



ACCREDITATION

Below is a table indicating the accreditation information of our courses. Courses are offered as workshops open to the public, and also as private in-house courses, done at your premises.

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LEARNING PROGRAMME DESCRIPTION	UNIT STANDARD	LEVEL AND CREDITS
Emotional Intelligence	US ID: 252031 “Apply the principles and concepts of emotional intelligence to the management of self and others”	NQF Level 5 Credits 4
Conflict Management	US ID: 9533 “Use communication skills to handle and resolve conflict in the workplace”	NQF Level 3 Credits 3
Supervision by Project Principles (Supervisory Skills and Project Management for Non-Project Managers Combined)	US ID: 10981 “Supervise work unit to achieve work unit objectives (individuals and teams)”	NQF Level 4 Credits 12
Leadership for Supervisors and Junior Management	US ID: 242824 “Apply leadership concepts in a work context”	NQF Level 4 Credits 12
Management and Leadership for Office Administrators	US ID: 110021 “Achieving personal effectiveness in business”	NQF Level 4 Credits 6
Self-Mastery and Personal Growth Course	US ID: 120308 “Apply knowledge of self in order to make a personal decision”	NQF Level 2 Credits 3
Co-ordinate Events, Meetings and Travel Arrangements (Event Management)	US ID: 13929 “Co-ordinate meetings, minor events and travel	NQF Level 3 Credits 3

LEARNING PROGRAMME DESCRIPTION	UNIT STANDARD	LEVEL AND CREDITS
	arrangements”	
Meetings and Minute Taking	US ID: 13934 “Plan and prepare meeting communications”	NQF Level 3 Credits 4
Self and Time Management	US ID: 14342 “Manage time and work processes within a business environment” US ID: 14349 “Receive and execute instructions” US ID: 14352 “Manage a diary for self and others”	NQF Level 2 Credits 10
Programme in Office Administration	US ID: 13929 “Co-ordinate meetings, minor events and travel arrangements” US ID:13933 “Plan, monitor and control an information system in a business environment” US ID: 14348 “Process incoming and outgoing telephone calls”	NQF Level 2 Credit 20

LEARNING PROGRAMME DESCRIPTION	UNIT STANDARD	LEVEL AND CREDITS
	US ID: 14342 “Manage time and work process within a business environment” US ID: 14349 “Receive and execute instructions” US ID:14359 “Behave in a professional manner in a business environment”	
Plan, Monitor and Control an Information System (Filing/Records Management)	US ID: 13933 “Plan, monitor and control an information system in a business environment”	NQF Level 3 Credits 3
Process Incoming and Outgoing Telephone Calls (Telephone Skills and Etiquette)	US ID: 14348 “Process incoming and outgoing telephone calls”	NQF Level 2 Credits 3
Report Writing	US ID: 110023 “Present information in report writing”	NQF Level 4 Credits 6
Supervisory Skills for Team Leaders	US ID: 242821 “Identify responsibilities of a team leader in ensuring that organisational standards are met”	NQF Level 4 Credits 6

LEARNING PROGRAMME DESCRIPTION	UNIT STANDARD	LEVEL AND CREDITS
Professional Communication: Business Writing and Presentation Skills	US ID: 119459 “Write/present/sign for a wide range of contexts” US ID: 242840 “Make oral presentations”	NQF Level 4 Credits 7
Presentation Skills	US ID: 242840 “Make oral presentations”	NQF Level 4 Credits 2
Customer Care: Quality Service Aimed at Customer Satisfaction	US ID: 246740 “Care for customers”	NQF Level 4 Credits 3
Financial Intelligence: Finance for Non-Financial Managers	US ID: 13932 “Prepare and process documents for financial and banking processes” US ID: 117156 “Interpret basic financial statements” US ID: 242810 “Manage expenditure against a budget”	NQF Level 4 Credits 15

LEARNING PROGRAMME DESCRIPTION	UNIT STANDARD	LEVEL AND CREDITS
Conflict Resolution for Managers	US ID: 114226 “Interpret and manage conflicts within the workplace”	NQF Level 5 Credits 8
Change Management	US ID: 252021 “Formulate recommendations for a change process”	NQF Level 5 Credits 8
Employee Empowerment: Participative Decision-Making and Delegating	US ID: 15224 “Empower team members through recognising strengths, encouraging participation in decision-making and delegating tasks”	NQF Level 5 Credits 8
Building High Performance Teams	US ID: 252037 “Build teams to achieve goals and objectives”	NQF Level 5 Credits 6
Strategies to Establish and Maintain Workplace Relationships	US ID: 252027 “Devise and apply strategies to establish and maintain workplace relationships”	NQF Level 5 Credits 6
Advanced Leadership Development Programme	US ID: 120300 “Analyse leadership and related theories in a work context” US ID: 252037 “Build teams to achieve goals and objectives” US ID: 15224 “Empower team members through recognizing strengths,	NQF Level 5 Credits 18

LEARNING PROGRAMME DESCRIPTION	UNIT STANDARD	LEVEL AND CREDITS
	encouraging participation in decision-making and delegating tasks”	
Executive Communication Skills	US ID: 12433 “Use communication techniques effectively” US ID: 252027 “Devise and apply strategies to establish and maintain workplace relationships” US ID: 252031 “Apply the principles and concepts of emotional intelligence to the management of self and others”	NQF Level 5 Credits 18
Change Management and Leading Innovation	US ID: 252021 “Formulate recommendations for a change process” US ID: 252020 “Create and manage an environment that promotes innovation” US ID: 252026 “Apply a systems approach to decision-making”	NQF Level 5 Credits 20

LEARNING PROGRAMME DESCRIPTION	UNIT STANDARD	LEVEL AND CREDITS
Performance Management	US ID: 252034 “Monitor and evaluate team members against performance standards”	NQF Level 5 Credits 8
Negotiation Skills	US ID: 117853 “Conduct negotiations to deal with conflict situations”	NQF Level 5 Credits 8
Risk Management	US ID: 252025 “Monitor, assess and manage risk”	NQF Level 5 Credits 8
Best Practice and Quality Management	US ID: 252024 “Evaluate current practices against best practice”	NQF Level 5 Credits 4
Lead People Development and Talent Management	US ID: 252029 “Lead people development and talent management”	NQF Level 5 Credits 8
Strategic and Operational Planning	US ID: 252032 “Develop, implement and evaluate an operational plan”	NQF Level 5 Credits 8
Knowledge Management	US ID: 252044 “Apply the principles of Knowledge Management”	NQF Level 5 Credits 6
Diversity Management	US ID: 252043 “Manage a diverse work force to add value”	NQF Level 5 Credits 6
Competency-based Recruitment and Selection	US ID: 12140 “Recruit and select candidates to fill defined positions”	NQF Level 5 Credits 9

LEARNING PROGRAMME DESCRIPTION	UNIT STANDARD	LEVEL AND CREDITS
Selection and Coaching for Managers	US ID: 252035 “Select and coach first-line managers”	NQF Level 5 Credits 8
Innovation Management	US ID: 252020 “Create and manage an environment that promotes innovation”	NQF Level 5 Credits 6
Negotiation Skills, Conflict and Diversity Managememe	US ID: 252043 “Manage a diverse work force to add value” US ID: 114226 “Interpret and manage conflicts within the workplace” US ID: 117853 “Conduct negotiations to deal with conflict situations”	NQF Level 5 Credits 22
Competitive People Management Practices	US ID: 12140 “Recruit and select candidates to fill defined positions” US ID: 252029 “Lead people development and talent management” US ID: 252034 “Monitor and evaluate team members against performance standards”	NQF Level 5 Credits 33

LEARNING PROGRAMME DESCRIPTION	UNIT STANDARD	LEVEL AND CREDITS
	US ID: 252035 “Select and coach first-line managers”	
Best Practice & Knowledge Management, Corporate Governance & Ethics	US ID: 252024 “Evaluate current practices against best practice” US ID: 252042 “Apply the principles of ethics to improve organisational culture” US ID: 252044 “Apply the principles of knowledge management”	NQF Level 5 Credits 15
Results-Based Management: Operational & Project Planning and Risk Management	US ID: 252032 “Develop, implement and evaluate an operational plan” US ID: 252025 “Monitor, assess and manage risk” US ID: 252022 “Develop, implement and evaluate a project plan”	NQF Level 5 Credits 24
National Certificate in Generic Management NQF Level 5	Qualification: National Certificate: Generic Management Qualification ID: 59201	NQF Level 5 Credits 163

LEARNING PROGRAMME DESCRIPTION	UNIT STANDARD	LEVEL AND CREDITS
	Learning Programme: General Management Learning Programme ID: 60269	