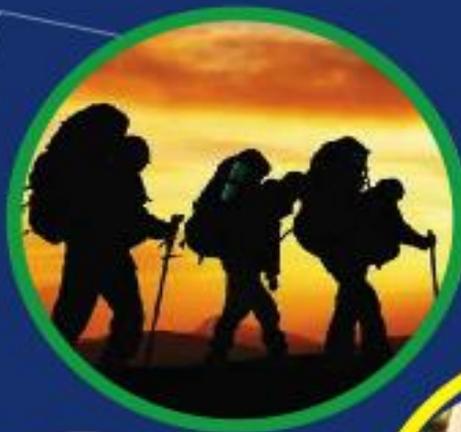




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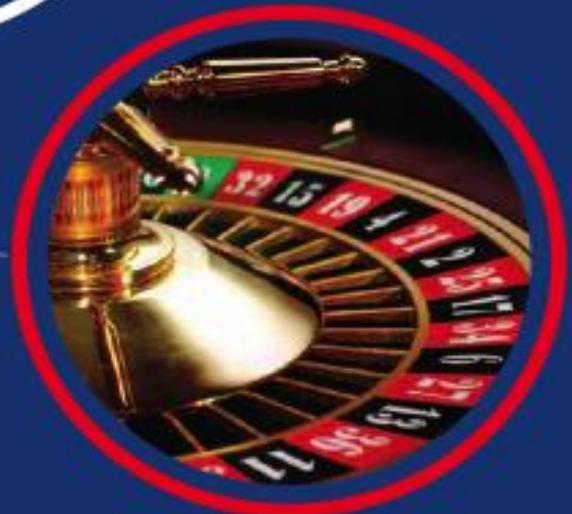
Short Courses



SPORT



HOSPITALITY



TOURISM

CONSERVATION



Programme Name: Time management

US Title	US Nr	Credits	NQF Level	Duration
Apply efficient time management to the work of a department/division/section	15234	5	4	2 days
Prioritise time and work for self and team	242811	5	4	2 days

Programme Name: Team Induction

US Title	US Nr	Credits	NQF Level	Duration
Induct a member into a team	242812	4	3	2 days

Programme Name: Facilitator Course

US Title	US Nr	Credits	NQF Level	Duration
Facilitate learning using a variety of given methodologies	117871	10	5	3 days

Programme Name: Diversity in the Workplace

US Title	US Nr	Credits	NQF Level	Duration
Understand the need for cultural awareness in dealing with customers and colleagues	253954	4	4	2 days

Programme Name: Coaching

US Title	US Nr	Credits	NQF Level	Duration
Conduct on the job coaching	7818	5	5	2 days

Programme Name: Assertiveness

US Title	US Nr	Credits	NQF Level	Duration
Communicate in an assertive manner with clients and fellow workers	9506	4	4	2 days

Programme Name: Self Development

US Title	US Nr	Credits	NQF Level	Duration
Manage one's own development	7873	3	4	2 days

Programme Name: Small Business Finance

US Title	US Nr	Credits	NQF Level	Duration
Manage finances in a small business	117500	8	4	2 days
Perform financial planning and control functions for a small business	114738	6	4	2 days

Programme Name: Basic Accounting

US Title	US Nr	Credits	NQF Level	Duration
Apply knowledge of basic accounting principles to finance services	11711	8	4	2 days

Programme Name: Dealing with HIV/AIDS in the workplace

US Title	US Nr	Credits	NQF Level	Duration
Apply knowledge of HIV/AIDS to a specific business sector and a workplace	244574	3	4	2 days

Programme Name: Business Writing Skills

US Title	US Nr	Credits	NQF Level	Duration
Write/present/sign texts for a range of communicative contexts	119465	5	3	1 day

Programme Name: Performance Management

US Title	US Nr	Credits	NQF Level	Duration
Apply knowledge of self and team in order to develop a plan to enhance team performance	13912	5	3	1 day

Programme Name: Presentation Skills

US Title	US Nr	Credits	NQF Level	Duration
Accommodate audience and context needs in oral/signed communication	119472	5	3	1 day

Programme Name: Customer Care

US Title	US Nr	Credits	NQF Level	Duration
Provide Customer Service	7789	8	4	3 days

Programme Name: Dealing with customers at reception

US Title	US Nr	Credits	NQF Level	Duration
Deal with arrival				

Programme Name: Effective Communication

US Title	US Nr	Credits	NQF Level	Duration
Engage in sustained oral/signed communication and evaluate spoken/signed texts	119462	5	4	2 days

Programme Name: Team Building and Motivation

US Title	US Nr	Credits	NQF Level	Duration
Motivate and Build a Team	242819	10	4	5 days

Programme Name: Entrepreneur Skills

US Title	US Nr	Credits	NQF Level	Duration
Demonstrate entrepreneurial competence	117499	12	4	5 days

Programme Name: Ethics in the organisation

US Title	US Nr	Credits	NQF Level	Duration
Comply with organisational ethics	252217	4	4	5 days
Apply the organisation's code of conduct in a work environment	242815	5	5	

Programme Name: Change management

US Title	Level	Credits	NQF Level	Duration
Recognise areas in need of change, make recommendations and implement change in the team, department or division	5	3	15214	1 day

Programme Name: Conflict Management

US Title	US Nr	Credits	NQF Level	Duration
Use communication skills to handle and resolve conflict in the workplace	9533	3	3	1 day

Programme Name: Emotional Intelligence

US Title	US Nr	Credits	NQF Level	Duration
Behave in a professional manner in a business environment	14359	5	2	2 days

Programme Name: Management of Service Providers

US Title	US Nr	Credits	NQF Level	Duration
Manage service providers in a selected organisation	109999	8	4	3 days

Programme Name: Administration Management

US Title	US Nr	Credits	NQF Level	Duration
Develop administrative procedures in a selected organisation	110003	8	4	3 days
Manage administrative records	110009	4	4	1.5 day

Programme Name: Budget Management

US Title	US Nr	Credits	NQF Level	Duration
Manage Expenditure against a budget	242810	6	4	2 days

Programme Name: Manage Personal Finances

US Title	US Nr	Credits	NQF Level	Duration
Plan and manage personal finances	13952	8	4	3 days

Programme Name: Health, Hygiene and Safety

US Title	US Nr	Credits	NQF Level	Duration
Demonstrate an understanding of factors that contribute towards healthy leaving	13952	8	4	3 days
Contribute to the health, safety and security of the workplace	110064	2	4	1 day
Demonstrate knowledge and understanding towards occupational health and safety regulatory requirements	13963	2	2	1 day
Apply safety, health and environmental principles and procedures in a workplace	116520	2	2	1 day

Programme Name: Decision Making

US Title	US Nr	Credits	NQF Level	Duration
Apply knowledge of self in order to make a personal decision	120308	8	3	

Programme Name: Customer Relations

US Title	US Nr	Credits	NQF Level	Duration
Foster and maintain customer relations	123258	10	3	5 days

Programme Name: Negotiation Skills

US Title	US Nr	Credits	NQF Level	Duration
Negotiate an agreement or deal in an authentic work situation	13948	5	4	2 days

Programme Name: Contract Management

US Title	US Nr	Credits	NQF Level	Duration
Negotiate an agreement or deal in an authentic work situation	13948	5	4	2 days

Programme Name: Tendering and Estimation

US Title	US Nr	Credits	NQF Level	Duration
Tender to secure business for a new venture	114593	5	4	2 days

Programme Name: Costing and Pricing

US Title	US Nr	Credits	NQF Level	Duration
Apply the principles of costing and pricing to a business venture	114594	6	4	2 days

