

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



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

**PUBLIC SECTOR
CAREER GUIDANCE**

2025



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

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 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:

- ⇒ **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. 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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| Primary or delegated quality assurance functionality | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|---|---|---------|---------------|---|---|
|  | Occupational Certificate: Office Administrator: Public Service, NQF Level 5, SAQA ID 91994 | 52 | 6-12 Months | Full Qualification  | Available on request for in-house training (Groups of 7 & more) |
|  | Occupational Certificate: Diplomat | 159 | 12 -24 Months | Full Qualification  | |
|  | Occupational Certificate: Supply Chain Practitioner NQF level 5, SAQA ID: 110942 | 180 | 12 -24 Months | Full Qualification  | |
|  | Occupational Certificate: Project Manager NQF level 5, SAQA ID 101869 | 240 | 12-36 Months | Full Qualification  | |
|  | Occupational Certificate: Office Supervisor NQF level 5, SAQA ID 118740 | 240 | 12-36 Months | Full Qualification  | |
|  | Occupational Certificate: Office Administrator NQF Level 5, SAQA ID:102161 | 445 | 24-48 Months | Full Qualification  | |
|  | Further Education and Training Certificate: Business Administration Services NQF Level 4, SAQA ID: 61595 | 140 | 12 -24 Months | Full Qualification  | |
|  | Further Education and Training Certificate: Generic Management NQF level 5,SAQA ID: 59201 | 162 | 12-24 Months | Full Qualification  | |
|  | Certificate: Municipal Financial Management NQF Level 6, SAQA ID: 48965 | 166 | 12 -24 Months | Full Qualification  | |
|  | Further Education and Training Certificate: Leadership Development NQF Level 4, SAQA ID: 50081 | 160 | | Full Qualification  | |
|  | National Certificate: Local Economic Development NQF Level 4, SAQA: 36436 | 163 | 12 -24 Months | Full Qualification  | |
|  | National Certificate: Local Government Councillor Practices NQF Level 3, SAQA: 58578 | 122 | 12 -24 Months | Full Qualification  | |
|  | National Diploma: Public Finance Management & Administration NQF Level 5, SAQA ID:49554 | 260 | 12 -24 Months | Full Qualification  | |



1. Financial and Management Skills Programmes

1.1 Asset Management

| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--------------------------|---|---------|----------|---------------------------------|---|
| 5 | Intermediate to Advanced | Practically implementing Effective Asset Management Framework in the Public Sector US 243265) | 12 | 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 |
|-----------|--------------------------|--|---------|----------|----------------|---|
| 0 | Intermediate to Advanced | Supply Chain Management & Asset Management (Based on Legacy US 259984) | 0 | 5 days | Workshop | 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 | Supply Chain Management Implementing Effective & Efficient Supply Chain Management in Public Sector Departments/Entities (Apply principles, regulations and legislation underlying supply chain management in the public sector) (Accredited – Aligned to US 119345) | 15 | 5 days | LeMark Skills Programme/ LG SETA CREATING GREATER IMPACT | Available on request for in-house training (Groups of 7 & more) |
| N/A | Intermediate to Advanced | SCM: Performance Demand Management Activities NQF Level 5, 7 Credits (Based on: Legacy US 377901) | N/A | 2 days | LeMark Skills Programme/ Workshop | Available on request for in-house training (Groups of 7 & more) |
| N/A | Intermediate to Advanced | SCM: Perform Acquisition Management Activities (Based on Legacy US 377898) | N/A | 3 days | LeMark Skills Programme/ Workshop | Scheduled Dates Available: Refer to Training Schedule |
| For Public Sector Supply Management (Focusing on SCM: Bid Processes) (Target Market: Nat Gov, Local Gov, Prov. Gov & Parastatals) | | | | | | |



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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 | 1, 2, 3, 4 or 5 Day Workshops available on Request on SCM: Bid Processes | N.A. | 1-5 Days | Workshop | On Request |
| 5 | Intermediate to Advanced | SCM: Bid Procurement Process (Demonstrate knowledge and insight into a bid committee system applicable to an Organ of State in South Africa) (Accredited Skills US 337061) | 15 | 3 days | Accredited Skills Programme  | Available on request for in-house training (Groups of 7 & more) |

1.5 Budgeting in the Public Sector

| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--------------------------|---|---------|----------|----------------|---|
| n.a. | Intermediate to Advanced | Prepare a budget for use in public sector entity/ department /section (Based on Legacy US 377900) | N.A. | 3 days | Workshop | 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 |
|-----------|--------------------------|--|---------|----------|----------------|---|
| N.A. | Intermediate to Advanced | Contract Management (Administer contracts for goods, works and services in the public sector) (Based on Legacy US 377896) | N.A. | 3 days | Workshop | 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 |
|-----------|--------------------------|---|---------|----------|----------------|---|
| N.A. | Intermediate to Advanced | PFMA & Financial Regulations (Apply Basic Financial Procedures to PFMA Principles) (Based on Legacy US 114873) | N.A. | 3 days | Workshop | Available on request for in-house training (Groups of 7 & more) |
| N.A. | Intermediate to Advanced | An Overview On How The PFMA (Public Finance Management Act) Impacts On Private Institutions that deal with SOE's. (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 |
|-----------|--------------------------|--|---------|----------|----------------|---|
| N.A. | Intermediate to Advanced | (PFMA). Demonstrate an Understanding of the Public Finance Management Act (PFMA) & Related Treasury Regulations (Based on Legacy US 377913) | N.A. | 5 days | Workshop | Scheduled Dates Available: Refer to Training Schedule |
| N.A. | Intermediate to Advanced | (Public Finance for Non-Financial Managers). Demonstrate an Understanding of the Public Finance Management Act (PFMA) & Related Treasury Regulations (Based on Legacy US 377913) | N.A. | 5 days | Workshop | |



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1.9 Risk Management

| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--------------------------|--|---------|-----------------|---|---|
| 5 | Intermediate to Advanced | Risk Management. (Apply principles of risk management.) (Accredited SkillsUS120303) | 8 | 2 or 3 days | Accredited Skills Programme LG SETA CREATING GREATER IMPACT | 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 |
|-----------|--------------------------|---|---------|------------|----------------|---|
| N.A | Intermediate to Advanced | Policy Formulation, Implementation & Institutional Governance. Apply South African legislation and policy affecting public administration (Based on Legacy US 120307) | N.A | 3 days | Workshop | Available on request for in-house training (Groups of 7 & more) |
| N.A | Intermediate to Advanced | Policy Formulation, (Design), Implementation & Institutional Governance Formulate and evaluate public sector policies and regulations (Based on Legacy US 120301) | N.A | 3 days | | |
| N.A | Intermediate to Advanced | Policy Formulation (Design), Implementation & Institutional Governance. (Based on Legacy US: 120301) | N.A | 5 days | | |

1.11 Monitoring & Evaluation

| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--------------------------|--|---------|------------|---|---|
| 5 | Intermediate to Advanced | Monitoring & Evaluation (Demonstrate knowledge and insight into the principles of monitoring & evaluation in assessing organisation and/or programme performance in a specific context) (Accredited Skills US 337063) | 5 | 3 days | Accredited Skills Programme LG SETA CREATING GREATER IMPACT | Available on request for in-house training (Groups of 7 & more) |
| 6 | Advanced | Advanced Monitoring & Evaluation (Apply monitoring and evaluation approaches and tools to assess an organization's or programme's performance in a specific context)(Accredited Skills US 337059) | 15 | 5 days | Accredited Skills Programme LG SETA CREATING GREATER IMPACT | 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 | Stock Management (Focusing on the Management of Stock and Fixed Assets in a Business Unit) (In process of Accreditation) (Accredited Skills US 13945) | 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 Ethics & Fraud 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 | Basic Project Management (Accredited SkillsUS 120385) | 5 | 3 days | Accredited Skills Programme | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| N.A | Intermediate to Advanced | Public Sector Project Management (Accredited Skills US 243824 & 243812) | N.A | 4 days | Workshop | |
| N.A | Advanced | Advanced Project Management (Accredited SkillsUS 242194) | N.A | 5 days | Workshop | |

2.2 MS Project

| NQF Level | Level of learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--------------------------|------------------------|---------|----------|------------------|---|
| N/A | Intermediate to Advanced | MS PROJECT2016 | N/A | 3 days | Skills Programme | Available on request for in-house training (Groups of 7 & more) |

#2.Women Empowerment



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| No | NQF Level | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-------|-----------|---|---------|-------------------|--|---|
| #2.1 | N/A | Women Empowerment – assert yourself now & forever | N/A | 1 day workshop | Skills Programme | Scheduled dates available: Refer to Training Schedule OR Available on request for in- house training (Groups of 7 & more) |
| #2.2 | 5 | Manage Diversity in the Workplace Implement a programme of diversity management in the workplace (Accredited Skills US 116924) | 14 | 3 days | Accredited Skills Programme | |
| #2.3 | 3 | Diversity Management (Demonstrate knowledge of gender, equity and diversity issues in development projects) (Accredited Skills US 252043) | 6 | 3 days | LGSETA CREATING GREATER IMPACT | |
| #2.4 | 5 | Leadership Management (Leadership Development Programme) (Accredited Skills US 120300) | 8 | 3 days | Accredited Skills Programme | |
| #2.5 | 5 | Visionary Leadership (Apply Visionary Leadership to Develop Strategy)(Accredited Skills US 120311) | 10 | 3 days | LGSETA CREATING GREATER IMPACT | |
| #2.6 | 5 | Coaching and Mentoring Select and coach first line managers (Accredited Skills US 252035) | 8 | 3 days | Accredited Skills Programme | Scheduled dates available: Refer to Training Schedule OR Available on request for in- house training (Groups of 7 & more) |
| #2.7 | N.A | Assertiveness Skills (Based on US 9506) | N.A | 2 days | Workshop | |
| #2.8 | 4 | Decision Making Skills: Demonstrate an ability to apply the principles of problem identification, analysis and decision-making within immediate work context . (Accredited Skills US 242902) | 6 | 3 days | Accredited Skills Programme LGSETA CREATING GREATER IMPACT | |
| #2.9 | 3 | Supervise Employees (Based on US 11384) | 10 | 2 days | Skills programme | |
| #2.10 | N/A | Motivational Workshops (Accredited Motivation is also available, please refer to number 9.7) | N/A | 2 days | Accredited Skills Programme | |
| #2.11 | 5 | Stress and Stress Management Manage and develop oneself in the public sector work environment. (Accredited Skills US 119332) | 10 | 3 days | LGSETA CREATING GREATER IMPACT | Scheduled dates available: Refer to Training Schedule OR Available on request for in- house training (Groups of 7 & more) |
| #2.12 | 5 | Emotional Intelligence, Conflict & Stress Management, Motivation is also available, please refer to number 9.7 | 8 | 3 days | | |
| #2.13 | 5 | Effective Communication Skills Apply sound communication principles in the coordination of selected public sector communications programmes (Aligned to US 119346) | 10 | 3 days | Accredited Skills Programme | |
| #2.14 | 5 | Effective Communication Skills incorporating Conflict Management (Aligned to US 119346) | 10 | 5 days | LGSETA CREATING GREATER IMPACT | |
| #2.15 | 5 | Conflict Management (Interpret and manage conflicts within the workplace) (Aligned to US 114226) | 8 | 3 days | | |
| #2.16 | N/A | Team Building Intervention | N/A | 1 day | Workshop | |
| #2.17 | N/A | Gender Mainstreaming | N/A | 3/5 days | Workshop | |



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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 | Business Writing Skills (Aligned to US 12153) | 5 | 3 days | Accredited Skills Programmes | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| 3 | Intermediate to Advanced | Minute Taking (Aligned to US 13934) | 4 | 2 days | | |
| 4 | Intermediate to Advanced | Report Writing (Accredited Skills US 110023) | 6 | 2 days | | |
| 4 | Intermediate to Advanced | Effective Business Skills – (Incorporating Business Writing, Effective Meetings, Conflict & Self-Management, Customer Care & Conducting Interviews) (Aligned to US 12155) | 5 | 3 days | | |
| N/A | Beginner | English Proficiency - (English grammar skills) - The course is aimed at English Second Language writers & speakers who wish to improve their knowledge of BUSINESS ENGLISH writing. The following principles will be discussed & how important they are in MODERN BUSINESS TEXTS . Clarity; Simplicity; Preciseness & Tone. The workshop will go back to the basics of English Grammar & 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 PRACTICAL EXERCISES will be included in the course & completed during the workshop. It is recommended that learners complete this 1-day workshop before embarking on the more detailed SETA-accredited Business Writing Skills Programme . | N/A | 1 day | Workshop | Scheduled dates available: Refer to Training Schedule OR 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 | Time Management (Accredited Skills US 15234) | 4 | 2 days | Accredited by | Scheduled Dates Available: Refer to Training Schedule |
| 5 | | Powerful Tools & Techniques to Facilitate Individual & Group Decision Making (Based on Legacy US 115823 & 252026) | 11 | 3 days | Workshop | |
| N/A | | Goal setting & decision Making | N/A | 3 days | Skills Programme | |
| 4 | Intermediate to Advanced | Develop Creative Problem Solving & Effective Decision Making Skills (Accredited Skills US 242902) | 6 | 3 days | Accredited Skills Programme | Scheduled Dates Available: Refer to Training Schedule Available on request for in-house training (Groups of 7 & more) |
| 5 | | Manage Diversity in the Workplace Implement a programme of diversity management in the workplace (Accredited Skills US 116924) | 14 | 3 days | | |
| 3 | | Diversity Management (Demonstrate knowledge of gender, equity and diversity issues in development projects) (Accredited Skills US 252043) | 6 | 3 days | | |




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| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates | |
|-----------|------------------------------------|---|-------------------------|----------|--|--|--|
| N/A | | Assertiveness Skills (Based on US 9506, NQF Level 4, 4 Credits) | N/A | 2 days | Skills Programme | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) | |
| 5 | | Conflict Management (Interpret and manage conflicts within the workplace)(Aligned to US 114226) | 8 | 3 days | Accredited Skills Programme  | | |
| 5 | | Conflict Management &Team Building (Aligned to US 114226) | 8 | 4 days | | | |
| 5 | Intermediate (including Beginners) | Emotional Intelligence. (Anger & Conflict Management) (Aligned to US 114226) | 8 | 4 days | | | |
| 5 | | Conflict Management &Team Building (Aligned to US 114226) | 8 | 4 days | Workshop | | |
| 5 | | Innovation &Creative Thinking (Create and manage an environment that promotes innovation) (Accredited Skills US 15216) | 6 | 2 days | | | |
| N/A | | | Anger Management | N/A | 1 day | | |
| N/A | Intermediate to Advanced | Stress and Stress Management | N/A | 1 day | | | |
| N/A | Intermediate (including Beginners) | Motivation, Persuasion &Creativity | N/A | 1 day | Skills Programme | | |
| | Intermediate | Protocol &Etiquette | N/A | 1 day | Workshop | | |
| N/A | | Effective Meetings Skills | N/A | 1 day | | | |
| 4 | | Presentation &Public Speaking Skills (Accredited SkillsUS242839 & 242840) | 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 | OFFICE MANAGEMENT (Demonstrate an understanding of professional Values and ethics) <i>3-Day SETA Accredited Skills Programme. Aligned to US 8648</i> | 4 | 3 days | Accredited Skills Programme  | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| 4 | Beginner to Intermediate | Management Fundamentals Describe and apply the management functions of an organization (Accredited Skills US 14667) | 10 | 4 days | | |
| 4 | Intermediate | Teambuilding: Motivate & Build a Team (Accredited Skills US 242819) | 10 | 3 days | | |



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| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|-----------------------------------|---|---------|----------|------------------------------------|---|
| 5 | Intermediate to Advanced | Effective Supervision & Management Skills (Build Teams to achieve goals & objectives) (Aligned on US 252037) | 6 | 5 days | Accredited Skills Programme | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| 5 | Intermediate | Leadership Management (Analyse leadership and related theories in a work context.) (Accredited Skills US 120300) | 8 | 3 days | Accredited Skills Programme | |
| 5 | Beginner Intermediate to Advanced | Visionary Leadership (Apply Visionary Leadership to Develop Strategy) (Accredited Skills US 120311) | 10 | 3 days | LG SETA CREATING GREATER IMPACT | |
| 5 | Intermediate to Advanced | People Management and Empowerment. (Build Teams to achieve goals & objectives) (Aligned on US 252037) | 6 | 3 days | Accredited Skills Programme | |

3.4 Business Ethics

| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|-----------------------------------|--|---------|----------|---------------------------------|---|
| 5 | Beginner Intermediate to Advanced | Ethical Business Management. (Apply knowledge of ethical principles, standards & professional conduct in public sector management and administration) (Aligned to US 119342) | 8 | 3 days | Accredited Skills Programme | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| 4 | Intermediate to Advanced | Describe and assist in the Control of Fraud in an office environment (Aligned to US 110026) | 4 | 2 days | Accredited Skills Programme | |





3.5 Office Administration & Communication

| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--------------------------|---|---------|----------|---------------------------------|---|
| 2 | Beginner to Intermediate | Front Desk Operations & Telephone Skills (Aligned to 7790 & 13928) | 5 | 2 days | Accredited Skills Programme | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| 4 | Intermediate to Advanced | Professional Business Communication Skills. (Aligned to US 110021) | 6 | 3 days | | |
| 3 | Intermediate to Advanced | Monitor And Control Reception Area (Accredited Skills US 13928) | 4 | 2 days | | |
| 5 | Intermediate to Advanced | Personal Assistants, Secretaries and Senior Secretaries (Aligned to US12155, 119472, 119346) | 20 | 5 days | Accredited Skills Programme | |






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| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--------------------------|---|---------|----------|--|-----------------|
| 4 | Beginners | Basic Office Administration (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 | OFFICE MANAGEMENT (Demonstrate an understanding of professional Values and ethics) <i>3-Day SETA Accredited Skills Programme. Aligned to US 8648</i> | 4 | 3 days | Accredited Skills Programme | |
| 3 | Intermediate to Advanced | Mastering Batho Pele & the Challenge of Service Delivery Aligned to US: 242860, NQF 3, 4 Credits & | 4 | 3 days |  | |
| 5 | Intermediate to Advanced | Time Management. (Aligned to US 15234) | 4 | 2 days | | |
| 4 | Intermediate to Advanced | Manage Service Providers in a selected organisation (Accredited Skills US 10999) | 5 | 3 days | Accredited Skills Programme  | |
| 4 | Intermediate to Advanced | Implement Project Administration processes according to requirements (Accredited Skills US 10139) | 5 | 3 days | | |
| 4 | Intermediate | Presentation & Public Speaking Skills (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 | Scheduled Dates |
|-----------|--------------------------|--|---------|---|--|---|
| 5 | Intermediate to Advanced | Effective Communication Skills (Aligned to US 119346) | 5 | 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 | Intermediate to Advanced | Effective Communication Skills incorporating Conflict Management (Aligned to US 119346) | 5 | 3 days |  | |
| N/A | Intermediate to Advanced | Power Communication and Presentation Skills | N/A | 2 days | Skills Programme | |
| N/A | Intermediate | Oral Communication in the Workplace | N/A | 2 Days | | |
| N/A | Intermediate | Voice & Pronunciation | N/A | 2 Days | | |
| N/A | Intermediate | Communication & Leadership | N/A | 4 Days | | |
| 5 | Intermediate to Advanced | Business Communication (incorporating Business Writing and Problem Solving) (Aligned to US 119346) | 5 | 4 days  | Accredited Skills Programme  | |
| N/A | Beginners | Basic Communication Client Care (Basic communication skills, basic interpersonal skills, customer care and telephone skills) | N/A | 5days | Skills Programme | |
| N/A | Intermediate | Motivational Workshops | N/A | 1 Day | Workshop | |



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| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--------------------------|--|---------|----------|---------------------------------|-----------------|
| 3 | Beginner to Intermediate | Front Desk Operations & Telephone Skills (Accredited Skills US 7790 & 13928) | 7 | 3 days | Accredited Skills Programme | |
| 3 | Beginner to Intermediate | Process incoming and outgoing telephone calls (Accredited Skills US 7790) | 3 | 2 days | | |
| 3 | Beginner to Intermediate | Monitor and Control reception area (Accredited Skills US 13928) | 4 | 2 days | | |
| 4 | Intermediate to Advanced | Describe and assist in the control of fraud in an office environment (Accredited Skills US 110026) | 4 | 2 days | | |
| 4 | Intermediate to Advanced | Develop administrative procedures in a selected organisation (Accredited Skills US 110003) | 8 | 4 days | | |

3.7 Events Management Programme

| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|------------------|---|---------|----------|----------------|---|
| N.A. | Intermediate | Events Management (Based on Legacy US 115214) | N.A. | 5 days | Workshop | 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 | Beginner | Introduction to Excellent Customer Service by applying the Batho Pele Principles (Apply the Batho Pele principles to own work role and context) (Accredited Skills US 242860) | 4 | 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 | Intermediate to Advanced | Advanced Customer Care & Service Excellence. (Apply client service techniques to improve service delivery & manage service delivery improvement) (Accredited Skills Programme US120310) | 6 | 5 days | Accredited Skills programme | |
| N/A | Beginner to Intermediate | Foundation of Public Relations | N/A | 3 days | Skills Programme | |
| 4 | Beginner to Intermediate | Analyse new developments reported in the media that could impact on a business sector or industry (Accredited Skills US 13943) | 10 | 2 days | Accredited Skills Programme | |
| 3 | Beginner to Intermediate | Front Desk Operations & Telephone Skills (US 7790 & 13928) | 7 | 2 days | | |
| N/A | Intermediate (including Beginners) | Emotional Intelligence & Personal Skills | N/A | 3 days | Skills Programme | |
| 5 | Intermediate to Advanced | Time Management (US 15234) | 4 | 2 days | Accredited Skills Programme | |
| N/A | Intermediate to Advanced | Stress and Stress Management | 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 |
|-----------|--------------------------|--|---------|----------|--|--|
| 3 3 | Beginner to Intermediate | Contact/Call Centre Training Programme 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 (Accredited Skills US 7790 & 13928) | 3 4 | 5 days | Accredited Skills Programme  | |
| 4 3 | Beginner to Intermediate | Contact/Call Centre Training Programme (Focusing on Interpersonal Skills and Customer Service) Module 1 – Achieve Personal Effectiveness In Business Environment <ul style="list-style-type: none"> Plan & organise your own work Maintain working relationships (oral communication & interpersonal skills) Basics of maintaining files and records Module 2 – Excellent Customer Service <ul style="list-style-type: none"> Customer Service Principles Questioning Techniques (Getting Information) Emotional Intelligence (Empathy) Customer Service Scenarios Handling Complaints Body Language (Accredited Skills US 110021 & 7790) | 6 3 | 5 days | Accredited Skills Programme  | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |








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| | | <ul style="list-style-type: none"> ○ ○ | | | | |
| 5 | Intermediate to Advanced | Effective Communication Skills incorporating Conflict Management. (Accredited Skills US 119346) | 5 | 3 days | Accredited Skills programme  | |

3.8.2 Contact/Call Centre Programmes (Continued)

| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|------------------------------------|---|---------|---|--|---|
| 3 | Intermediate | Customer Care & Service Excellence. (Apply client service techniques to improve service delivery). (Accredited Skills US 242860) | 4 | 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 | Intermediate to Advanced | Time Management. (Aligned to US 15234) | 4 | 2 days | Accredited Skills Programme  | |
| 3 | Beginner to Intermediate | Front Desk Operations & Telephone Skills (US 7790) | 3 | 2 days  | Accredited Skills Programme  | |
| N/A | Intermediate (including Beginners) |  Emotional Intelligence & Personal Skills | N/A | 3 days | Skills Programme | |



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|-----|--------------------------|--|-----|--------|------------------|--|
| N/A | Beginner to Intermediate | Foundation of Public Relations | N/A | 3 days | Skills Programme | |
| N/A | Intermediate | Motivation, Persuasion & Creativity | N/A | 1 Day | Skills Programme | |
| N/A | Intermediate to Advanced | Stress and Stress Management | 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 | Change Management/ Organisation Development (Applying the 9 Principles of Change Management and of Capacity Building) Option 1. One full day (8 hours) A basic overview Option 2. Three-day course Option 3. 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 OR Available on request for in-house training (Groups of 7 & more) |
| 5 | Intermediate to Advanced | Managing Change (Apply the principles of change management in the workplace) (Accredited Skills US 115407) | 10 | 3 days | Accredited Skills Programme | |
| 5 | Beginner, Intermediate to Advanced | Manage Diversity in the Workplace. (Aligned to US 116928) | 14 | 3 days | LGSETA | |
| N/A | Intermediate (including Beginners) | Assertiveness Skills | 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) | The Art of Negotiation (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) | Conflict Management (Interpret and manage conflicts within the workplace) (Aligned to US 114226) | 8 | 3 days | Accredited Skills programme | |
| 5 | Intermediate (including Beginners) | Emotional Intelligence (Anger & Conflict Management) (Accredited Skills US 114226) | 8 | 4 days | LGSETA | |
| N/A | Intermediate (including Beginners) | Conflict Management & Team Building | N/A | 2 days | Skills Programme | |
| N/A | Intermediate to Advanced | Stress and Stress Management | N/A | 1 day | Skills Programme | |
| NA | Intermediate to Advanced | Stress & Trauma Management | 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 Problem Solving & Effective Decision Making Skills (Demonstrate an ability to apply the principles of problem identification, analysis and decision-making within the immediate work context)(Accredited Skills US242902) | 6 | 2 days | Accredited Skills Programme | Scheduled dates available: Refer to Training Schedule OR |



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|-----|------------------------------------|------------------------|---------|-------|----------|---|
| N/A | Intermediate (including Beginners) | Problem Solving | N/A | 1 day | Workshop | Available on request for in-house training (Groups of 7 & more) |
|-----|------------------------------------|------------------------|---------|-------|----------|---|



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) | Introduction to Emotional Intelligence | N/A | 2 days | Skills Programme | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| N/A | Intermediate (including Beginners) | Emotional Intelligence & Personal Skills | N/A | 3 days | | |
| N/A | Intermediate | Advanced Emotional Intelligence | N/A | 1 day | | |
| 5 | Beginner, Intermediate to Advanced | Analyse the role that Emotional Intelligence 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 | Team Building: Intervention | N/A | 1 day | Workshop | Scheduled dates available: Refer to Training Schedule |
| 4 | Beginner to Intermediate | Teambuilding: Motivate & Build your Team. (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 | Aids in the Workplace. Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace (Accredited Skills US 13915) | 4 | 2day | Accredited Skills Programme  | Available on request for in-house training (Groups of 7 & more) |
| 4 | | Contribute to information distribution regarding HIV/AIDS in the workplace. (Aligned to US 8555) | 4 | 2 days | | |
| 5 | | Demonstrate ways of dealing with the effects of dread diseases& in particular HIV/ AIDS. (based on Legacy to US 252033) | N.A | 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 |
|------------------|--------------------------|--|-------------------|----------|---------------------------------|---|
| N.A | Beginner to Intermediate | Train the Trainer Delivery Skills (based on Legacy US 117871) | N.A | 3 days | Workshop | Available on request for in-house training (Groups of 7 & more) |
| 5 4 6 5 | Beginner to Intermediate | Skills development Facilitator (Aligned to US,15232,15217, 15218, 15227, 15228) | 10 4 4 6 | 5 Days | Not Accredited Skills Programme | Available on request for in-house training |



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| 5 | | | 6 | | | (Groups of 7 & more) |
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3.16 Basic Cleaning Skills (Office Cleaning)

| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--------------------------|---|---------|----------|----------------|---|
| N.A | Beginner to Intermediate | Basic Principles of Cleaning (Based on US 243204) | N.A | 3 days | Workshop | Available on request for in-house training (Groups of 7 & more) |
| N.A | Beginner to Intermediate | Office Cleaning & Hygiene (Based on US 243204 & 114936) | N.A | 5 days | | |
| N.A | Beginner to Intermediate | Basic Office Cleaning | N.A | 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 |
|-----------|--------------------------|--|---------|----------|---------------------------------|---|
| 3 | Beginner | Introduction to Excellent Customer Service by applying the Batho Pele Principles (Apply the Batho Pele principles to your own work role and context) (Accredited Skills US 242860) | 4 | 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 | Intermediate to Advanced | Customer Care & Service Excellence (Apply client service techniques to improve service delivery) (Accredited Skills US 120310) | 6 | 3 days | Accredited Skills Programme | |
| 5 | Intermediate to Advanced | Advanced Customer Care & Service Excellence. (Apply client service techniques to improve service delivery manage service delivery improvement) (Accredited Skills US 120310) | 6 | 5 days | Accredited Skills Programme | |
| 4 | Intermediate to Advanced | Manage Service Providers in a selected organisation (Accredited Skills US 10999) | 5 | 2 days | Accredited Skills Programme | |






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 | Teambuilding: Motivate & Build your Team. (Motivate and Build a Team) (Aligned to US242819) | 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 | Intermediate to Advanced | Effective Supervision & Management Skills (Build teams to achieve goals & objectives) (Accredited Skills US 252037) | 6 | 5 days | Accredited Skills Programme | |





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| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--|---|---|----------|---|---|
| 5 | Beginner, Intermediate to Advanced | Conflict Management (Interpret and manage conflicts within the workplace) (Accredited Skills US 114226) | 8 | 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 | Manage Diversity in the workplace (Aligned to US 116928) | 14 | 3 days | Accredited Skills Programm  | |
| 4 | Intermediate to Advanced | Develop Creative Problem Solving & Effective Decision Making Skills (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 | Accredited Skills Programme  | |
| 5 | Beginner Intermediate to Advanced | Leadership Management (Analyse leadership and related theories in a work context) (Aligned to US 120300) | 8 | 3 days | Accredited Skills Programme  | |
| 5 | Beginner Intermediate to Advanced | Visionary Leadership (Apply visionary leadership to develop strategy) (Accredited Skills US 120311) | 10 | 3 days | | |
| 5 | Beginner, Intermediate to Advanced | Analyse the role that Emotional Intelligence plays in leadership (Aligned to US 120305) | 8 | 3 days | | |
| 5 | Beginner Intermediate to Advanced | Manage the development and performance of human capital in the public sector (Aligned to US 119336) | 12 | 3 days | | |

4.4 The Principles of Knowledge Management InPublic Sector Administration

| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|---|--|---------|----------|--|---|
| 5 | Beginner Intermediate to Advanced | Apply principles of Knowledge Management 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 | Manage and develop oneself in the public sector work environment (Aligned to US 119332) | 10 | 3 days | | |
| 5 | Beginner Intermediate to Advanced | Promote a learning culture in an organisation (Based on US 252041) | 3 | 2 days | Accredited 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 |
|-----------|-----------------------------------|---|---------|----------|----------------|--|
| n.a | Beginner Intermediate to Advanced | Introduction to Public Administration (Demonstrate an understanding and apply the framework and overall mechanics of government in public sector policy) (Accredited Skills US 242880) | n.a | 2 days | Workshop | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |



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| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|---|---|---------|----------|---|---|
| A | Beginner Intermediate to Advanced | Formulate and evaluate public sector policies and regulations (BASED ON legacy US 120301) | A | 3 days | Workshop | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| N.A | Beginner Intermediate to Advanced | Policy Formulation Apply South African legislation and policy affecting public administration (based on legacy US 120307) | A | 3 days | Workshop | |
| 4 | Beginner Intermediate to Advanced | Discuss the selected legislative regulatory framework governing the public sector management and administration environment (Accredited Skills US 119334) | 12 | 2 days | Accredited Skills Programme LGSETA LEARN BY CREATING IMPACT | |

4.6 Strategic Planning

| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--------------------------------------|--|---------|----------|---|---|
| 4 | Beginner Intermediate to Advanced | Plan strategically to improve business performance (Aligned to US 114585) | 4 | 3 days | Accredited Skills Programme LGSETA LEARN BY CREATING IMPACT | Available on request for in-house training (Groups of 7 & more) |
| 5 | Beginner Intermediate to Advanced | Innovation & Creative Thinking (Create and manage an environment that promotes innovation) (Aligned to US 252020) | 6 | 3 days | Accredited Skills Programme SERVICES SETA | |
| 5 | Beginner Intermediate to Advanced | Apply Accounting Principles and procedures in the preparation of reports and decision making (Aligned to US 119350) | 15 | 3 days | Accredited Skills Programme LGSETA LEARN BY CREATING IMPACT | |
| 5 | Beginner Intermediate to Advanced | Analyse, interpret and communicate information (Aligned to US 120304) | 9 | 3 days | Accredited Skills Programme POETA | |

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 | Ethical Business Management (Apply knowledge of ethical principles, standards & professional conduct in public sector management and administration) (Aligned to US 119342) | 8 | 3 days | Accredited Skills Programme POETA | Available on request for in-house training (Groups of 7 & more) |
| 4 | Beginner Intermediate to Advanced | Demonstrate knowledge of and apply the Public Sector Code of Conduct in your own work roles and context (Accredited Skills US 242858) | 4 | 2 days | Accredited Skills Programme LGSETA LEARN BY CREATING IMPACT | 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 | Risk Management (Apply principles of risk management) (Aligned to US 120303) | 8 | 3 days | Accredited Skills Programme LGSETA LEARN BY CREATING IMPACT | Available on request for in-house training (Groups of 7 & more) |



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4.9 Mathematics in Public Administration

| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--------------------------------------|--|---------|----------|--|---|
| 4 | Beginner Intermediate to Advanced | Apply Knowledge of Statistics and probability to critically interrogate and effectively communicate findings on life-related problems. (Accredited Skills US 9015) | 6 | 2 days | Accredited Skills Programme LGSETA "GREAT" "NO COUNTRY" "IMPACT" | Available on request for in-house training (Groups of 7 & more) |
| 4 | Beginner Intermediate to Advanced | Represent, Analyse and Calculate shape and motion in 2- and 3-dimensional space in different contexts (Accredited Skills US 9016) | 4 | 2 days | | |
| 4 | Beginner Intermediate to Advanced | Use Mathematics 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 | Oral Communication (Accommodate audience and context needs in oral/signed communication) (Accredited Skills US 119472) | 5 | 2 days | Accredited Skills Programme LGSETA "GREAT" "NO COUNTRY" "IMPACT" | Available on request for in-house training (Groups of 7 & more) |
| n.a. | Beginner Intermediate to Advanced | Engage in sustained oral/signed communication and evaluate spoken/signed texts. (Accredited Skills US 119462) | n.a | 2 days | Workshop | |
| n.a. | Beginner Intermediate to Advanced | Interpret and use information from texts (Aligned to US 119457) | n.a | 2 days | Workshop | Available on request for in-house training (Groups of 7 & more) |
| n.a. | Beginner Intermediate to Advanced | Interpret a variety of Literary texts (Accredited Skills US 119466) | n.a | 2 days | Workshop | |
| n.a. | Beginner Intermediate to Advanced | Write / Present / Sign texts for a range of communicative contexts (Accredited Skills US 119465) | n.a | 2 days | Workshop | |
| n.a. | Beginner Intermediate to Advanced | Write/present/sign for a wide range of contexts (Accredited Skills US 119459) | n.a | 2 days | Workshop | |
| n.a. | Beginner Intermediate to Advanced | Read/view, analyse and respond to a variety of texts (Accredited Skills US 119469) | 5 | 2 days | Workshop | |
| 4 | Beginner Intermediate to Advanced | Business Writing Use the writing process to compose texts required in the business environment (Accredited Skills US 12153) | 5 | 2 days | Accredited Skills Programme LGSETA "GREAT" "NO COUNTRY" "IMPACT" | |

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 the Public Sector Code of Conduct in your own work roles and context (Accredited Skills US 242858) | 4 | 2 days | Accredited Skills Programme | Available on request for in-house training (Groups of 7 & more) |
| 4 | Beginner Intermediate to Advanced | Apply administrative principles in the implementation of public sector procedures and work schedules (Accredited Skills US 242900) | 6 | 2 days | LGSETA "GREAT" "NO COUNTRY" "IMPACT" | |
| N.A | Beginner Intermediate to Advanced | Define overall public sector culture and values and apply them to your own work context (Accredited Skills US 242903) | N.A | 2 days | Workshop | |



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4.12 Records Management

| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--------------------------------------|---|---------|----------|--|--|
| 5 | Beginner Intermediate | Records Management <i>3-Day SETA Accredited Skills programme (Accredited Skills US 115855)</i> | 5 | 3 days | Accredited Skills Programme  | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training |
| 4 | Beginner Intermediate | Electronic-Records Management (E-Records) <i>(Accredited Skills US 110009)</i> | 4 | 2 days | | |
| 4 | Beginner Intermediate | Records Management: Appraisal and Disposal management | n.a | 3 days | Skill programme | Available on request for in-house training (Groups of 7 & more) |
| 4 | Beginner Intermediate to Advanced | Apply principles of computerised systems to manage data and reports relevant to the public sector administration <i>(Accredited Skills US 119351)</i> | 10 | 2 days | Accredited Skills Programme  | |
| n.a | Intermediate | Records Management Tools: Designing Recordkeeping Systems/ File Plan | n.a | 3 days | Skill programme | |
| n.a | Beginner Intermediate | REGISTRY MANAGEMENT (Including Basic Computer Skills for Registry & Mail Staff) | 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 Intermediate to Advanced | KM01: Batho Pele Principles | 3 days | Accredited Skills Programme AQCTO Quality Council for Trades & Occupations | 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 | | | |



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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 | Municipal Management | | 5 days | LeMark Workshop | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| | Intermediate to Advanced | Performance Management for Municipalities | | 3 days | LeMark Workshop | |
| N/A | Intermediate to Advanced | Demand Management & Acquisition Management for Public Sector including Local Government | N/A | 2 days 3 days | LeMark Workshop | |
| 5 | Intermediate to Advanced | Discuss the Selected Legislative Regulative Framework Governing Municipal Management (MFMA) | 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 Statistics and Probability to Critically Interrogate and Effectively Communicate Findings on Life Related problems US 9015 | 6 | 3 days | Accredited Skills Programme  | Scheduled dates available: Refer to Training Schedule OR 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 Geometrical Relationships in 2 and 3 Dimensional Space in the life and workplace of adult with increasing responsibilities US 12417 | 4 | 3 days | Accredited Skills Programme  | |
| 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 | | |


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 Basic Components and Fundamental Skills of Effective Communication US 110506 | 4 | 3 days | Accredited Skills Programme  | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| 4 | Intermediate to Advanced | Participate in local Economic Development related Meetings and facilitate the necessary Flow of local Economic Development Information US 110484 | 6 | 3 days | | |
| 3 | Intermediate to Advanced | Accommodate Audience and Context needs in Oral Communication US 8968 | 5 | 3 days | | |




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| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--------------------------|--|---------|----------|--|--|
| 3 | Intermediate to Advanced | Analyse and Respond to a variety of Literary Text US 8971 | 5 | 3 days | Accredited Skills Programme  | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| 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 | | |
| 4 | Intermediate to Advanced | Apply Comprehension Skills to engage Oral Texts in a business environment US 12154 | 5 | 3 days | | |
| 4 | Intermediate to Advanced | Apply Comprehension Skills to engage Written Texts in a business environment US 12155 | 5 | 3 days | | |
| 4 | Intermediate to Advanced | Use the writing process to Compose Texts required in the business environment US 12153 | 5 | 3 days | | |
| 4 | Intermediate to Advanced | Write/Present/Sign for a wide range of Contexts 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 Social Features as pertaining to the Workplace US 8664 | 4 | 3 days | Accredited Skills Programme  | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| 4 | Intermediate to Advanced | Contribute to information distribution regarding HIV/AIDS in the workplace US 8555 | 4 | 3 days | | |
| 3 | Intermediate to Advanced | Demonstrate understanding of Employment Relations in an Organisation US 10170 | 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 Basic Financial Statements US 10388 | 4 | 3 days | Accredited Skills Programme  | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| 4 | Intermediate to Advanced | Apply the Budget Function in a Business Unit US 13941 | 4 | 5 days | | |
| 4 | Intermediate to Advanced | Demonstrate a knowledge and understanding of the basic principles of Budgeting and Financial Management applicable to a Local Economic Development Project US 110493 | 4 | 3 days | | |



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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 Concepts and Tools for Local Economic Development US 110501 | 8 | 3 days | Accredited Skills Programme  | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| 4 | Intermediate to Advanced | Demonstrate and apply a knowledge and understanding of the Basic Economic Concepts Central to Local Economic Development US 110475 | 6 | 3 days | | |
| 4 | Intermediate to Advanced | Describe and explain s-Economic Development Theories in the South African contexts 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 Environment of Local Government US 110472 | 6 | 3 days | Accredited Skills Programme  | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| 4 | Intermediate to Advanced | Demonstrate & apply knowledge & understanding of the Roles, Function & Responsibilities of the main Stakeholders & Role Players in Local Economic Development US 110502 | 4 | 3 days | | |
| 4 | Intermediate to Advanced | Negotiate an agreement or deal in an Authentic Work Situation US 13948 | 5 | 3 days | | |
| 4 | Intermediate to Advanced | Outline the environment of local Economic Development in South Africa US 110479 | 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 Implementation and Utilisation of Equity Related Processes US 10983 | 5 | 3 days | Accredited Skills Programme  | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| 4 | Intermediate to Advanced | Identify and explain the purpose of Integrated Development Planning (IDP) US 110497 | 4 | 3 days | | |
| 4 | Intermediate to Advanced | Identify and explain the Roles and Functions as well as the Inter-Linkages between Different Departments in a municipality US 110504 | 10 | 3 days | | |

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 Aspects of the Project Cycle US 110481 | 8 | 3 days | Accredited Skills Programme  | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| 4 | Intermediate to Advanced | Demonstrate a knowledge and understanding of a range of Research Methodologies to undertake Local Economic Development Research US 110478 | 4 | 3 days | | |




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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 Monitoring & Evaluation in Assessing Organisation &/or Programme Performance in a Specific Context US 337063 | 5 | 3 days | Accredited Skills Programme  | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| 4 | Intermediate to Advanced | Demonstrate a knowledge and understanding of the Basic Principles of Public Administration and Management US 110490 | 4 | 3 days | | |
| 5 | Intermediate to Advanced | Demonstrate an understanding of Professional Values and Ethics US 8648 | 4 | 3 days | | |

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 Records kept in local Economic Development Environment and what Constitutes Evidence 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 Municipal income and expenditure US 116342 | 15 | 3 days | Accredited Skills Programme  | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| 6 | Intermediate to Advanced | Apply techniques and SA Statutes to Cash and Investment Management US 116346 | 10 | 3 days | | |
| 6 | Intermediate to Advanced | Manage a Municipality's Assets and Liabilities US 116362 | 11 | 3 days | | |
| 6 | Intermediate to Advanced | Prepare and Analyse Municipal Financial Reports US 116363 | 12 | 3 days | | |
| 6 | Intermediate to Advanced | Apply Costing Principle to Municipal operational and service-based costing US 116340 | 11 | 3 days | | |

7.2 Good Governance in Municipalities


| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--------------------------|--|---------|----------|--|---|
| 6 | Intermediate to Advanced | Apply Risk Management in SA Municipalities US 116339 | 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 | Intermediate to Advanced | Conduct Auditing Planning and Implementation in a SA municipality US 116351 | 12 | 3 days | | |
| 6 | Intermediate to Advanced | Apply the Principles of Ethics in a Municipal Environment US 116343 | 10 | 3 days | | |
| 6 | Intermediate to Advanced | Conduct Stake Holder Consultation around Municipal Finance programmes US 116348 | 8 | 3 days | | |




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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 Inter-Governmental Fiscal Relations Act to Municipal Financial Management US 116344 | 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) |
| 6 | Intermediate to Advanced | Contribute to Capital Planning and Financing US 116347 | 15 | 3 days | | |
| 6 | Intermediate to Advanced | Contribute to the Strategic Planning Process in SA Municipality US 116358 | 15 | 3 days | | |
| 6 | Intermediate to Advanced | Participate in the Design and Implementation of Municipal SCM US 116353 | 12 | 3 days | | |

7.4 Municipal Budgeting

| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--------------------------|--|---------|----------|--|---|
| 6 | Intermediate to Advanced | Plan a Municipal Budgeting and Reporting Cycle US 116364 | 8 | 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 | Intermediate to Advanced | Apply the principles of budgeting within a Municipality US 116345 | 15 | 3 days | | |

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 US 9010 | 2 | 3 days | Accredited Skills Programmes  | Scheduled dates available: Refer to Training Schedule OR 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 US 9013 | 4 | 3 days | | |
| 3 | Intermediate to Advanced | Use mathematics to investigate and monitor the financial aspects of personal, business and national issues US 7456 | 5 | 3 days | | |
| 3 | Intermediate to Advanced | Investigate life and work related problems using data and probabilities US 9012 | 5 | 3 days | | |



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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 US 119472 | 5 | 3 days | Accredited Skills Programmes | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| 3 | Intermediate to Advanced | Interpret and use information from texts US 119457 | 5 | 3 days | | |
| 3 | Intermediate to Advanced | Use language and communication in occupational learning programmes US119467 | 5 | 3 days | | |
| 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 OR Available on request for in-house training (Groups of 7 & more) |
| 3 | Intermediate to Advanced | Apply a range of project management tools and techniques US120385 | 7 | 3 days | | |

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 Skills Programmes | Scheduled dates available: Refer to Training Schedule OR 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 US242860 | 4 | 3 days | | |
| 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 OR 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 | | |




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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 OR 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 OR 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 OR 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 OR 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 | | |



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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 OR 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 OR 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 OR 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 | | |



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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 LGSETA CREATING GREATER IMPACT | Scheduled dates available: Refer to Training Schedule OR 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 to Advanced | Apply principles of risk management US 120303 | 8 | 3 days | | |
| 5 | Intermediate to Advanced | Interpret and manage conflicts within the workplace US 114226 | 8 | 3 days | | |

9.7 Leadership & Emotional Intelligence & Motivation

| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--------------------------|--|---------|----------|---|--|
| 4 | Intermediate to Advanced | Motivation: Explain and apply the concept, principles and theories of motivation in a leadership context US 120389 | 6 | 3 days | Accredited Skills Programmes LGSETA CREATING GREATER IMPACT | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |
| 5 | Intermediate to Advanced | EI & Leadership: 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 Principles of Knowledge Management US252044 (Core) | 6 | 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 | Intermediate to Advanced | Team Building: Build teams to achieve goals and objectives US252037 (Core) | 6 | 3 days | | |
| 5 | Intermediate to Advanced | Create and manage an environment that promotes innovation. US252020 (Core) | 6 | 3 days | | |
| 5 | Intermediate to Advanced | Develop, implement, and evaluate an operational plan US252032 (Core) | 8 | 3 days | | |



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| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--------------------------|---|---------|----------|---------------------------------|---|
| 5 | Intermediate to Advanced | Devise and apply strategies to establish and maintain work place relationships US252027 (Core) | 6 | 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 | Intermediate to Advanced | Change Management: Formulate recommendations for a change process US252021 (Core) | 8 | 3 days | | |
| 5 | Intermediate to Advanced | Lead People Development & Talent Management US252029 (Core) | 8 | 3 days | | |
| 5 | Intermediate to Advanced | Diversity Management: Manage A Diverse Workforce To Add Values US252043 (Core) | 6 | 3 days | | |
| 5 | Intermediate to Advanced | Monitor And Evaluate Team Members Against Performance Standards US252034 (Core) | 8 | 3 days | | |
| 5 | Intermediate to Advanced | Monitor, Access And Manage Risks US252025 (Core) | 8 | 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 | Intermediate to Advanced | Select And Coach First Line Managers US252035 (Core) | 8 | 3 days | | |
| 5 | Intermediate to Advanced | Analyse Leadership And Related Theories In A Work Context US120300 (Fundamental) | 8 | 3 days | | |
| 5 | Intermediate to Advanced | Decision Making: Apply A Systems Approach To Decision Making US252026 (Fundamental) | 6 | 3 days | | |
| 5 | Intermediate to Advanced | Apply Mathematical Analysis To Economic And Financial Information US252036 (Fundamental) | 6 | 3 days | | |
| 5 | Intermediate to Advanced | Apply The Principles Of Ethics To Improve Organisational Culture US252042 (Fundamental) | 5 | 3 days | | |
| 5 | Intermediate to Advanced | Develop, Implement And Evaluate A Project Plan US252022 (Fundamental) | 8 | 3 days | | |
| 5 | Intermediate to Advanced | Manage The Finances Of A Unit US252040 (Fundamental) | 8 | 3 days | | |
| 5 | Intermediate to Advanced | Use Communication Techniques Effectively US12433 (Fundamental) | 8 | 3 days | | |
| 5 | Intermediate to Advanced | Conduct Negotiations To Deal With Conflict Situations US117853 (Elective) | 8 | 3 days | | |
| 5 | Intermediate to Advanced | Apply The Principles And Concepts Of Emotional Intelligence To The Management Of Self And Others US244315 (Elective) | 7 | 3 days | | |
| 5 | Intermediate to Advanced | Promote A Learning Culture In An Organisation US252041 (Elective) | 5 | 3 days | | |
| 5 | Intermediate to Advanced | Recognise Areas In Need Of Change, Make Recommendations And Implement Change In The Team, Department Or Division US15214 (Elective) | 3 | 3 days | | |
| 5 | Intermediate to Advanced | Recruit And Select Candidates To Fill Defined Positions US12140 (Elective) | 9 | 3 days | | |
| 5 | Intermediate to Advanced | Interpret And Manage Conflicts Within The Workplace US114226 (Elective) | 8 | 3 days | | |




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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 | OFFICE MANAGEMENT (Demonstrate an understanding of professional Values and ethics) <i>3-Day SETA Accredited Skills Programme.</i> <i>Aligned to US 8648</i> | 4 | 3 days | Full Qualification  | Scheduled dates available: Refer to Training Schedule OR 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 | Basic Project Management <i>3-Day SETA Accredited</i> <i>(Aligned to US 120385)</i> | 5 | 3 days | Full Qualification  | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & mo) |
| 5 | intermediate | Public Sector Project Management <i>(Level 1)</i> <i>5-Day SETA Accredited (Aligned to US 243824 & 243812)</i> | 20 | 4 Days | | |
| 6 | Advanced | Advanced Project Management <i>(Adv PM – Level 2)</i> <i>5-Day SETA Accredited Skills Programme</i> | 12 | 5 Days | | |
| | | Project Management Office (PMO) <i>(For Steering Committee Management)</i> | | | | |

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 | HRM: Effective Supervision/ People Management <i>3-Day SETA Accredited Skills Programme.</i> <i>Aligned to US 252037</i> | 6 | 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 | Intermediate (including Beginners) | Conducting Interviews (How to Run an Interview & Recruit the Best Applicants) <i>2-Day SETA Accredited Skills Programme.</i> <i>Aligned to US12140</i> | 9 | 2 days  | Accredited Skills Programme  | Available on request for in-house training (Groups of 7 & more) |
| N/A | Intermediate (including Beginners) | GET THE JOB Interviewing Skills (Skills you need when going for a Job Interview) <i>2 Day Workshop</i> | n.a | 2 days | Workshop | |




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11.4 Performance Management

| NQF Level | Level of Learner | Programme/ Course Name | Credits | Duration | Classification | Scheduled Dates |
|-----------|--------------------------|---|---------|----------|--|---|
| 5 | Intermediate to Advanced | Manage The Development And Performance of Human Capital In The Public Sector (Aligned to US 119336) | 12 | 4 days | Accredited Skills Programme  | 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 | STRATEGIC MANAGEMENT Develop and Implement a Strategic Plan to Improve Business Performance <i>Aligned to US 252020</i> | 6 | 3 days | Accredited Skills Programme  | Scheduled dates available: Refer to Training Schedule OR Available on request for in-house training (Groups of 7 & more) |

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



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