services</b>  <b>Accredited Qualification: 61595</b>	140	12 -24 Months	Full Qualification <b>ServicesSETA</b>	Available on request for in-house training (Groups of 7 & more)
4	Beginner Intermediate	<b>National Certificate: Local Economic Development</b>  <b>Accredited Qualification: 36436</b>	163	12 -24 Months	Full Qualification 	Available on request for in-house training (Groups of 7 & more)
6	Advanced	<b>Certificate: Municipal Financial Management</b>  <b>Accredited Qualification: 48965</b>	166	12 -24 Months	Full Qualification 	Available on request for in-house training (Groups of 7 & more)



## 1. Financial and Management Skills Programmes

### 1.1 Asset Management

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
N/A	Intermediate to Advanced	Practically implementing <b>Effective Asset Management</b> Framework in the Public Sector (In process of accreditation US 243265)	N/A	3 days	LeMark Skills Programme	Available on request for in-house training (Groups of 7 & more)
6	Intermediate to Advanced	<b>Advanced Asset Management</b> Identify and maintain an asset database. Identify & implement maintenance requirements; Review alternative asset and technology availability; Control assets; Monitor & evaluate asset usage; Evaluate asset management in terms of organizational strategy. (Accredited Skills US 115444)	5	3 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)

### 1.2 Asset & Supply Chain Management




NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
6	Intermediate to Advanced	<b>Supply Chain Management &amp; Asset Management</b> (Accredited Skills US 259984)	10	5 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)

### 1.3 Supply Chain Management, Demand Management & Acquisition Management (Including the SCM: Bid Processes)


NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate to Advanced	<b>Supply Chain Management</b> Implementing Effective & Efficient Supply Chain Management in Public Sector Departments/Entities (Apply principles, regulations and legislation underlying supply chain)	15	5 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)



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		management in the public sector) <b>(Accredited Skills US 119345)</b>				
N/A	Intermediate to Advanced	<b>SCM: Performance and Management Activities</b> NQF Level 5, 7 Credits <b>(Based on: US 377901)</b>	N/A	2 days	LeMark Skills Programme	Available on request for in-house training (Groups of 7 & more)
5	Intermediate to Advanced	<b>SCM: Perform Acquisition Management Activities</b> <b>(Accredited Skills US 377898)</b>	11	3 days	Accredited Skills Programme 	Scheduled Dates Available: Refer to Training Schedule
For Public Sector Supply Management (Focusing on SCM: Bid Processes) <b>(Target Market: Nat Gov, Local Gov, Prov. Gov &amp; Parastatals)</b>						

#### 1.4 Managing the SCM (Supply Chain Management): Bid Procurement Process & Bid Committee

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
N.A	Intermediate to Advanced	<b>1, 2, 3, 4 or 5 Day Workshops available on Request on SCM: Bid Processes</b>	N.A.	1-5 Days	Workshops	On Request
5	Intermediate to Advanced	<b>SCM: Bid Processes</b> (Demonstrate knowledge and insight into a bid committee system applicable to an Organ of State in South Africa) <b>(Accredited Skills US 337061)</b>	15	3 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)
6	Intermediate to Advanced	<b>Manage the SCM: Bid Procurement Process</b> <b>(Based on US 243112)</b>	10	3 days	<i>In process of Accreditation</i>	



## 1.5 Budgeting in the Public Sector

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate to Advanced	<b>Prepare a budget</b> for use in public sector entity/ department /section (Accredited Skills US 377900)	15	3 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)

## 1.6 Contract Management

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate to Advanced	<b>Contract Management</b> (Administer contracts for goods, works and services in the public sector) (Accredited Skills US 377896)	5	3 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)

## 1.7 Public Finance Management Act (PFMA) & Financial Management for Non-Financial Managers

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate to Advanced	<b>PFMA &amp; Financial Regulations</b> (Apply Basic Financial Procedures to PFMA Principles) (Accredited Skills US 114873)	3	3 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)
N.A.	Intermediate to Advanced	<b>An Overview On How The PFMA (Public Finance Management Act) Impacts On Private Institutions that deal with SOE's.</b> (State Owned Enterprises)	N.A.	1 Day	Workshop	



## 1.8 PFMA/Financial Management for Non-Financial Managers

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate to Advanced	<b>(PFMA).</b> Demonstrate an Understanding of the Public Finance Management Act (PFMA) & Related Treasury Regulations <b>(Accredited Skills US 377913)</b>	15	5 days	Accredited Skills Programme 	Scheduled Dates Available: Refer to Training Schedule
5	Intermediate to Advanced	<b>(Public Finance for Non-Financial Managers).</b> Demonstrate an Understanding of the Public Finance Management Act (PFMA) & Related Treasury Regulations <b>(Accredited Skills US 377913)</b>	15	5 days	Accredited Skills Programme 	

## 1.9 Risk Management

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate to Advanced	<b>Risk Management.</b> (Apply principles of risk management.) <b>(Accredited Skills US120303)</b>	8	2 or 3 days 	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)

This Risk Management skills programme is based on the Public Sector Risk Management Framework, representing the best source of reference and guidance on risk management practices in the South African public sector. The Framework supports the objectives of public sector institutions through providing information and guidance to enable the implementation and maintenance of effective systems to identify and mitigate the risks that threaten the attainment of service delivery and other objectives, and optimise opportunities that enhance institutional performance.



### 1.10 Policy Formulation, Implementation & Institutional Governance

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate to Advanced	<b>Policy Formulation, Implementation &amp; Institutional Governance.</b> Apply South African legislation and policy affecting public administration <b>(Accredited Skills US 120307)</b>	10	3 days 	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)  Available on request for in-house training (Groups of 7 & more)
5	Intermediate to Advanced	<b>Policy Formulation, (Design), Implementation &amp; Institutional Governance</b> Formulate and evaluate public sector policies and regulations <b>(Accredited Skills US 120301)</b>	8	3 days 		
5	Intermediate to Advanced	<b>Policy Formulation (Design), Implementation &amp; Institutional Governance.</b> (Aligned to US: 120301 – 8 Credits & 120307 – 10 Credits)	18	5 days		

### 1.11 Monitoring & Evaluation

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate to Advanced	<b>Monitoring &amp; Evaluation</b> (Demonstrate knowledge and insight into the principles of monitoring & evaluation in assessing organisation and/or programme performance in a specific context) <b>(Accredited Skills US 337063)</b>	5	3 days 	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)
6	Advanced	<b>Advanced Monitoring &amp; Evaluation</b> (Apply monitoring and evaluation approaches and tools to assess an organization's or programme's performance in a specific context) <b>(Accredited Skills US 337059)</b>	15	5 days 	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)

### 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) (In process of Accreditation) <b>(Accredited Skills US 13945)</b>	2	2 days 	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)



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### 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. (Accredited Skills US 10022 & 110026)	8	3 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)

### 1.14 Municipal Programmes & Courses (Also Refer To Numbers 6.1, 6.2, 6.3 & 6.4)

Refer To Numbers 6.1 & 6.2 For All Municipal (Local Government Specific Short Courses / Programmes). For Example But Not Limited To The Following Programmes / Courses:

Local Democracy Facilitation Community Participation and Consultation	Assets & Liabilities Management
Local Economic Development Workshop for councillors and ward committees	Good Governance in Municipalities
Capital, Strategic & Financial Planning	Municipal Budgeting
Business Numeracy	Communication
Employee Welfare Management	Finance Management
LED Concepts, Theories & Tools	LED Environment
Municipal Systems & IDP	Project Management
Public Administration	Records Management





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

### 2.1 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
5	Intermediate to Advanced	<b>Public Sector Project Management</b> (Accredited Skills US 243824 & 243812)	20	4 days		<b>OR</b> Available on request for in-house training (Groups of 7 & more)
6	Advanced	<b>Advanced Project Management</b> (Accredited SkillsUS 242194)	12	5 days		

### 2.2 MS Project

NQF Level	Level of learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
N/A	Intermediate to Advanced	<b>MS PROJECT2016</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	Classificati on	Scheduled Dates
#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		
#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		
#2.6	3 & 4	<b>Coaching and Mentoring</b> (Based on US 117877 & US 117865)	4 & 5	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)
#2.7	4	<b>Assertiveness Skills</b> (Based on US 9506)	4	2 days		
#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 onus 11384)	10	2 days	Skills programme	
#2.10	N/A	<b>Motivational Workshops</b>	N/A	2 days		
#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	Accredited Skills Programme 	
#2.14	5	<b>Effective Communication Skills</b> incorporating <b>Conflict Management</b> (Aligned to US 12156)	5	3 days		
#2.15	5	<b>Conflict Management</b> (Interpret and manage conflicts within the workplace) (Aligned to US 114226)	8	3 days		
#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
4	Intermediate to Advanced	<b>Business Writing Skills</b> (Aligned to US 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 & Self-Management, Customer Care & Conducting Interviews) (Aligned to US 12155)	5 	3 days		
N/A	Beginner	<b>English Proficiency - (English grammar skills)</b> - The course is aimed at <b>English Second Language</b> writers & 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)





### 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> <b>(Accredited Skills US 15234)</b>	4	2 days	Accredited by Lg SETA	Scheduled Dates Available: Refer to Training Schedule
5		Powerful Tools & Techniques to Facilitate <b>Individual &amp; Group Decision Making</b> <b>(Accredited Skills US 115823 &amp; 252026)</b>	11	3 days	Accredited by 	
N/A		<b>Goal setting &amp; decision Making</b>	N/A	3 days	Skills Programme	Available on request for in-house training (Groups of 7 & more)
4	Intermediate to Advanced	Develop Creative <b>Problem Solving &amp;Effective Decision Making Skills</b> <b>(Accredited SkillsUS242902)</b>	6 	2 days	Accredited Skills Programme 	
5	Beginner, Intermediate to Advanced	<b>Manage Diversity in the Workplace.</b> <b>(Aligned to US 116928)</b>	14	3 days		
N/A	Intermediate (including Beginners)	<b>Assertiveness Skills</b> <b>(Based on US 9506, NQF Level 4, 4 Credits)</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)
5		<b>Conflict Management</b> (Interpret and manage conflicts within the workplace) <b>(Aligned to US 114226)</b>	8	3 days	Accredited Skills Programme 	
5		<b>Conflict Management &amp;Team Building</b> <b>(Aligned to US 114226)</b>	8	4 days		
5	Intermediate (including Beginners)	<b>Emotional Intelligence.</b> (Anger & Conflict Management) <b>(Aligned to US 114226)</b>	8	4 days		
5		<b>Conflict Management &amp;Team Building</b> <b>(Aligned to US 114226)</b>	8	4 days		
N/A		<b>Anger Management</b>	N/A	1 day	Workshop	
N/A	Intermediate to Advanced	<b>Stress and Stress Management</b>	N/A	1 day		
N/A	Intermediate (including Beginners)	<b>Motivation, Persuasion &amp;Creativity</b>	N/A	1 day	Skills Programme	
5		<b>Innovation &amp;Creative Thinking</b> (Create and manage an environment that promotes innovation) <b>(Accredited Skills US 252020)</b>	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		<b>Presentation &amp;Public Speaking Skills</b> <b>(Accredited SkillsUS242839 &amp; 242840)</b>	4	3 days	Accredited by 	



### 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 to Advance	<b>OFFICE MANAGEMENT</b> (Demonstrate an understanding of professional Values and ethics) <i>3-Day SETA Accredited Skills Programme. Aligned to US 8648</i>	4	3 days	Full Qualification 	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		
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		
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		Available on request for in-house training (Groups of 7 & more)  Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training (Groups of 7 & more)

### 3.4 Business Ethics

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Beginner Intermediate to Advanced	<b>Ethical Business Management.</b> (Apply knowledge of ethical principles, standards & professional conduct in public sector management and administration) <b>(Aligned to US 119342)</b>	8	3 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on
4	Intermediate to Advanced	Describe and assist in the <b>Control of Fraud</b> in an office environment	4	2 days	Accredited Skills	



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		(Aligned to US 110026)			Programme	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	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>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 US12155, 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 US12155 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) Aligned to 242900	6	3 days	Accredited Skills Programme 	
5	Intermediate to Advance	<b>OFFICE MANAGEMENT</b> (Demonstrate an understanding of professional Values and ethics) 3-Day SETA Accredited Skills Programme. Aligned to US 8648	4	3 days	Accredited Skills Programme	
5 & 6	Intermediate to Advanced	<b>Mastering Batho Pele &amp; the Challenge of Service Delivery</b> Aligned to US: 120306, NQF 6, 8 Credits & 120310, NQF 5, 6 Credits)	14	5 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	

### 3.6 Communication– Business Communication

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Schedule d 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</b> incorporating <b>Conflict Management</b> (Aligned to US 12156)	5	3 days		
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 	





### 3.6 Continued

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	

### 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)
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 US120310 & 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	



### 3.8.2 Contact/Call Centre Programmes

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Schedule d Dates
5 2	Beginner to Intermediate	<b>Contact/Call Centre Training Programme</b> Consisting of: Module 1 - Going Back To Basics Module 2 - Effective Communication Skills Module 3 – Oral Communication (Voice & Pronunciation) Module 4 - Telephone Etiquette & Skills Module 5 – Professionalism & Motivation  <u><b>Competent Learners will receive a SETA Certificate on Unit Standards: 14338 &amp; 14348</b></u>	5 5	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	Beginner to Intermediate	<b>Contact/Call Centre Training Programme</b> (Focusing on Interpersonal Skills and Customer Service)  Module 1 – Achieve Personal Effectiveness In Business Environment <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> Module 2 – Excellent Customer Service <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> <u><b>Competent Learners will receive a SETA Certificate on US 10021</b></u>	6	5 days	Accredited Skills Programme	
5	Intermediate to Advanced	<b>Effective Communication Skills incorporating Conflict Management.</b> (Accredited Skills US 12156)	5	3 days	Accredited Skills programme 	






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

NQF	Level of	Programme/	Credits	Duration	Classification	Scheduled
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Level	Learner	Course Name				Dates
5	Intermediate 	<b>Customer Care &amp; Service Excellence.</b> (Apply client service techniques to improve service delivery). (Accredited Skills US120310)	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> (Aligned to US 15234)	4	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	
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	10	3 days	Accredited Skills	



		change management in the workplace) <b>(Accredited Skills US 115407)</b>			Programme 	
5	Beginner, Intermediate to Advanced	Manage <b>Diversity</b> in the Workplace. <b>(Aligned to US 116928)</b>	14	3 days		
N/A	Intermediate (including Beginners)	<b>Assertiveness Skills</b> 	N/A	2 days	Skills Programme	

### 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) <b>(Aligned to US 114226)</b>	8 	3 days	Accredited Skills programme 	
5	Intermediate (including Beginners)	<b>Emotional Intelligence</b> <b>(Anger &amp; Conflict Management)</b> <b>(Accredited Skills US 114226)</b>	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 & 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)( <b>Accredited Skills US242902</b> )	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	

### 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	Analyse the role that <b>Emotional Intelligence</b> plays in leadership (Accredited Skills US 120305)	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.</b> (Motivate and Build a Team) (Accredited Skills US 242819)	10	3 days	Accredited Skills Programme 	

### 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. (Accredited Skills US 244574)	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. (Aligned to US 252033)	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	Not 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 ( <i>In process of Accreditation</i> )	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	



## 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 BathoPele 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)	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) (Accredited Skills US 120310)	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) Accredited Skills US 120310& 120306)	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 (Accredited Skills US 10999)	5	2 days		




## 4.2 Manage&Lead Human Resources in the Workplace&thePrinciples 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		
5	Beginner, Intermediate to Advanced	<b>Conflict Management</b> (Interpret and manage conflicts within the workplace) (Accredited Skills US 114226)	8	3 days		
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		



### 4.3 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>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	<b>Manage the development and performance of human capital</b> in the public sector (Aligned to US 119336)	12	3 days		

### 4.4 The Principles of Knowledge Management In Public Sector Administration

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  <b>OR</b>  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	



## 4.5 South African Legislation and Policy Affecting Public Administration

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Beginner/Intermediate to Advanced	<b>Introduction to Public Administration</b> (Demonstrate an understanding and <b>apply the framework</b> and overall mechanics <b>of government policy</b> ) (Accredited Skills US 242880)	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	Beginner/Intermediate to Advanced	Formulate and evaluate <b>public sector policies and regulations</b> (Accredited Skills US 120301)			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	Beginner/Intermediate to Advanced	<b>Policy Formulation</b> Apply South African legislation and policy affecting public administration (Accredited Skills US 120307)	10	3 days		
4	Beginner/Intermediate to Advanced	Discuss the selected <b>legislative regulatory framework</b> governing the public sector management and administration environment (Accredited Skills US 119334)	12	2 days		

## 4.6 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		





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5	Beginner Intermediate to Advanced	<b>Apply Accounting Principles and procedures</b> in the preparation of reports and decision making (Aligned to US 119350)	15	3 days		
5	Beginner Intermediate to Advanced	<b>Analyse, interpret and communicate information</b> (Aligned to US 120304)	9	3 days		

#### 4.7 Ethical Business Management & Public Sector Code of Conduct

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Beginner Intermediate to Advanced	<b>Ethical Business Management</b> (Apply knowledge of ethical principles, standards & professional conduct in public sector management and administration)(Aligned to US119342)	8	3 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)
NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Beginner Intermediate to Advanced	Demonstrate knowledge of and apply the <b>Public Sector Code of Conduct</b> in your own work roles and context (Accredited Skills US113956)	4	2 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)

#### 4.8 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)



## 4.9 Mathematics in Public Administration

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Beginner Intermediate to Advanced	<b>Apply Knowledge of Statistics</b> and probability to critically interrogate and effectively communicate findings on life-related problems. (Accredited Skills US 9015)	6	2 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)
4	Beginner Intermediate to Advanced	<b>Represent, Analyse and Calculate</b> shape and motion in 2- and 3-dimensional space in different contexts (Accredited Skills US 9016)	4	2 days		
4	Beginner Intermediate to Advanced	<b>Use Mathematics</b> to investigate and monitor the financial aspects of personal business, national and international issues (Accredited Skills US 7468)	6	2 days		

## 4.10 Communication in Public Administration

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 119467)	5	2 days		




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		<b>119465)</b>				
4	Beginner Intermediate to Advanced	<b>Write/present/sign for a wide range of contexts (Accredited Skills US 119459)</b>	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		

#### 4.11 Local Government Administration and Management

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Beginner Intermediate to Advanced	Demonstrate knowledge of and apply <b>the Public Sector Code of Conduct</b> in your own work roles and context (Accredited Skills US 113956)	4	2 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)
4	Beginner Intermediate to Advanced	Apply <b>administrative principles</b> in the implementation of <b>public sector procedures</b> and work schedules (Accredited Skills US 242900)	6	2 days		
4	Beginner Intermediate to Advanced	<b>Define overall public sector culture and values</b> and apply them to your own work context (Accredited Skills US 242903)	6	2 days		



## 4.12 Records Management

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Beginner Intermediate	<b>Records Management</b> <i>3-Day SETA Accredited Skills programme</i> <b>(Accredited Skills US 115855 )</b>	5	3 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule  <b>OR</b> Available on request for in-house training
4	Beginner Intermediate	<b>Electronic-Records Management (E-Records)</b> <i>(Accredited Skills US 110009)</i>	4	2 days	Accredited Skills Programme LG SETA	
4	Beginner Intermediate	Records Management: <b>Appraisal and Disposal management</b>	n.a	3 days	Skill programme	
4	Beginner Intermediate to Advanced	Apply <b>principles of computerised systems</b> to manage data and reports relevant to the public sector administration <b>(Accredited Skills US 119351)</b>	10	2 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)
n.a	Intermediate	<b>Records Management Tools: Designing Recordkeeping Systems/ File Plan</b>	n.a	3 days	Skill programme	
n.a	Beginner Intermediate	<b>REGISTRY MANAGEMENT (Including Basic Computer Skills for Registry &amp; Mail Staff)</b>	n.a	2 days		



## 4.13 Admin & Management Skills Programme: QCTO

### 4.13.1 Occupational Certificate:

#### Office Administrator: Public Service Administrator NQF 5, 52 Credits - QCTO Curriculum Code: 334102001

NQF Level	Level of Learner	Programme/ Course Name	Duration	Classification	Scheduled Dates
5	Beginner Intermedi ate to Advanced	KM01: Batho Pele Principles	3 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)
5		KM02: Government Systems	3 days		
5		KM03: Conditions of Service	3 days		
5		KM04: Public Policies	3 days		
5		KM05: Public service Communication and Administration	3 days		
5		KM06: Project Management	3 days		
5		KM07: Ethics	3 days		
5		KM08: Developing and Managing Self and Others	3 days		
5		KM09: Supply Chain and Asset Management	5 days		






## 5. Municipal Management, Performance, Demand & Acquisition and the MFMA

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
	Intermediate to Advanced	<b>Municipal Management</b>		5 days	LeMark Workshop	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>Performance Management for Municipalities</b>		3 days	LeMark Workshop	
N/A	Intermediate to Advanced	<b>Demand Management &amp; Acquisition Management for Public Sector including Local Government</b>	N/A	2 days 3 days	LeMark Workshop	
5	Intermediate to Advanced	Discuss the Selected Legislative Regulative Framework Governing <b>Municipal Management (MFMA)</b>	12	3 days (Based on US119334)	LeMark Workshop	


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

### 6.1 Business Numeracy

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	Apply knowledge of <b>Statistics and Probability</b> to <b>Critically Interrogate</b> and <b>Effectively Communicate Findings</b> on Life Related problems <b>US 9015</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)
4	Intermediate to Advanced	Measure, estimate and calculate physical quantities and explore, critique and prove <b>Geometrical Relationships</b> in 2 and 3 <b>Dimensional Space</b> in the life and workplace of adult with increasing responsibilities <b>US 12417</b>	4	3 days	Accredited Skills Programme 	
4	Intermediate to Advanced	Use <b>Mathematics</b> to <b>Investigate</b> and <b>Monitor</b> the <b>Financial Aspects</b> of <b>Personal, Business, National and International</b> issues <b>US 7468</b>	6	3 days	Accredited Skills Programme 	




## 6.2 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 US 12153	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		



### 6.3 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</b> <b>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		

### 6.4 Finance Management



NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	Interpret <b>Basic Financial Statements</b> <b>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 	
4	Intermediate to Advanced	Demonstrate a knowledge and understanding of the basic principles of <b>Budgeting and Financial Management</b> applicable to a <b>Local Economic Development Project</b> <b>US 110493</b>	4	3 days	Accredited Skills Programme 	



## 6.5 LED Concepts, Theories and Tools

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	Identify and explain the application of a range of <b>Concepts and Tools</b> for <b>Local Economic Development</b> US 110501	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)
4	Intermediate to Advanced	Demonstrate and apply a knowledge and understanding of the <b>Basic Economic Concepts Central to Local Economic Development</b> US 110475	6	3 days		
4	Intermediate to Advanced	Describe and explain <b>Socio-Economic Development Theories</b> in the South African context US 110503	4	3 days		




## 6.6 LED Environment

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	Outline the <b>Environment</b> of <b>Local Government</b> <b>US 110472</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)
4	Intermediate to Advanced	Demonstrate & apply knowledge & understanding of the <b>Roles, Function &amp; Responsibilities</b> of the main <b>Stakeholders &amp; Role Players</b> in <b>Local Economic Development</b> <b>US 110502</b>	4	3 days	Accredited Skills Programme 	
4	Intermediate to Advanced	Negotiate an agreement or deal in an <b>Authentic Work Situation</b> <b>US 13948</b>	5	3 days		
4	Intermediate to Advanced	Outline the environment of local <b>Economic Development</b> in South Africa <b>US 110479</b>	4	3 days		







## 6.7 Municipal Systems and IDP




NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	Participate in the <b>Implementation and Utilisation of Equity Related Processes</b> US 10983	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)
4	Intermediate to Advanced	Identify and explain the purpose of <b>Integrated Development Planning (IDP)</b> US 110497	4	3 days	Accredited Skills Programme 	
4	Intermediate to Advanced	Identify and explain the <b>Roles and Functions</b> as well as the <b>Inter-Linkages</b> between <b>Different Departments</b> in a municipality US 110504	10	3 days	Accredited Skills Programme 	

## 6.8 Project Management


NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	Demonstrate knowledge and understanding of the <b>Aspects of the Project Cycle</b> US 110481	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)
4	Intermediate to Advanced	Demonstrate a knowledge and understanding of a range of <b>Research Methodologies</b> to undertake <b>Local Economic Development Research</b> US 110478	4	3 days	Accredited Skills Programme 	



## 6.9 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> US 337063	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)
4	Intermediate to Advanced	Demonstrate a knowledge and understanding of the <b>Basic Principles</b> of <b>Public Administration</b> and <b>Management</b> US 110490	4	3 days	Accredited Skills Programme 	
5	Intermediate to Advanced	Demonstrate an understanding of <b>Professional Values</b> and <b>Ethics</b> US 8648	4	3 days	Accredited Skills Programme 	






## 6.10 Records Management

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	Demonstrate knowledge & understanding of a range of <b>Records</b> kept in <b>local Economic Development Environment</b> and what <b>Constitutes Evidence</b> in own work context US 110473	8	3 days	Accredited Skills Programme 	Available on request for in-house training (Groups of 7 & more)






## 7. Certificate: Municipal Financial Management US 48965, NQF Level 6, 166 Credits

### 7.1 Assets and Liabilities Management

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
6	Intermediate to Advanced	Apply approaches to Managing <b>Municipal income and expenditure</b> US 116342	15	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)
6	Intermediate to Advanced	Apply techniques and SA Statutes to <b>Cash and Investment Management</b> US 116346	10	3 days	Accredited Skills Programme 	
6	Intermediate to Advanced	Manage a <b>Municipality's Assets and Liabilities</b> US 116362	11	3 days	Accredited Skills Programme 	
6	Intermediate to Advanced	Prepare and Analyse <b>Municipal Financial Reports</b> US 116363	12	3 days	Accredited Skills Programme 	
6	Intermediate to Advanced	Apply <b>Costing Principle</b> to Municipal operational and service-based costing US116340	11	3 days	Accredited Skills Programme 	


### 7.2 Good Governance in Municipalities

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
6	Intermediate to Advanced	Apply <b>Risk Management</b> in SA Municipalities US 116339	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	Conduct <b>Auditing Planning and Implementation</b> in a SA municipality US 116351	12	3 days	Accredited Skills Programme 	
6	Intermediate to Advanced	Apply the <b>Principles of Ethics</b> in a Municipal Environment US 116343	10	3 days	Accredited Skills Programme 	







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6	Intermediate to Advanced	Conduct <b>Stake Holder Consultation</b> around Municipal Finance programmes <b>US 116348</b>	8	3 days	Accredited Skills Programme 	
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### 7.3 Capital, Strategic, and Financial Planning

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
6	Intermediate to Advanced	Apply the <b>Inter-Governmental Fiscal Relations Act to Municipal Financial Management</b> <b>US 116344</b>	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)
6	Intermediate to Advanced	Contribute to <b>Capital Planning and Financing</b> <b>US 116347</b>	15	3 days	Accredited Skills Programme 	
6	Intermediate to Advanced	Contribute to the <b>Strategic Planning Process</b> in SA Municipality <b>US 116358</b>	15	3 days	Accredited Skills Programme 	
6	Intermediate to Advanced	Participate in the <b>Design and Implementation of</b> Municipal SCM <b>US 116353</b>	12	3 days	Accredited Skills Programme 	


### 7.4 Municipal Budgeting

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
6	Intermediate to Advanced	Plan a <b>Municipal Budgeting and Reporting Cycle</b> <b>US 116364</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)
5	Intermediate to Advanced	Apply the <b>principles of budgeting within a Municipality</b> <b>US 116345</b>	15	3 days	Accredited Skills Programme 	




## 8. Certificate: Local Government Councillor Practices US 58578, NQF Level 3, 122 Credits

### 8.1 Basic Mathematics

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
3	Intermediate to Advanced	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations <b>US 9010</b>	2	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	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts <b>US 9013</b>	4	3 days		
3	Intermediate to Advanced	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues <b>US 7456</b>	5	3 days		
3	Intermediate to Advanced	Investigate life and work related problems using data and probabilities <b>US 9012</b>	5	3 days		

### 8.2 Communication Skills

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
3	Intermediate to Advanced	Accommodate audience and context needs in oral/signed communication <b>US 119472</b>	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	Interpret and use information from texts <b>US 119457</b>	5	3 days		





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3	Intermediate to Advanced	Use language and communication in occupational learning programmes US119467	5	3 days		more)
3	Intermediate to Advanced	Write/present/sign texts for a range of communicative contexts US119465	5	3 days		

### 8.3 Health in the Workplace


NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
3	Intermediate to Advanced	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace US13915	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)

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
3	Intermediate to Advanced	Apply a range of project management tools and techniques US120385	7	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)


### 8.4 Leadership Skills & Relationship Management

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
3	Intermediate to Advanced	Apply leadership skills to relationship management US120391	10	3 days	Accredited	Scheduled dates available: Refer to Training



3	Intermediate to Advanced	Apply the Batho Pele principles to own work role and context US242860	4	3 days	Skills Programmes 	<b>Schedule</b>  <b>OR</b>  Available on request for in-house training (Groups of 7 & more)
3	Intermediate to Advanced	Exercise leadership in a councillor context US 244180	6	3 days		
3	Intermediate to Advanced	Apply communication principles, strategies and processes in a leadership role US 120394	6	3 days		


## 8.5 Municipal Operations

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
3	Intermediate to Advanced	Apply key municipal processes in a council function US 244185	12	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	Demonstrate knowledge of and apply the Public Sector Code of Conduct in own work roles and context US 242858	4	3 days		
3	Intermediate to Advanced	Facilitate Council and related meetings to achieve Local Government objectives US 244186	6	3 days		
3	Intermediate to Advanced	Fulfil the roles and the responsibilities of a councillor US 244183	6	3 days		





## 8.6 Local Government Legal Frameworks

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
3	Intermediate to Advanced	Demonstrate an understanding of the policy and legal framework guiding Local Government  US 244175	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)


## 8.7 Public Participation & Advocacy

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
3	Intermediate to Advanced	Facilitate public participation and citizen involvement in Local Government processes  US 244188	6	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	Utilise advocacy and lobbying skills to represent municipal interests in inter-governmental structures and processes  US 244190	6	3 days		




## 9. Further Education & Training Certificate: Leadership Development US 50081, NQF Level 4, 160 Credits

### 9.1 Communication Skills


NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
3	Intermediate to Advanced	Accommodate audience and context needs in oral communication US 8968	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	Interpret a variety of literary texts US 8972	5	3 days		
3	Intermediate to Advanced	Interpret and use information from texts US 8969	5	3 days		
3	Intermediate to Advanced	Write texts for a range of communicative contexts US 8970	5	3 days		

### 9.2 Language Proficiency


NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	Engage in sustained oral communication and evaluate spoken texts US 8974	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)
4	Intermediate to Advanced	Read analyse and respond to a variety of texts US 8975	5	3 days		
4	Intermediate to Advanced	Use the writing process to compose texts required in the business environment US 8976	5	3 days		
4	Intermediate to Advanced	Write for a wide range of context US 12153	5	3 days		



### 9.3 Mathematical Literacy

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems US 9015	6	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)
4	Intermediate to Advanced	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts US 9016	4	3 days		
4	Intermediate to Advanced	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues US 7468	6	3 days		


### 9.4 Principles of Leadership

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
3	Intermediate to Advanced	Apply knowledge of community issues in relation to development projects US 14534	4	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	Apply the Batho Pele principles to own work role and context US 113955	4	3 days		
4	Intermediate to Advanced	Apply communication principles, strategies and processes in a leadership role US 120394	6	3 days		




4	Intermediate to Advanced	Apply leadership skills to relationship management US 120391	8	3 days		
4	Intermediate to Advanced	Explain and apply legislation and policies applicable to leadership in a specific sector or context US 120393	10	3 days		

## 9.5 Leadership & Strategic Planning

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	Plan strategically to improve business performance US 114585	4	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)
5	Intermediate to Advanced	Apply visionary leadership to develop strategy US 120311	10	3 days		
5	Intermediate to Advanced	Analyse leadership and related theories in a work context US 120300	8	3 days		
5	Intermediate to Advanced	Apply the principles of change management in the workplace US 115407	10	3 days		


## 9.6 Ethical Standards in a Leadership Role

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	Demonstrate and apply knowledge of the ethical standards in the Public Sector US 113960	4	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)
4	Intermediate to Advanced	Develop and apply a service culture to a leadership role US 120390	8	3 days		
5	Intermediate	Apply principles of risk	8	3 days		




	to Advanced	management US 120303				
5	Intermediate to Advanced	Interpret and manage conflicts within the workplace US 114226	8	3 days		

## 9.7 Leadership & Emotional Intelligence

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Intermediate to Advanced	Explain and apply the concept, principles and theories of motivation in a leadership context US 120389	6	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)
5	Intermediate to Advanced	Analyse the role that emotional intelligence plays in leadership US 120305	8	3 days		
4	Intermediate to Advanced	Apply the concept and principles of knowledge management to leadership US 120392	8	3 days		



## 10. Full Qualification National Certificate 59201 Generic Management Level 5

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate to Advanced	Apply the <b>Principles of Knowledge Management</b> US252044 (Core)	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>Build teams to achieve goals and objectives</b> US252037 (Core)	6	3 days		
5	Intermediate to Advanced	<b>Create and manage an environment that promotes innovation</b> US252020 (Core)	6	3 days		
5	Intermediate to Advanced	<b>Develop, implement and evaluate an operational plan</b> US252032 (Core)	8	3 days		
5	Intermediate to Advanced	<b>Devise and apply strategies to establish and maintain workplace relationships</b> US252027 (Core)	6	3 days		
5	Intermediate to Advanced	<b>Formulate recommendations for a change process</b> US252021 (Core)	8	3 days		
5	Intermediate to Advanced	<b>Lead People Development and Talent Management</b> US252029 (Core)	8	3 days		
5	Intermediate to Advanced	<b>Manage a Diverse Workforce to Add Values</b> US252043 (Core)	6	3 days		
5	Intermediate to Advanced	<b>Monitor and Evaluate Team Members Against Performance Standards</b> US252034 (Core)	8	3 days		



## 10. Full Qualification National Certificate 59201 Generic Management Level 5 (Continued)

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate to Advanced	<b>Monitor, AccessAndManage Risks</b> <b>US252025 (Core)</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)
5	Intermediate to Advanced	<b>SelectAndCoach First Line Managers US252035(Core)</b>	8	3 days		
5	Intermediate to Advanced	<b>Analyse Leadership And Related Theories In A Work Context</b> <b>US120300 (Fundamental)</b>	8	3 days		
5	Intermediate to Advanced	<b>Apply A Systems Approach To Decision Making</b> <b>US252026 (Fundamental)</b>	6	3 days		
5	Intermediate to Advanced	<b>Apply Mathematical Analysis To Economic And Financial Information</b> <b>US252036 (Fundamental)</b>	6	3 days		
5	Intermediate to Advanced	<b>Apply The Principles Of Ethics To Improve Organisational Culture</b> <b>US252042 (Fundamental)</b>	5	3 days		
5	Intermediate to Advanced	<b>Develop, Implement And Evaluate A Project Plan</b> <b>US252022 (Fundamental)</b>	8	3 days		
5	Intermediate to Advanced	<b>Manage The Finances Of A Unit US252040 (Fundamental)</b>	8	3 days		
5	Intermediate to Advanced	<b>Use Communication Techniques Effectively</b> <b>US12433 (Fundamental)</b>	8	3 days		
5	Intermediate to Advanced	<b>ConductNegotiationsTo Deal With Conflict Situations</b> <b>US117853 (Elective)</b>	8	3 days		
5	Intermediate to Advanced	<b>Apply The Principles And Concepts Of Emotional Intelligence To The Management Of Self And Others</b> <b>US244315 (Elective)</b>	7	3 days		
5	Intermediate	<b>Promote A Learning</b>	5	3 days		





	to Advanced	<b>Culture In An Organisation</b> <b>US252041</b> (Elective)				
5	Intermediate to Advanced	<b>Recognise</b> Areas In Need Of <b>Change</b> , Make <b>Recommendations</b> And <b>Implement Change</b> In The <b>Team, Department Or Division</b> <b>US15214</b> (Elective)	3	3 days		
5	Intermediate to Advanced	<b>Recruit And Select Candidates</b> To Fill <b>Defined Positions</b> <b>US12140</b> (Elective)	9	3 days		
5	Intermediate to Advanced	<b>Interpret And Manage Conflicts</b> Within The Workplace <b>US114226</b> (Elective)	8	3 days		



## 11. BEST SELLER SKILLS ACCREDITED PROGRAMMES

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

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate to Advance	<b>OFFICE MANAGEMENT</b> (Demonstrate an understanding of professional Values and ethics) <i>3-Day SETA Accredited Skills Programme. Aligned to US 8648</i>	4	3 days	Full Qualification 	Scheduled dates available: Refer to Training Schedule <b>OR</b> Available on request for in-house training (Groups of 7 & more)

### 11.2 Project Management

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
4	Beginner to intermediate	<b>Basic Project Management</b> <i>3-Day SETA Accredited (Aligned to US120372)</i>	5	3 days	Full Qualification 	Scheduled dates available: Refer to Training Schedule <b>OR</b> Available on request for in-house training (Groups of 7 & mo)
5	intermediate	<b>Public Sector Project Management (Level 1)</b> <i>5-Day SETA Accredited (Aligned to US 243824 &amp; 243812)</i>	20	4 Days	Full Qualification 	
6	Advanced	<b>Advanced Project Management (Adv PM – Level 2)</b> <i>5-Day SETA Accredited Skills Programme</i>	12	5 Days	Full Qualification 	
		<b>Project Management Office (PMO)</b> (For Steering Committee Management)				



### 11.3 Human Resource Management / People Management & Conduct Interviews & Prepare for Interviews

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate to Advanced	<b>HRM: Effective Supervision/People Management</b> 3-Day <b>SETA Accredited</b> Skills Programme. <i>Aligned to US 252037</i>	6	3 days	Accredited Skills Programme <b>POETA</b>	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) 2-Day <b>SETA Accredited</b> Skills Programme. <i>Aligned to US12140</i>	9	2 days 	Accredited Skills Programme <b>POETA</b>	Available on request for in-house training (Groups of 7 & more)
N/A	Intermediate (including Beginners)	<b>GET THE JOB Interviewing Skills</b> (Skills you need when going for a Job Interview) 2 Day Workshop	n.a	2 days	Workshop	Available on request for in-house training (Groups of 7 & more)

### 11.4 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)	12	4 days	Accredited Skills Programme <b>POETA</b>	Available on request for in-house training (Groups of 7 & more)

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


NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Intermediate to Advanced	<b>STRATEGIC MANAGEMENT</b> Develop and Implement a Strategic Plan to Improve Business Performance <i>Aligned to US 252020</i>	6	3 days	Accredited Skills Programme <b>POETA</b>	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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## 11.6 Records, Electronic Records Management & Records related Programmes

NQF Level	Level of Learner	Programme/ Course Name	Credits	Duration	Classification	Scheduled Dates
5	Beginner Intermediate	<b>Records Management</b> <i>3-Day SETA Accredited Skills programme</i> (Accredited Skills US 115855)	5	3 days	Accredited Skills Programme 	Scheduled dates available: Refer to Training Schedule  <b>OR</b>  Available on request for in-house training
4	Beginner Intermediate	<b>Electronic-Records Management (E-Records)</b> (Accredited Skills US 110009)	4	2 days	Accredited with LG SETA	
n.a	Beginner Intermediate	<b>Appraisal and Disposal of Records</b> <i>3-Day Short Course</i>	n.a	3 days	Non Credit Bearing Short Course	
n.a.	Beginner Intermediate	<b>Registry Management</b>	n.a	2 days	Non Credit Bearing Short Course	Available on request for in-house training
n.a.	Intermediate	<b>Record Management Tools Designing Record-keeping System</b>	n.a	4 days	Non Credit Bearing Short Course	Available on request for in-house training



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