Kwelanga
TRAINING
engage | inspire | elevate





Training Programmes





SERVICES SETA

FULLY ACCREDITED
with the Services Seta
Accreditation No. 2211

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CONTENTS

1. WHY KWELANGA AS YOUR TRAINING PARTNER? 3

2. WHAT MAKES KWELANGA UNIQUE? 4

3. PUBLIC VIRTUAL INSTRUCTOR-LED TRAINING 5

4. NON-ACCREDITED / CUSTOMISED PROGRAMMES 6

5. ACCREDITED PROGRAMMES 7

5.1 SHORT COURSES [Assessments Optional] 7

5.2 SKILLS PROGRAMMES [Assessments Optional] 11

5.3 LEARNERSHIPS 14

FETC: Business Administration Services 14

FETC: Generic Management: General Management 14

NC: Generic Management: General Management 14

1. WHY KWELANGA AS YOUR TRAINING PARTNER?

TRAINING METHODOLOGY

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and making a visible difference to work performance in the business environment.

Outcomes-based, highly interactive, facilitator-led training, encouraging active delegate participation, using:

- Role plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussions
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully.

The facilitators create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

PUBLIC VS CLOSED GROUP

Public courses are held virtually, scheduled on a rotational basis and published in a public virtual training calendar. Courses offered are a small percentage of our library of courses, for the benefit of individuals or small groups from organisations. Groups therefore consist of individuals from various organisations, which results in a cross pollination of roles and industries.

The identification of skills gaps in organisations leads to earmarking specific training, often for a group or team. **Closed group** training meets this need and therefore consists of a group of individuals from one organisation. Focused training via a client brief is offered. Speak to a Business Relationship Manager to determine group sizes and impact on costs.

FACE-TO-FACE

Kwelanga Training has offices based in Johannesburg, Durban and Cape Town and offers face-to-face training for all of our courses, at any location in Southern Africa. Our facilitators train at your premises or a venue of choice.

Face-to-face training offers colleagues the opportunity to collaborate and interact during training and is an opportunity to strengthen workplace relationships.

VILT
VIRTUAL INSTRUCTOR LED TRAINING

Participants attend virtual classroom training, through the Zoom on-line platform, without having to travel to and from the classroom each day. Information is shared through video, documents, and written notes with learners in real-time.

Delegates interact with the facilitator and each other, as with any other classroom experience. Breakout rooms allow delegates to work in groups and complete activities in teams which allows for a rich interactive experience.



Get everyone engaged and involved in hands on learning via our virtual or face-to-face options.

2. WHAT MAKES KWELANGA UNIQUE?

CUSTOMISATION

Have a particular training need that is slightly outside the spectrum of our offerings or needs to align with business in a specific way? Chat to us about your needs. Our Team looks forward to engaging with you to ensure the successful roll-out of a tailor-made solution.

TRAINING NEEDS ANALYSIS (TNA) TOOL



A software solution that helps organisations identify training needs. Use it to address individuals, teams or departments.

LEARNING JOURNEY FRAMEWORK



Create a sustainable culture of continuous learning within your workforce by leveraging the power of the 70-20-10 model.

POST COURSE TRAINING REPORT



The post course training report covers the facilitator's observations and feedback on how delegates received the training, motivation, team dynamics and attitude of participants. The report also makes recommend-dations helping clients achieve their goals, assisting with change in the workplace and giving ideas for future training development plans.

PERSONAL ELEVATION PLAN

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the workplace. A Personal Elevation Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of actionable items and will encourage them to show their Personal Elevation Plan to their upline on their return to work so that accountability is created. This tool will therefore also be useful for monthly one-one-one developmental discussions.

IMPACT COMPASS



Enriching toolkit offering guidance and support to navigate individuals towards purpose-driven action.

CONTACT THE COACH



BRIDGING LEARNING FOR BUSINESS RESULTS

We offer a continued learning relationship providing FREE access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation. Delegates can "Contact the Coach" for support, information or assistance with additional questions regarding the application of theory covered during the course.

OUR COMMITMENT TO YOU …

To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.

3. PUBLIC INSTRUCTOR-LED TRAINING

Public courses as listed below are held **virtually**, scheduled on a rotational basis and published in a public training calendar.

Click here to download our latest Public Course Training Calendar for pricing, training dates or to make a booking.

These courses, or a combination thereof, can also be selected for closed group training (i.e.: a group of delegates from the same company, not only offered on the public schedule).

#	**Course Name** *(click on the course name to download the course overview)*	**Duration**
1.	Assertiveness Skills	1 day
2.	Building Positive Workplace Relationships	1 day
3.	Business Writing	2 days
4.	Coaching & Mentoring	2 days
5.	Conflict Management	1 day
6.	Critical Thinking Skills	2 days
7.	Customer Service	2 days
8.	Delegation – The Art of Delegating Effectively	1 day
9.	Developing Resilience	1 day
10.	Email Etiquette	1 day
11.	Emotional Intelligence	2 days
12.	Ethics in the Workplace	1 day
13.	Finance for Non-Financial Managers	2 days
14.	First-Line Manager Development Programme	9 days
15.	Influence & Persuasion	1 day
16.	Managing Pressure & Maintaining Balance	1 day
17.	Mastering Business Communication	2 days
18.	Minute Taking	1 day
19.	Motivating Your Workforce	1 day
20.	Negotiating Skills	2 days
21.	People Management & Leadership	3 days
22.	Powerful Presentations	2 days
23.	Problem Solving & Decision Making	2 days
24.	Professional Skills for Secretaries & Administrators	2 days
25.	Project Management Fundamentals	2 days
26.	Report Writing	2 days
27.	Sales Accelerator for Business Development	2 days
28.	10 Steps to Sales Success	5 days (1 day + 8 x ½ days)
29.	Stress Management	1 day
30.	Supervisory Skills	2 days
31.	Time Management	1 day

Assessments are not offered with public courses.

4. NON-ACCREDITED / CUSTOMISED PROGRAMMES

Kwelanga Training customises courses according to clients' needs. Consult a Business Relationship Manager for further information.

Courses from the following list, or a combination thereof, can be selected for **face-to-face or virtual**, closed group training. Areas of emphasis and focus will be determined by a client brief.

#	**Course Name** *(click on the course name to download the course overview)*	**Duration**
1.	Anger Management	1 day
2.	Accountable Leadership	2 days
3.	Adaptive Leadership	1 day
4.	Analytical Sales Mastery	3 days
5.	Archives and Records Management	2 days
6.	Building a Positive Personal Brand	1 day
7.	Business Image and Corporate Etiquette	1 day
8.	Business Partnering	1 day
9.	Chairing a Disciplinary Hearing	1 day
10.	Chairing and Managing Business Meetings	1 day
11.	Change Management	1 day
12.	Coaching for Knowledge Transfer	3.5 days
13.	Competency Based Interviewing Skills	1 day
14.	Diversity and Inclusion	1 day
15.	Effective Communication	1 day
16.	Emotionally Intelligent Leadership	2 days
17.	First-Line Manager Development Programme *(duration based on modules selected)*	-
18.	Focus for Mentees	1 day
19.	Fraud and Ethics	1 day
20.	Graduate Development Programme *(duration based on programmes selected)*	-
21.	Initiating a Disciplinary Hearing	1 day
22.	Making a Positive Difference in the Workplace	1 day
23.	Managing Difficult Conversations	1 day
24.	Managing Poor Work Performance	1 day
25.	Everyday On-the-Job Training (OJT)	2.5 hours
26.	Performance Management Skills	2 days
27.	Personal Effectiveness for Business Administration	2 days
28.	Personal Financial Management	1 day
29.	Personal Image & Effective Communication	1 day
30.	Personal Mastery	2 days
31.	Providing Emotionally Intelligent Performance Feedback	2 days
32.	10 Steps to Sales Success	5 days (1 day + 8 x ½ days)
33.	Service Excellence	2 days
34.	Service Excellence for Call Centre Agents	2 days
35.	Strategic Personal Branding	1 day
36.	Strategic Thinking	1 day
37.	Strategic and Critical Thinking in the Modern Workplace	3 days
38.	Successful Inductions	1 day
39.	Supervisory Development Programme	8.5 days
40.	Team Building	1 day
41.	Telephone Excellence	2 days
42.	The Art of Storytelling for Business Impact	2 days
43.	The Corporate Receptionist	2 days
44.	Train the Trainer	2 days
45.	Understanding the Disciplinary Process	1 day

5. ACCREDITED PROGRAMMES

5.1 SHORT COURSES [Assessments Optional]

Accredited unit standards from the following lists can be selected for **face-to-face or virtual**, closed group training with assessments being conducted (if required):

National Certificate: Business Administration Services Q23833 L2

Note: This is a legacy qualification that has been extended from 01 July 2026 to 30 June 2028 (last date of enrolment).

US Type	US ID	US Title	NQF Level	Credits
Core	8420	Operate in a team	2	4
Core	8618	Organise oneself in the workplace	2	3
Core	14338	Attend to customer enquiries in an office setting	2	2
Core	14339	Identify and maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain confidentiality	2	5
Core	14340	Maintain an existing information system in a business environment	2	4
Core	14341	Keep informed about current affairs related to one`s own industry	2	4
Core	14342	Manage time and work processes within a business environment	2	4
Core	14343	Investigate the structure of an organization as a workplace	2	8
Core	14344	Demonstrate an understanding of a selected business environment	2	10
Core	14348	Process incoming and outgoing telephone calls	2	3
Core	14349	Receive and execute instructions	2	2
Core	14353	Conduct basic financial transactions	2	3
Core	14359	Behave in a professional manner in a business environment	2	5
Elective	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	3	4
Elective	14352	Manage a diary for self and others	2	4
Elective	14355	Order and distribute office supplies	2	2
Elective	120308	Apply knowledge of self in order to make a personal decision	2	3

National Certificate: Business Administration Services Q67465 (LP23655) L3

Note: This is a legacy qualification that has been extended from 01 July 2026 to 30 June 2028 (last date of enrolment).

US Type	US ID	US Title	NQF Level	Credits
Core	7706	Maintain a Booking System	3	3
Core	7785	Function in a business environment	3	4
Core	7796	Maintain a secure working environment	3	1
Core	8420	Operate in a team	2	4
Core	9533	Use communication skills to handle and resolve conflict in the workplace	3	3
Core	10170	Demonstrate understanding of employment relations in an organisation	3	3
Core	13929	Co-ordinate meetings, minor events and travel arrangements	3	3
Core	13931	Monitor and control the maintenance of office equipment	3	4
Core	13933	Plan, monitor and control an information system in a business environment	3	3
Core	13934	Plan and prepare meeting communications	3	4
Core	13935	Plan and conduct basic research in an office environment	3	6
Core	13937	Monitor and control office supplies	3	2
Core	14357	Demonstrate an understanding of a selected business environment	4	10
Elective	7790	Process incoming and outgoing telephone calls	3	3
Elective	13928	Monitor and control reception area	3	4
Elective	13930	Monitor and control the receiving and satisfaction of visitors	3	4

Further Education and Training Certificate: Business Administration Services Q61595 (LP35928) L4

Note: This is a legacy qualification that has been extended from 01 July 2026 to 30 June 2028 (last date of enrolment).

US Type	US ID	US Title	NQF Level	Credits
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	4	10
Core	13945	Describe and apply the management of stock and fixed assets in a business unit	4	2
Core	15234	Apply efficient time management to the work of a department/division/ section	4	4
Core	109999	Manage service providers in a selected organisation	4	5
Core	110003	Develop administrative procedures in a selected organisation	4	8
Core	110009	Manage administration records	4	4
Core	110021	Achieve personal effectiveness in business environment	4	6
Core	110023	Present information in report format	4	6
Core	110026	Describe and assist in the control of fraud in an office environment	4	4
Elective	244572	Describe how to manage workplace relationships	3	3

Further Education and Training Certificate: Generic Management Q57712 (LP74630) L4

Note: This is a legacy qualification that has been extended from 01 July 2026 to 30 June 2027 (last date of enrolment).

US Type	US ID	US Title	NQF Level	Credits
Core	242810	Manage expenditure against a budget	4	6
Core	242811	Prioritise time and work for self and team	4	5
Core	242815	Apply the organisations code of conduct in a work environment	4	5
Core	242816	Conduct a structured meeting	4	5
Core	242817	Solve problems, make decisions and implement solutions	4	8
Core	242819	Motivate and build a team	4	10
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6
Core	242822	Employ a systematic approach to achieving objectives	4	10
Core	242824	Apply leadership concepts in a work context	4	12
Core	242829	Monitor the level of service to a range of customers	4	5
Electives for LP74630				
Elective	11473	Manage individual and team performance	4	8
Elective	13915	Demonstrate understanding of HIV/AIDS and its impact on the workplace	3	4
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	4	8
Elective	242812	Induct a member into a team	3	4
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	4	5
Elective	242814	Identify and explain the core and support functions of an organisation	3	6
Elective	242818	Describe the relationship of junior management to other management roles	4	5
Elective	242820	Maintain records for a team	3	4
Elective	242840	Make oral presentations	4	2

National Certificate: Generic Management: General Management Q59201 (LP60269) L5

Note: This is a legacy qualification that has been extended from 01 July 2026 to 30 June 2027 (last date of enrolment).

US Type	US ID	US Title	NQF Level	Credits
Core	252020	Create and manage an environment that promotes innovation	5	6
Core	252021	Formulate recommendations for a change process	5	8
Core	252025	Monitor, assess and manage risk	5	8
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	5	6
Core	252029	Lead people development and talent management	5	8
Core	252032	Develop, implement and evaluate an operational plan	5	8
Core	252034	Monitor and evaluate team members against performance standards	5	8
Core	252035	Select and coach first line managers	5	8
Core	252037	Build teams to achieve goals and objectives	5	6
Core	252043	Manage a diverse work force to add value	5	6
Core	252044	Apply the principles of knowledge management	5	6
Elective	10048	Identify brand mix elements	5	8
Elective	12140	Recruit and select candidates to fill defined positions	5	9
Elective	12761	Demonstrate an understanding of macroeconomic principles as they apply to the South African business environment	4	8
Elective	15214	Recognise areas in need of change, make recommendations and implement change in the team, department or division	5	3
Elective	15219	Develop and implement a strategy and action plans for a team, department or division	5	4
Elective	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	5	4
Elective	15236	Apply financial analysis	5	4
Elective	114212	Explain the impact of organisational wellness on a business environment and indicate a strategy for a business unit	4	3
Elective	114226	Interpret and manage conflicts within the workplace	5	8
Elective	117853	Conduct negotiations to deal with conflict situations	5	8
Elective	252024	Evaluate current practices against best practice	5	4
Elective	252030	Analyse compliance to legal requirements and recommend corrective actions	5	4
Elective	252031	Apply the principles and concepts of emotional intelligence to the management of self and others	5	4
Elective	252033	Demonstrate ways of dealing with the effects of dread diseases and in particular HIV/AIDS	5	8
Elective	252039	Develop a plan to combat corruption	5	5
Elective	252041	Promote a learning culture in an organisation	5	5
Elective	264408	Manage and improve communication processes in a function	6	3

Further Education and Training Certificate: Contact Centre Operations Q93996 (LP71489) L4

Note: This is a legacy qualification that has been extended from 01 July 2026 to 30 June 2028 (last date of enrolment).

US Type	US ID	US Title	NQF Level	Credits
Core	10313	Comply with service levels as set out in a Contact Centre Operation	4	10
Core	10321	Monitor and maintain performance standards in a Contact Centre	4	12
Core	10322	Retrieve and correlate statistical data applicable to Contact Centres	4	12
Core	10323	Implement Contact Centre specific sales techniques to generate sales through a Contact Centre	4	12
Core	10324	Describe features, advantages and benefits of a range of products or services	4	6
Core	10326	Identify customers of Contact Centres	4	4
Core	10327	Provide coaching to personnel within a Contact Centre	4	10
Elective	10328	Implement and co-ordinate Contact Centre activities in a commercial environment	4	18

Other

US ID	US Title	NQF Level	Credits	Notes
8647	Apply workplace communication skills – Workplace Communication Skills	5	10	Within a legacy qualification that has been extended from 01 July 2026 to 30 June 2028.
14667	Describe and apply the management functions of an organisation – People Management and Leadership	4	10	Within a legacy qualification that has been extended from 01 July 2026 to 30 June 2028.
117156	Interpret basic financial statements – Finance for Non-Financial Managers	4	4	Within a legacy qualification that has been extended from 01 July 2026 to 30 June 2027.
13948	Negotiating an agreement or deal in an authentic work situation – Negotiating for Results	4	5	Within a legacy qualification that has been extended from 01 July 2026 to 30 June 2028.

5.2 SKILLS PROGRAMMES [Assessments Optional]

Accredited, integrated skills programmes from the following list can be selected for **face-to-face or virtual**, closed group training with assessments being conducted (if required):

National Certificate: Business Administration Services Q23833 L2

Note: This is a legacy qualification that has been extended from 01 July 2026 to 30 June 2028 (last date of enrolment).

US Type	US ID	US Title	NQF Level	Credits
Deal with Customers [3 days]				**5**
Core	14338	Attend to customer enquiries in an office setting	2	2
Core	14348	Process incoming and outgoing telephone calls	2	3
Deal with Information [5 days]				**8**
Core	14339	Identify and maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain confidentiality	2	5
Core	14340	Maintain an existing information system in a business environment	2	4
Core	14346	Process numerical and text data in a business environment	2	2
Core	14353	Conduct basic financial transactions	2	3
Managing Time and Self [5 days]				**14**
Core	14342	Manage time and work processes within a business environment	2	4
Elective	14352	Manage a diary for self and others	2	4
Core	8618	Organise oneself in the workplace	2	3
Elective	120308	Apply knowledge of self in order to make a personal decision	2	3
Understand the Business Environment [5 days]				**18**
Core	14344	Demonstrate an understanding of a selected business environment	2	10
Core	14343	Investigate the structure of an organization as a workplace	2	8
Understand Current Affairs and HIV [3 days]				**8**
Core	14341	Keep informed about current affairs related to one's own industry	2	4
Elective	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	3	4

National Certificate: Business Administration Services Q67465 (LP23655) L3

Note: This is a legacy qualification that has been extended from 01 July 2026 to 30 June 2028 (last date of enrolment).

US Type	US ID	US Title	NQF Level	Credits
Business Administration [5 days]				**12**
Core	13937	Monitor and control office supplies	3	2
Core	13931	Monitor and control the maintenance of office equipment	3	4
Core	13933	Plan, monitor and control an information system in a business environment	3	3
Core	7706	Maintain a Booking System	3	3
Business Reception [4 days]				**11**
Elective	13928	Monitor and control reception area	3	4
Elective	13930	Monitor and control the receiving and satisfaction of visitors	3	4
Elective	7790	Process incoming and outgoing telephone calls	3	3
Meeting Administration [3 days]				**7**
Core	13929	Co-ordinate meetings, minor events and travel arrangements	3	3
Core	13934	Plan and prepare meeting communications	3	4
The Business Environment [5 days]				**15**
Core	14357	Demonstrate an understanding of a selected business environment	4	10
Core	7785	Function in a business environment	3	4
Core	7796	Maintain a secure working environment	3	1

Further Education and Training Certificate: Business Administration Services Q61595 (LP35928) L4

Note: This is a legacy qualification that has been extended from 01 July 2026 to 30 June 2028 (last date of enrolment).

US Type	US ID	US Title	NQF Level	Credits
Deal with Administrative Procedures [4 days]				**12**
Core	110009	Manage administration records	4	4
Core	110003	Develop administrative procedures in a selected organisation	4	8
Personal and Team Effectiveness [5 days]				**20**
Core	110021	Achieve personal effectiveness in business environment	4	6
Core	15234	Apply efficient time management to the work of a department / division / section	5	4
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	4	10

Further Education and Training Certificate: Contact Centre Operations Q93996 (LP71489) L4

Note: This is a legacy qualification that has been extended from 01 July 2026 to 30 June 2028 (last date of enrolment).

US Type	US ID	US Title	NQF Level	Credits
Contact Centre Customers and Sales Techniques [7 days]				**22**
Core	10326	Identify customers of Contact Centres	4	4
Core	10323	Implement Contact Centre specific sales techniques to generate sales through a Contact Centre	4	12
Core	10324	Describe features, advantages and benefits of a range of products or services	4	6
Contact Centre Service Levels and Statistical Data [5 days]				**22**
Core	10313	Comply with service levels as set out in a Contact Centre Operation	4	10
Core	10322	Retrieve and correlate statistical data applicable to Contact Centres	4	12
Contact Centre Performance and Coaching [6 days]				**22**
Core	10321	Monitor and maintain performance standards in a Contact Centre	4	12
Core	10327	Provide coaching to personnel within a Contact Centre	4	10
Implement Contact Centre Activities [5 days]				**18**
Elective	10328	Implement and co-ordinate Contact Centre activities in a commercial environment	4	18

Further Education and Training Certificate: Generic Management Q57712 (LP74630) L4

Note: This is a legacy qualification that has been extended from 01 July 2026 to 30 June 2027 (last date of enrolment).

US Type	US ID	US Title	NQF Level	Credits
Leadership [6 days]				**27**
Core	242824	Apply leadership concepts in a work context	4	12
Core	242819	Motivate and build a team	4	10
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	4	5
Leading and Motivating a Team [6 days]				**22**
Core	242824	Apply leadership concepts in a work context	4	12
Core	242819	Motivate and Build a Team	4	10
Performance Management [5 days]				**13**
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy.	4	5
Elective	11473	Manage individual and team performance	4	8
The Code of Conduct and Customer Service Standards [6 days]				**15**
Core	242816	Conduct a structured meeting	4	5
Core	242815	Apply the organisation's code of conduct in a work environment	4	5
Core	242829	Monitor the level of service to range of customers	4	5
The Role of the Manager [6 days]				**19**
Elective	242818	Describe the relationship of junior management to other roles	4	5
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	4	8
Time Management [6 days]				**15**
Core	242811	Prioritise time and work for self and team	4	5
Core	242822	Employ a systematic approach to achieving objectives	4	10

National Certificate: Generic Management: General Management Q59201 (LP60269) L5

Note: This is a legacy qualification that has been extended from 01 July 2026 to 30 June 2027 (last date of enrolment).

US Type	US ID	US Title	NQF Level	Credits
Best Practice Management [6 days]				**15**
Fundamental	252042	Apply the principles of ethics to improve organisational culture	5	5
Core	252044	Apply the principles of knowledge management	5	6
Elective	252024	Evaluate current practices against best practice	5	4
Change Management [8 days]				**20**
Core	252021	Formulate recommendations for a change process	5	8
Fundamental	252026	Apply a systems approach to decision making	5	6
Core	252020	Create and manage an environment that promotes innovation	5	6
Diversity and Conflict Management [8 days]				**22**
Core	252043	Manage a diverse work force to add value	5	6
Elective	117853	Conduct negotiations to deal with conflict situations	5	8
Elective	114226	Interpret and manage conflicts within the workplace	5	8
Leadership [6 days]				**18**
Fundamental	120300	Analyse leadership and related theories in a work context	5	8
Core	252037	Build teams to achieve goals and objectives	5	6
Elective	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	5	4
People Management [10 days]				**33**
Core	252029	Lead people development and talent management	5	8
Core	252034	Monitor and evaluate team members against performance standards	5	8
Elective	12140	Recruit and select candidates to fill defined positions	5	9
Core	252035	Select and coach first line managers	5	8
Relationship Management [7 days]				**18**
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	5	6
Elective	252031	Apply the principles and concepts of emotional intelligence to the management of self and others	5	4
Fundamental	12433	Use communication techniques effectively	5	8
Results-based Management [9 days]				**24**
Fundamental	252022	Develop, implement and evaluate a project plan	5	8
Core	252032	Develop, implement and evaluate an operational plan	5	8
Core	252025	Monitor, assess and manage risk	5	8

5.3 LEARNERSHIPS

Learnerships are held via face-to-face or virtual contact sessions.

Qualification	Name	Contact Days	NQF Level	Credits
61595 LP 35928	FETC: Business Administration Services	32	4	140
57712 LP 74630	FETC: Generic Management: General Management	34	4	154
59201 LP 60269	NC: Generic Management: General Management	35	5	164
93996 LP 71489	FETC: Contact Centre Operations	32	4	132