# BUSINESS CENTRE PROGRAMMES

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EDULOAN APPLICATION FORM
APPLICATION FORM FOR ADMISSION (STUDENTS)
1.1 Background & Development

The current Business Centre originated from the original “Unibo Business Centre” which was started in 1990 as a Centre at the then Bophuthatswana National Development Corporation in the form of once off R1 million grant (the custodian was UNIBO Foundation). The Centre was established to address the needs for development of managers in the region at the time. It was started with 4 short courses. It was later registered as a Section 21 company, and was governed by a Board of Directors. Some of the duties of the directors were to provide advice on the academic content of programmes and assist in the maintenance of standard.

In 2000 the Business Centre was deregistered as Section 21 Company and incorporated in the new Graduate School of Business & Government Leadership. The previous Board of Directors became a Management Board. The duties of the Management Board were spelt out by a Founding Document which was approved by the then University of North West Council.

In 2004, the University of North West was merged with the University of Potchefstroom.

The Business Centre has indeed developed rapidly since its humble beginning in 1990 and is currently offering 30 of its own Short Learning Programmes (refer to official brochure) as well as handling SLP’s on behalf of other Faculties on the Mafikeng Campus of the North West University. The financial methodology that the Business Centre is using is the same as for any cost centre within a Faculty. The Business Centre has an annual budget like any other business/cost centre.

1.1.1 The Business Centre as a provider of tailor-made tuition

Currently it handles more than 30 Short courses, approved by the Institutional Committee on Academic Standards (ICAS) - the quality assurance “watchdog” of the North West University. The Business Centre operates in THREE distinct areas, namely:
- Short Learning Programmes (less than 120 proposed credits);
- Small Business Development Unit;
- Special Projects (Skills Development, Capacity Building)

The centre was established because of the urgent need for training facilities to improve the region’s management skills. The centre specializes in offering career-orientated short courses in the short and medium term. Most of the courses were developed after special requests were received from existing and potential clients in the private and public sectors.

1.2 Principles:

The principles of the Business Centre should be read together with the general principles of the North West University’s Quality Assurance Policy. The following are the most important principles:
• Issues that contribute to ongoing quality improvement should be acted on promptly to fulfill the needs of the market place and expectations of the Business Centre;
• Commitments made to clients should be honoured at all time;
• All employees of the Business Centre should take personal responsibility for their own high ethical norms, professional quality and standards in the fulfillment of their respective duties regarding all short courses and short learning programmes that they deal with;
• Employees should exercise their responsibilities within a supportive environment where standards are clearly defined;
• Continuous creativeness and improvement of innovation should be encouraged and developed by means of providing ample training opportunities for full-time staff members;
• Active student / candidate “feedback” should be sought from all students / candidates attending each module consisting a short course;
• Duplication of effort should be strenuously avoided in the presentation / facilitation of programmes / modules;
• Consistency should at all times be promoted rather than standardization;
• The concept of quality and fairness should be practiced in all dealings with students/ candidates attending courses / modules;
• The quality of presentation by presenters / facilitators should be measured by students / candidates for each module presented in a Short Learning Programme according to prescribed evaluation criteria;
• Monitoring by the Management of the Business Centre, on an ad-hoc basis, should take place with regards to each short certificate course/programme actively on offer during a specific time period, normally a year;
• Entry requirements should be determined separately for each short certificate course and shall be made known in the annual official promotional brochure of the Business Centre.
The Business Centre has an approved Quality Management System (QMS) as amended in place. The Business Centre has effective, efficient and accessible procedures for assuring and enhancing the quality and academic standards of modules constituting its short learning programmes. The procedures and academic standards must also be accepted and adhered to in terms of any Agreement with “joint venture” outside service providers.

Business Centre - Short Learning Programmes for 2017

The procedures include the following:

• An effective electronic mechanisation for seeking, and acting on, feedback from students/candidates and other appropriate stakeholders;
• The purpose and objectives for each short certificate course of study should be specified, and all reasonable efforts shall be implemented to attain such purposes and objectives;
• Effective and efficient mechanism should be in place to develop new short certificate courses, and maintaining and / or amending existing short certificate courses to be in line with best practices;
• Existing short certificate courses should be assessed annually in order to assertion its future relevance and needs from an academic, marketing and potential client point of view;
• External assessors should be utilised from time to time to ensure the sustained quality and value of existing short courses;
• Continuous Assessment Standards regarding Short Certificate Courses/learning programmes:
  The following policies and procedures should be adhered to regarding continuous assessment for short certificate courses/learning programmes:
• Satisfactory academic assessments shall be conducted, whether it is a written examination, written assignment or practical test / examination in respect of each of the modules constituting the short courses/learning programmes.
• The tests, examinations, assignments and / or practical tests / examinations as indicated above shall be conducted on the completion of each module(s) constituting a short course/learning programmes.
• All short courses must be passed with a minimum of fifty percent (50%) to qualify for any accredited Short Course Certificate, which shall be issued by the North West University (Mafikeng Campus);
• A sub-minimum of forty percent (40%) in any one (1) of the modules constituting a short course will be allowed, provided that the student / candidate shall still obtain an average of at least fifty percent (50%) in all of the modules constituting the short course/learning programme.
• If a student scores below the sub-minimum of forty percent (40%) as stated above in any two (2) modules constituting a course, the result shall be reflected and registered as a fail, irrespective whether the average of all the modules constituting the course is equal to or exceed the stipulated pass mark of fifty (50%);
• A student shall attend at least ninety percent (90%) of all the modules constituting a short course/learning programme to qualify for a Short Course Certificate, irrespective of whether the student / candidate passed all module assessments successfully;
• Module marks shall be electronically captured and kept for a period of at ten (10) years.
• No marks shall be released if any fees payable by a student are still outstanding;
• No marks shall be released to students / candidates or otherwise without the written consent of the presenter / facilitator and Executive Management of the Business Centre;
• Certificates of Competence shall be issued to all students who successfully completed a short course/learning programme of which the duration is equal to or exceed forty (40) notional hours of contact time, or equal to 12 credits based on SAQA Unit Standards;
• Certificates of Attendance shall be issued to students who attended courses/workshops with a contact duration of less than forty (40) contact notional hours or less than 12 credits based on SAQA Unit Standards, irrespective whether the self-study notional hours allowed per course exceeds the said forty (40) notional hours;
• No duplicate of any certificate shall be allowed;
• A request for a duplicate shall only be in the form of an official confirmation letter on a letterhead of the Business Centre;
• Students / candidates should be allowed to lodge an official written and motivated appeal to the Executive Management of the Business Centre if he / she feel that they were unfairly treated in any of the module continuous assessments. The decision of the Business Centre Management in such cases will be final.
• The number of credits of each short course/learning programme shall be determined by the total number of notional hours allocated to such a course, calculated and based upon either unit-standards or a portion of an existing NWU qualification;
• The duration of each short course/learning programme should be determined by a combination of its degree of difficulty, proposed NQF level and number of modules constituting the short course;
• Course material for each module in a course shall be in the form of pre-approved lecturing notes supplied by the presenter / facilitator and / or appropriate textbook (s), and supplied to students / candidates on registration;
• Application to attend a short course by students / candidates shall become compulsory;
• Official registration on the prescribed form to attend a short course after acceptance of the application to attend shall be compulsory for students / candidates;
• Registrations to attend shall close at least ten days (10) prior to the course being offered.

3 RECOGNITION OF PRIOR LEARNING (RPL) REGARDING SHORT COURSES

An approved RPL Policy exists in the Business Centre and is available for perusal purposes. In short, the following is applicable as far as RPL is concerned: The following rules and procedures are applicable and shall be followed if a request for recognition of prior learning is received from a prospective candidate who indicated to register in any short course/learning programme on offer by the Business Centre:
• The RPL principle shall be applicable on all short certificate courses on offer:
• All applications for RPL shall be in writing and addressed to the Director of the Business Centre;
• The degree of difficulty and / or HET or FET NQF level should be determined before any RPL application can be considered;
• No RPL application shall be considered and / or approved in cases where the assessed standard, continuous assessment, difficulty level or any other relevant information obtained proved to be inferior to the specific Business Centre short course or module(s);
• RPL shall only be considered and approved up to a maximum of 25% (twenty five percent) of modules constituting a course in the specific Business Centre short course and learning programme on offer;
• Decisions made by the Business Centre Executive Management regarding RPL applications will be final and no further correspondence and / or appeals shall be entertained afterwards;

4 IMPROVEMENT AND CAPACITY BUILDING ARRANGEMENTS INTRODUCED:

• Improving teaching and learning resources shall be a priority in terms of quality promotion and capacity development;
• Transformation in the sense of developing the capabilities of individual potential of presenters / facilitators in terms of personal enrichment shall be considered a priority in the Business Centre;
• Fitness for purpose shall be in line with and in relation to the specific mission and vision of the Business Centre within the national framework of differentiation and diversity;
• Quality and the sustainability of agreed upon quality standards within the Business Centre short certificate courses/learning programmes shall never be negotiable.

OFFICERS OF THE BUSINESS CENTRE

ACTING DIRECTOR: GRADUATE SCHOOL
Prof J. Meyer
GCHE (Monash); PhD (UP); MBL (UNISA); CLM (UP); BA (Pol Sc) (UP)

PROGRAMME MANAGER:
Mrs R.S. April
Dip in HRM; PG Dip Man; MBA

ADMIN ASSISTANT:
Charity Molefe
IMPORTANT NOTE:

It should be noted that ALL references in this brochure to NQF levels are mere proposed NQF levels and credits are mere proposed credits.
LEARNING OUTCOMES:
After completion of the course, students should be able to:

- Convert Text to table and vice versa
- Work with referencing features
- Footnotes, Endnotes,
- Table of Contents
- Table of Figures
- Apply Mail merge
- Use electronic links
- Work with subdocuments and Master Documents
- Headers, Footers and watermarks
- Enhance PowerPoint presentations
- Apply advance Chart techniques
- Insert Movies and Sound to presentation
- Apply Conditional Formatting
- Use different advanced function to solve business solutions
- Create advance charts
- Analyse, filter and sort data
- Create, edit, copy and delete macros
- Collaborate between spread sheet

PURPOSE

- The main purpose of Advanced Computer Skills is to train individuals who have completed Basic Computer Literacy to an advanced level. Learners will be able to then transfer data between applications, apply various functions and formulas.
- They will also be able to make decisions over acquisition of software packages suitable to their departments and directorate. Issues such as data security, database querying and generating of database reports are covered to prepare learners for the actual workplace

LEVEL OF TRAINING:
ACS is Unit Standard (US) based:

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Total credits = 8

MODULE 1: INYM 121 – COMPUTER APPLICATIONS & PACKAGES

- End user systems versus organizational Systems
- Analysis of knowledge work and its requirements
- Assessment of organizational data
- Assessment of External Data
- Development of Macros
- Database software to develop Solutions

DURATION: 5 days

STYLE OF LEARNING
Formal lecturing
ASSESSMENT METHODS
Summative:
• Formal Test/examination at the completion of each module
• Practical class tests / or assignments

Formative:
• Group and individual assignments, and
• Practical IT Laboratory presentation

ENTRY REQUIREMENTS:
Basic Computer Literacy is a pre-requisite. Students who can proof that they have sufficient practical experience in a working environment of Basic Computer Skills can request RPL to replace the mentioned pre-requisite of Computer Literacy.

LANGUAGE: English

LEARNING MATERIAL:
• Learning material (hard copy)
• Study Guides/Lecturer’s notes
• Recognised textbooks where lecturing notes are not available

FEES: R4000 per student / R800 per day

PAYMENT ARRANGEMENTS:
• 50% on registration
• Balance in TWO (2) instalments
• Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES
After successful completion of the course, students should be able to:

• Analyse and communicate business strategy
• Align business unit with business strategy
• Develop a strategic plan
• Evaluate and recommend business strategy
• Build teams

PURPOSE:
To train advanced computer skills (Excel) to government officials and NGO's

LEVEL OF TRAINING: HET ON NQF LEVEL 5
AMD is Unit Standard (US) based:

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Total credits = 2

MODULE 1: INYM 121– COMPUTER APPLICATIONS AND PACKAGES

• Advance formatting
• Advanced charting
• Filter and sort lists
• Validate data
• Use electronic links
• Apply Security on spread sheet
• Work on multiple spreadsheets

DURATION: 4 Days

STYLE OF LEARNING
Formal lecturing on block-release basis

ASSESSMENT METHODS
Summative:
- Formal Test/examination at the completion of each module
- Practical class tests /assignments

Formative:
- Individual and group assignment, and
- Practical presentation of a strategic or business plan after completion of the course

ENTRY REQUIREMENTS:
• Basic Excel

LANGUAGE: English

LEARNING MATERIAL:
• Learning material (hard copy)
• Study Guides/Lecturer’s notes
Recognized textbooks where lecturing notes are not available

FEES: R3200 per student / R800 per day

PAYMENT ARRANGEMENTS:
• 50% on registration
• Balance in THREE (3) instalments
• Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES

After successful completion of the course, students should be able to:

- Analyse and communicate the business strategy of an Organisation
- Align business unit to with business strategy
- Developing Strategic plans
- How to evaluate and recommend best strategies
- Team building
  - Team theories
  - Process of building teams
- Team effectiveness

PURPOSE

- Knowledge and skills to design an HR plan which ensures the identification of the organisation’s current and future HR needs, potential challenges and consistent delivery on its mandate and the results required.
- Increase current HR knowledge and skills that will be needed to effectively contribute towards achieving the goals of the department or organisation.
- At the end of the programme the candidate will be able to conduct selection of new employees, draft employment contracts and generate performance plans. The candidate will also gain knowledge and skills to design an HR plan which ensures the identification of the organisation’s current and future HR needs, potential challenges and capacity to deliver on its mandate

LEVEL OF TRAINING: FET ON NQF LEVEL 6

AHRM is Unit Standard (US) based:

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Total credits = 24 on different levels

MODULE 1: 252393 - PRODUCE A HUMAN RESOURCE (HR) PLAN TO ACHIEVE ORGANISATIONAL RESULTS

- Determine and apply an organisation-specific HR framework or template for HR planning.
- Forecast human resources requirements based on the contextual elements that affect organisational results.
- Conduct workforce analyses.
- Conduct gap analyses.
- Develop and implement a plan to address HR issues and priorities.
- Monitor, evaluate and adjust action plans to give effect to the HR plan.


- Demonstrate an understanding of the purpose and primary objects, application and interpretation of the Labour Relations Act
- Describe the bodies created by the Labour Relations Act
- Identify the relevant stakeholders covered by the Labour Relations Act
- Explain the various categories of dismissal disputes covered by the Labour Relations Act
- Describing the appropriate dispute resolution route for dismissal disputes as set out in the Labour Relations Act
• Demonstrating an understanding of disputes referred as Unfair Labour Practice, org rights and mutual interest as set out in the Labour Relations Act
• Demonstrating an understanding of the various codes of good practice and schedules in terms of the Labour Relations Act

DURATION: 10 days on a block-release basis

STYLE OF LEARNING: Formal lecturing on block-release basis

ASSESSMENT METHODS
Summative:
• Formal Test/examination
• Practical class tests /assignments
Formative:
• Group assignments, and
• Practical field visits

ENTRY REQUIREMENTS:
• HRM
• Relevant working experience
• No formal post school qualification required

LEARNING MATERIAL:
• Learning material (hard copy)
• Study Guides/Lecturer’s notes
• Recognized textbooks where lecturing notes are not available

FEES: R8000 per student / R800 per day

PAYMENT ARRANGEMENTS:
• 50% on registration
• Balance in TWO (2) instalments
• Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After successful completion of the course, students should be able to:

- Role of leadership in a purchasing function
- Skills and competences in purchasing
- Lead change in supply chain
- Understand key Finance concepts
- Do Bookkeeping
- Manage cash flow
- Draw a balance sheet
- Calculate Ratios
- Comply with legislative requirements
- Develop professional Teams
- Prepare budgets
- Prepare motivation for budgetary requirements
- Prepare a business plan

PURPOSE
The purpose of this course is to equip middle and senior level managers with the requisite skills as they move up the organizational ladder. It aims to equip practicing managers with skills in marketing, negotiation leadership and supply chain management all of which are necessary for managers to be successful.

LEVEL OF TRAINING: HET ON NQF LEVEL 5
AMD is Unit Standard (US) based:

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Total credits = 50

MODULE 1: 336700– LEAD AND INFLUENCE THE SUPPLY CHAIN MANAGEMENT ENVIRONMENT
- Lead and manage the supply chain management environment.
- Lead and influence the supply chain.
- Develop a culture of productivity through

MODULE 2: 114278 – DEMONSTRATE AND APPLY AN UNDERSTANDING OF THE LABOUR MODULE 2: 336055– APPLY KNOWLEDGE OF FINANCE, ACCOUNTANCY, BOOKKEEPING AND TAX TO A SPECIFIC SMALL BUSINESS
- Demonstrating an understanding of key finance concepts applicable to financing a specific small business.
- Demonstrating an understanding of bookkeeping concepts for keeping the books of a specific small business.
- Demonstrating an understanding of key accounting records used in the financial management of a specific small business.
- Demonstrating an understanding of the tax system applicable to a specific small business
MODULE 3: 243109– MANAGE KNOWLEDGE MANAGEMENT SYSTEMS WITHIN THE PUBLIC SECTOR

- Creating and supporting a vision and culture that empowers staff to seek and share knowledge.
- Establishing partnerships across organisational boundaries to facilitate knowledge sharing.
- Correlating different organisational knowledge structures.
- Facilitating knowledge management communication lines within and across organisations.

MODULE 4: 120302 – PREPARE BUDGETS FOR A SPECIFIC SECTOR

- Applying knowledge and understanding of the South African legislative framework for budgeting processes.
- Evaluating budgeting processes and procedures.
- Managing budgetary processes and data to ensure that they comply with timeframes, integrated planning and legislative requirements.
- Recommending and advising on the roles and responsibilities of role players in the budgetary process.
- Prepare and compile the budget in line with policy initiatives and prescribed amounts.

DURATION: 20 Days

STYLE OF LEARNING
Formal lecturing on block-release basis

ASSESSMENT METHODS
Summative:
- Formal Test/examination at the completion of each module
- Practical class tests /assignments

Formative:
- Individual and group assignment, and
- Practical presentation of a strategic or business plan after completion of the course

ENTRY REQUIREMENTS:
Grade 12 and or equivalent qualification

LANGUAGE: English

LEARNING MATERIAL:
- Learning material (hard copy)
- Study Guides/Lecturer’s notes
- Recognized textbooks where lecturing notes are not available

FEES: R16 000 per student / R800 per day

PAYMENT ARRANGEMENTS:
- 50% on registration
- Balance in THREE (3) instalments
- Fees are NOT refundable upon cancelation or withdrawal from the training course
SHORT LEARNING PROGRAMME ON ADVANCED STRATEGIC MANAGEMENT (ASM)

LEARNING OUTCOMES:
On completion of the course, students should be able to:
• Analyse and communicate business strategy
• Align business unit with business strategy
• Develop a strategic plan
• Evaluate and recommend business strategy
• Build teams

PURPOSE
• At the end of the programme the participants will have an understanding of business strategy and have capacity to build team work.
• The course will equip practicing managers with skills in marketing, negotiation, leadership and supply chain, which are necessary for managers to be successful?

LEVEL OF TRAINING: HET ON NQF LEVEL 5
AMD is Unit Standard (US) based:

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Total credits = 21

MODULE 1: 10071– DEVELOP A STRATEGIC PLANMENT
• Articulating the vision in a marketing context
• Analysing possible long term trends with macro, micro, market and competitor environments
• Developing strategic marketing objectives
• Developing alternative long term strategies
• Evaluating and recommending “best” strategy

MODULE 2: 252037– BUILD TEAMS TO ACHIEVE GOALS AND OBJECTIVES
• Demonstrating knowledge of and insight into the theory of teams and the importance of teams in workplace activities.
• Applying the theory of teams to team dynamics. Work with multiple worksheets.
• Explaining the process of building teams.
• Analysing the role of team leader in promoting team effectiveness.
• Evaluating the effectiveness of a team and propose ways to improve team effectiveness

DURATION: 8 Days

STYLE OF LEARNING
Formal lecturing on block-release basis

ASSESSMENT METHODS
Summative:
• Formal Test/examination at the completion of each module
• Practical class tests /assignments

Formative:
• Individual and group assignment, and
• Practical presentation of a strategic or business plan after completion of the course
ENTRY REQUIREMENTS:
Grade 12 or any qualification equal to it

LANGUAGE: English

LEARNING MATERIAL:
• Learning material (hard copy)
• Study Guides/Lecturer’s notes
• Recognized textbooks where lecturing notes are not available

FEES: R6 400 per student / R800 per day

PAYMENT ARRANGEMENTS:
• 50% on registration
• Balance in THREE (3) instalments
• Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After successful completion of the course, students should be able to:

• Asset inspection
• Review status and condition of Assets
• Optimise the use of assets
• Procedure for disposal
• Asset storage and packaging

PURPOSE
• Supply assets management skills to Government officials

LEVEL OF TRAINING: HET ON NQF LEVEL 5
SPML is Unit Standard (US) based:

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Total credits = 12

MODULE 1: 243265– MANAGE ASSETS OF A BUSINESS UNIT

• Review the status and the condition of assets of a business unit to identify opportunities for improvement or problems
• Develop and implement action plans to improve the efficiency of, or to correct problems in, the use of the assets of the business unit
• Manage and monitor the use of retail business unit assets
• Analyse and interpret reports and present them to the relevant stakeholder
• Discuss and explain the issues related to managing the assets of a motor retail department

DURATION: 4 Days

STYLE OF LEARNING
Formal lecturing on block-release basis

ASSESSMENT METHODS
Summative:
• Formal Test/examination at the completion of each module
• Practical class tests /assignments

Formative:
• Individual and group assignment, and
• Practical presentation of a strategic or business plan after completion of the course

ENTRY REQUIREMENTS:
Grade 12.

LANGUAGE: English

LEARNING MATERIAL:
• Learning material (hard copy)
• Study Guides/Lecturer’s notes
• Recognized textbooks where lecturing notes are not available

FEES: R3 200 per student / R800 per day
PAYMENT ARRANGEMENTS:
• 50% on registration
• Balance in THREE (3) instalments
• Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
On completion of the course, students should be able to:
- Principles of Word Processing, Excel, PowerPoint, Internet and emailing
- Open and close MS Word, MS Excel, MS PowerPoint
- Log in and out of internet
- Send and receive email messages
- Send multiple emails
- Check spelling and grammar
- Create, edit, format and save spread sheets
- Use basic functions
- Produce, format and publish slides
- Browse the internet

PURPOSE
- The course enables learners to acquire computer skills through effective and efficient use of packaged software to fulfil tasks such as basic word processing, working with spread sheets and to design and present a PowerPoint presentation.

LEVEL OF TRAINING:

MODULE 1: USE A GRAPHICAL USER INTERFACE (GUI) BASED WORD PROCESSOR TO CREATE AND EDIT DOCUMENTS (MS-WORD)
- Demonstrate an understanding of the principles of word processing.
- Create, open and save documents.
- Produce a document from given text.
- Format a document.
- Edit a document.
- Check spelling and grammar in a document.
- Adjust the display characteristics.

MODULE 2: USE A GRAPHICAL USER INTERFACE (GUI) BASED SPREADSHEET APPLICATION TO SOLVE A GIVEN PROBLEM (MS-EXCEL)
- Prepare and produce a spread sheet to provide a solution to a given problem.
- Adjust settings to customise the view and preferences of the spread sheet application to suite the solution created for the given problem
- Work with multiple worksheets to suite the solution to the given problem.
- Apply formulae to worksheets to provide alternative solutions to a problem.
- Apply simple built-in functions of the spread sheet application to the given problem.
- Apply formatting to a spread sheet applicable to the given problem.
- Use special effects to improve the presentation of the spread sheet.
- Evaluate a spread sheet to comply with the given problem.

MODULE 3: USE A GRAPHICAL USER INTERFACE (GUI) BASED PRESENTATION APPLICATION TO CREATE AND EDIT SLIDE PRESENTATIONS (MS-POWERPOINT)
- Demonstrate an understanding of the use of presentation applications.
- Create a new slide presentation.
- Produce a slide presentation from given text.
- Format a slide presentation.
- Edit a slide presentation.
- Check spelling and grammar in a slide presentation.
MODULE 4: USE A GRAPHICAL USER INTERFACE (GUI) BASED WEB-BROWSER TO SEARCH THE INTERNET (INTERNET SURFING)
- Understand the concepts and terms of the Internet.
- Explain legal and ethical issues in relation to Internet use.
- Use a GUI-based browser to display a given Web Page.
- Adjust settings to customise the view and preferences of the browser application.
- Navigate on the Internet.
- Use a Search Engine to locate given information specifications.
- Obtain information from a Web site.

MODULE 5: USE ELECTRONIC MAIL TO SEND AND RECEIVE MESSAGES (E-MAIL)
- Understand the concepts and terms of electronic messaging.
- Create and send an E-mail message.
- Receive and respond to e-mails.
- Print an E-mail message
- Work with multiple E-mail messages.
- Adjust settings to customise the view and preferences of the E-mail application.

MODULE 6: USE A GRAPHICAL USER INTERFACE (GUI) BASED DATABASE APPLICATION TO WORK WITH SIMPLEx DATABASES (DATABASE)
- Understand the principles of databases
- Open and save a simple existing database
- Produce and edit a simple database table from given specifications
- Data is entered into a simple database table from given specifications
- Modify the design of a database table
- Sort and search for records in a database table

DURATION: 5 days

STYLE OF LEARNING: Formal lecturing

ENTRY REQUIREMENTS: No formal post-matric qualifications are required

LANGUAGE: English

LEARNING MATERIAL:
- Learning material (hard copy)
- Study Guides/Lecturer’s notes
- Recognized textbooks where lecturing notes are not available

FEES: R3 750 per student / R750 per day

PAYMENT ARRANGEMENTS:
- 50% on registration
- Balance on commencement of course
- Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES
After successful completion of the course, students should be able to:

- Interpret customer needs
- Improve your questioning and interviewing skills
- Deal with customers
- Communicate efficiently
- Build teams
- Improve team effectiveness

PURPOSE:

- At the end of the programme the participants will be able to understand the customer behaviour and how to act positively on negative customer behaviour.
- To acknowledge, learn and understand the consequences and / or results that “lost or unhappy customers can cause to the organisation

LEVEL OF TRAINING:
CCSDM is Unit Standard (US) based:

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Total credits = 20

MODULE 1: 10053 - MANAGE CUSTOMER REQUIREMENTS AND NEEDS AND IMPLEMENT ACTION PLANS

- Listening to and interpreting customer needs
- Describing action plans
- Implementing action plan to meet customers needs
- Tracking and measuring the action plan to its completion

MODULE 2: 10052 - MONITOR HANDLING OF CUSTOMERS BY FRONTLINE CUSTOMER SERVICE

- Listening to and interpreting customer needs
- Describing action plans
- Implementing action plan to meet customers needs
- Tracking and measuring the action plan to its completion

MODULE 3: 7865 - IMPROVE SERVICE TO CUSTOMERS

- Describe the organisation’s customer feedback procedures.
- Describe various team building techniques that can be implemented.
- Explain the importance of encouraging colleagues to offer ideas to improve service to customers.
- Explain the importance of cultural considerations when interacting with customers.
- Constantly encourage and record comments on service reliability from customers.
- Identify and record changes in customers’ preferences.
- Conduct trend analysis based on customer feedback and sales data.
- Evaluate and adjust organisational procedures and service standards.
DURATION: 8 days on block-release basis

STYLE OF LEARNING
Formal lecturing, practical role play exercises and practical video material evaluation
Group exercises

ASSESSMENT METHODS
Summative:
• Formal Test/examination at the completion of each module
• Practical class tests / individual assignments
Formative:
• Group assignment and case analysis
• Role play exercises
• Peer evaluation

ENTRY REQUIREMENTS:
Grade 12 (Std 10) or any qualification equal to it

LANGUAGE: English

LEARNING MATERIAL:
• Learning material (hard copy)
• Study Guides/Lecturer’s notes
• Recognized textbooks where lecturing notes are not available

FEES: R6 400 per student / R800 per day

PAYMENT ARRANGEMENTS:
• 50% on registration
• Balance in TWO (2) instalments
• Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES
After successful completion of the course, students should be able to:
• The Need for Public relations
• Techniques used in Public relations
• Plan a Public relation event
• Analyse Target audience
• Develop target messages
• Co-ordinate an event
• Process and monitor event registration
• Prepare, edit and arrange a newsletter

PURPOSE
• The primary objective of the course is to provide learners with skills and competencies to promote and manage a company’s public image, brand and relationships with stakeholders within the context of the changing modern communications landscape and walk away with the ability to construct a complete PR plan for any organisation or business.
• Leaners will be able to communicate effectively with their audiences, and prepare public relations and communications messages in the appropriate style, apply appropriate technology to the creation and dissemination of messages and plan, initiate and complete a specific Public Relations or Communications Campaign.

LEARNING OUTCOMES:
After successful completion of the course, students should be able to:
 Apply knowledge of finance, accountancy, bookkeeping and tax to a specific small business
 Apply practical principles of marketing to a specific small business
 Produce a business plan for a small business
 Identify different types of business and their legal implications

PURPOSE
It is an introduction to the important areas of entrepreneurship. It is targeting individuals with a desire to start their own business and to become financially independent. It covers all the basics of the entrepreneurial skills needed to become a successful business person.

LEVEL OF TRAINING:
CPR is Unit Standard (US) based:

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Total credits = 35 on different levels

MODULE 1: 336018 - DEMONSTRATE AN UNDERSTANDING OF PUBLIC AFFAIRS
• Explain the need for public affairs.
• Describe the nature and techniques of public affairs.
• Describe the governmental structures relating to public affairs.
MODULE 2: 335996 - PLAN A PUBLIC RELATIONS PROGRAMME
• Analyse the situation.
• Set specific objectives for the public relations programme.
• Analyse the target audience.
• Develop the programme message.
• Plan the evaluation of the programme.

MODULE 3: 256074 – CO-ORDINATE AN EVENT
• Event planning
• Process event registrations.
• Monitor event registrations
• Conduct events registrations

MODULE 4: 335954 - PREPARE EMPLOYEE COMMUNICATION MATERIALS
• Source and edit features and pictures for inclusion in an employee newsletter.
• Arrange the layout and flow of articles.
• Prepare employee newsletters for distribution

MODULE 5: 336017 - MANAGE MEDIA RELATIONS
• Identify appropriate media to suit the target audience.
• Develop and manage mechanisms for interacting with the media.
• Respond to media queries.
• Evaluate media coverage.

DURATION:
14 days on block-release basis

STYLE OF LEARNING
Formal lecturing on block-release basis

ASSESSMENT METHODS
Summative:
• Formal Test/examination at the completion of each module
• Practical class tests / or assignments
Formative:
• Presentation
• Group assignments
• Exercises

ENTRY REQUIREMENTS:
No formal post-matric qualifications are required. Practical experience in the promotional field could be advantageous to students.

LANGUAGE: English

LEARNING MATERIAL:
• Learning material (hard copy)
• Study Guides/Lecturer’s notes
• Recognized textbooks where lecturing notes are not available

FEES: R11 200 per student / R800 per day

PAYMENT ARRANGEMENTS:
• 50% on registration
• Balance in THREE (3) instalments
• Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After successful completion of the course, students should be able to:

- Key concepts of finance for small business
- Identify sources of finance
- Bookkeeping
- Accounting
- Tax on small business
- Key concepts of marketing
- Prepare a business plan
- Different types of business
- Legal implications

PURPOSE
- To build capacity amongst entrepreneurs to effectively manage their organisations concerning financial management and marketing management.
- Participants will be able to develop a business plan.

LEVEL OF TRAINING:
ES is Unit Standard (US) based:

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Total credits = 44 on different levels

MODULE 1: 336055 - APPLY KNOWLEDGE OF FINANCE, ACCOUNTANCY, BOOKKEEPING AND TAX TO A SPECIFIC SMALL BUSINESS
- Demonstrating an understanding of key finance concepts applicable to financing a specific small business.
- Demonstrating an understanding of bookkeeping concepts for keeping the books of a specific small business.
- Demonstrating an understanding of key accounting records used in the financial management of a specific small business.
- Demonstrating an understanding of the tax system applicable to a specific small business.

MODULE 2: 336075 - APPLY PRACTICAL PRINCIPLES OF MARKETING TO A SPECIFIC SMALL BUSINESS
- Demonstrating an understanding of marketing concepts related to a specific small business environment.
- Demonstrating an understanding of the ‘product’ element of the marketing mix in a specific small business environment.
- Demonstrating an understanding of the ‘price’ element in the marketing mix as applied in a specific small business environment.
- Demonstrating an understanding of the ‘promotion’ element in the marketing mix as applied in a specific small business environment.
- Demonstrating an understanding of the ‘place’ element in the marketing mix as applied in a specific small business environment.
MODULE 3: 262380 - PRODUCE A BUSINESS PLAN FOR A SMALL BUSINESS
• Identify and demonstrate an understanding of the elements of a business plan.
• Compile an organisation structure for own business to determine how a business plan can best be integrated.
• Identify resources and information required to complete own business plan.
• Compile a business plan.

MODULE 4: 13994 – IDENTIFY AND DISCUSS DIFFERENT TYPES OF BUSINESS AND THEIR LEGAL IMPLICATIONS
• Identify / discuss and compare types of business
• Discuss procedures and essentials in starting a business
• Identify, discuss and explain, the legal implications of types of business

DURATION: 18 days on block-release basis

STYLE OF LEARNING
Formal lecturing on block-release basis

ASSESSMENT METHODS
Summative:
• Formal Test/examination at the completion of each module
• Practical class tests / or assignments

Formative:
• Group assignment and/or
• Case studies
• Practical field visits

ENTRY REQUIREMENTS:
No entry requirements needed. However, students attending must have a desire and be serious to start their own business

LANGUAGE: English

LEARNING MATERIAL:
• Learning material (hard copy)
• Study Guides/Lecturer's notes
• Recognised textbooks where lecturing notes are not available

FEES: R14 400 per student / R800 per day

PAYMENT ARRANGEMENTS:
• 50% on registration
• Balance in THREE (3) instalments
• Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After successful completion of the course, students should be able to:
• Understand the business environment
• Utilise accounting methods
• Benefit from accounting techniques
• Understand key concepts of finance for a small business
• Identify sources of finance
• Do bookkeeping
• Market their business
• Complete an accounting circle
• Manage business assets
• Optimize Business assets

PURPOSE
• At the end of the programme participants will be able to differentiate types of businesses and their tax implications.
• To build capacity amongst managers to effectively manage the financial aspects within an organisation.

LEVEL OF TRAINING

LEARNING OUTCOMES:
After successful completion of the course, students should be able to:
• Design and develop outcomes-based learning programmes
• Facilitate learning using a variety of given methodologies
• Analyse current and required skills
• Develop a training and development plan
• Plan, organise a skills development process
• Produce and verify a matrix of outcomes

PURPOSE
The main purpose is to attain practical skills in compiling Workplace Skills Plan, the design, development and evaluation of training courses as well as enhancing facilitation skills using a variety of given methodologies

LEVEL OF TRAINING:
EFNF is Unit Standard (US) based:

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Total credits = 44

MODULE 1: 12995 – MAINTAIN FINANCIAL RECORDS AND PREPARE GENERAL LEDGER ACCOUNTS
• Maintain records relating to capital acquisition and disposal.
• Record income and expenditure.
• Collect and collate information for the preparation of general ledger accounts.
• Prepare the extended trial balance.

MODULE 2: 15217 – 336055 - APPLY KNOWLEDGE OF FINANCE, ACCOUNTANCY, BOOKKEEPING
AND TAX TO A SPECIFIC SMALL BUSINESS

- Demonstrating an understanding of key finance concepts applicable to financing a specific small business.
- Demonstrating an understanding of bookkeeping concepts for keeping the books of a specific small business.
- Demonstrating an understanding of key accounting records used in the financial management of a specific small business.
- Demonstrating an understanding of the tax system applicable to a specific small business.

MODULE 3: 243265 - MANAGE ASSETS OF A BUSINESS UNIT

- Review the current status and condition of the assets of the business unit and identify opportunities for improvement, or problems.
- Develop and implement action plans to improve the efficiency of, or to correct problems in, the use of the assets of the business unit.
- Manage and monitor the use of motor retail business unit assets.
- Analyse and interpret reports and present them to relevant stakeholders.
- Discuss and explain issues related to managing the assets of a motor retail department.

DURATION: 18 days on block-release basis

STYLE OF LEARNING
Formal lecturing on block-release basis

ASSESSMENT METHODS

Summative:
- Formal Test/examination at the completion of each module
- Practical class tests / or assignments

Formative:
- Group assignment and/or
- Case studies
- Practical field visits

ENTRY REQUIREMENTS:
A grade 12 secondary school qualification or other qualification equal to it will be taken as the minimum qualification needed for admission into the course

LANGUAGE: English

LEARNING MATERIAL:
- Learning material (hard copy)
- Study Guides/Lecturer’s notes
- Recognised textbooks where lecturing notes are not available

FEES: R14 400 per student / R800 per day

PAYMENT ARRANGEMENTS:
- 50% on registration
- Balance in TWO (2) instalments
- Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After successful completion of the course, students should be able to:

- Develop learning materials
- Pilot learning materials
- Develop guidelines for facilitators
- Plan, prepare, and evaluate facilitation using a variety of methods
- Analyse learning outcomes

PURPOSE

- The purpose of the programme in HRD is to provide participants with applied, recognised and industry-standard based knowledge in the field of HRD. The design of the programme seeks to provide practical application of HRD theories. Furthermore, it focuses on the assessment, design, implementation, and eradication of training in both the private and public sector to enable departments or companies to achieve the performance standards set.
- Participants will be able to develop learning material, conduct skills analysis and facilitate learning.

LEVEL OF TRAINING:
HRD is Unit Standard (US) based:

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Total credits = 30 on different levels

MODULE 1: 123394 - DEVELOP OUTCOMES-BASED LEARNING PROGRAMMES

- Planning and prepare for development.
- Developing learning materials.
- Developing learning facilitation guidelines.
- Piloting and evaluating the development

MODULE 2: 15217 – DEVELOP AN ORGANIZATIONAL TRAINING AND DEVELOPMENT PLAN

- Analyse current and required skills
- Develop a skills profile and define a skills gap
- Establish skills priorities

MODULE 3: 117871 - FACILITATE LEARNING USING A VARIETY OF GIVEN METHODOLOGIES

- Plan and prepare for facilitation;
- Facilitate learning; and
- Evaluate learning and facilitation.
MODULE 4: 15218 – CONDUCT AN ANALYSIS TO DETERMINE OUTCOMES OF LEARNING FOR SKILLS DEVELOPMENT AND OTHER PURPOSES

• Plan, organize a skills analysis process
• Conduct an analysis to determine outcomes of learning needed for formal recognition
• Produce and verify a matrix of outcomes

DURATION: 10 days on block-release basis

STYLE OF LEARNING
Formal lecturing on block-release basis

ASSESSMENT METHODS
Summative:
• Formal Test/examination at the completion of each module
• Practical class tests / or assignments
Formative:
• Group assignment and/or
• Case studies
• Practical field visits

ENTRY REQUIREMENTS:
A grade 12 secondary school qualification or equal to it will be taken as the minimum qualification needed for admission.

LANGUAGE: English

LEARNING MATERIAL:
• Learning material (hard copy)
• Study Guides/Lecturer’s notes
• Recognised textbooks where lecturing notes are not available

FEES: R8 000 per student / R800 per day

PAYMENT ARRANGEMENTS:
• 50% on registration
• Balance in TWO (2) instalments
• Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After successful completion of the course, students should be able to:
• Select, shortlist and interview job candidates
• Draw an employment contract
• Understand legal conditions of contract
• Conduct performance enhancement
• Conduct performance management exercise
• Conduct performance appraisals

PURPOSE
• HR is designed to equip participants with a broad understanding of the dynamic fields of human resources.
• At the end of the programme, participants will be able to prepare and conduct selection interviews and then develop employment contract.

LEVEL OF TRAINING:
HRM is Unit Standard (US) based

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Total credits = 12

MODULE 1: 15235 - PREPARE AND CONDUCT STAFF SELECTION INTERVIEWS
• Documenting staff selection procedures.
• Advertising for shortlist candidates for selection interview.
• Conducting selection interviews and making employment decision.
• Conclude contract with successful candidate and notifying unsuccessful candidates

MODULE 2: 11907 - DRAFT AN EMPLOYMENT CONTRACT
• Analyse the conditions of employment within the organisation.
• Determine the minimum legal conditions of employment.
• Draft an employment contract.

MODULE 3: 256034 – MENTOR EMPLOYEES IN THE PERFORMANCE MANAGEMENT PROCESS
• Demonstrate understanding of the performance management process
• Facilitate stages of the performance cycle.
• Address unsatisfactory performance of supervised employees by means of an interview
• Determine developmental needs.
• Improve own personal development skills

DURATION: 5 days on block-release basis

STYLE OF LEARNING
Formal lecturing on block-release basis
ASSESSMENT METHODS

Summative:
- Formal Test/examination at the completion of each module
- Practical class tests / or assignments

Formative:
- Individual and group assignment and/or
- Case studies
- Practical field visits

ENTRY REQUIREMENTS:
A grade 12 secondary school qualification or equal to it will be taken as the minimum qualification needed for admission.

LANGUAGE: English

LEARNING MATERIAL:
- Learning material (hard copy)
- Study Guides/Lecturer’s notes
- Recognised textbooks where lecturing notes are not available

FEES: R4 000 per student / R800 per day

PAYMENT ARRANGEMENTS:
- 50% on registration
- Balance in TWO (2) installments
- Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After successful completion of the course, students should be able to:

- Collect Data
- Use statistical methods to analyse data
- Divide data into different data types
- Compare data and data parts
- Understand and interpret data trends
- Plan for a survey
- Design questionnaires
- Describe qualities of a good enumerator
- Explore and present data

PURPOSE
- This programme will assist managers and researchers in recognising the types of data to be analysed statistically, to develop charts/graphs for displaying numerical data and to use a computer software to carry out calculations.

LEVEL OF TRAINING: HET ON NQF LEVEL 5
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Total credits = 27

MODULE 1: 246515 - ANALYSE PUBLISHING RESEARCH DATA
- Selecting and using appropriate analysis tools.
- Finding relationships between data parts.
- Recording final analysis for accessibility by decision-makers.

MODULE 2: 262539 - UTILISE ALTERNATIVE METHODS TO COLLECT DATA
- Compare various data collection methods.
- Explain the basic principles of data collection.
- Explain the main stages in planning a survey.
- Design and evaluate questions for simple survey objectives

MODULE 3: 262538 - USE STATISTICAL METHODS TO ANALYSE DATA
- Use graphical methods to explore and present data.
- Calculate and interpret sample statistics.
- Fit and interpret linear regression models.
- Perform chi-square tests.
- Perform non-parametric tests.

DURATION: 10 days on block-release basis

STYLE OF LEARNING
Formal lecturing on block-release basis
ASSESSMENT METHODS

Summative:
- Formal Test/examination at the completion of each module
- Practical class tests / or assignments

Formative:
- Individual or group assignment

ENTRY REQUIREMENTS:
Microsoft Office computer literacy (i.e. in a working environment) is a required platform for most hands-on sessions

LANGUAGE: English

LEARNING MATERIAL:
- Learning material (hard copy)
- Study Guides/Lecturer’s notes
- Recognised textbooks where lecturing notes are not available

FEES: R8 000 per student / R800 per day

PAYMENT ARRANGEMENTS:
- 50% on registration
- Balance in TWO (2) installments
- Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After successful completion of the course, students should be able to demonstrate knowledge and understanding of:
- Communication processes
- Communication tools
- Utilising information technology to enhance communications
- Overcoming barriers to effective communication
- Develop different communication programmes aimed at achieving a specific objective in the public sector
- Planning and identifying different channels of communications in public sector programmes
- Conduct basic research in selecting communication messages in communication programmes

PURPOSE
- The purposes of the course is to equip private and public sector staff members and other aspirant persons with tools, techniques, skills and strategies used in Interpersonal and Public Communication

LEVEL OF TRAINING:
IPCS is Unit Standard (US) based:

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Total credits = 40

MODULE 1: 336018 - APPLY SOUND COMMUNICATION PRINCIPLES IN THE COORDINATION OF SELECTED PUBLIC SECTOR COMMUNICATIONS PROGRAMMES
- Demonstrate an understanding of a communication process used to coordinate selected communications programmes in public sector
- Identifying and utilizing communication tools and strategies.
- Overcome barriers to communication.
- Utilize information technology to enhance communications.

MODULE 2: 114490 - IMPLEMENT GOVERNMENT COMMUNICATION CAMPAIGN ACTIVITIES
- Prepare to implement campaign activities.
- Implement campaign activities.
- Review and report on implementation of campaign activities.

MODULE 3: 114987 - IDENTIFY PRODUCTS NEEDED TO COMMUNICATE GOVERNMENT INFORMATION
- Describe communication situations,
- Identify and recommend communication products, and
- Prepare a brief for the development of communication products

MODULE 4: 116620 - DELIVER TARGET MESSAGES
- Organise the message in a logical, structured manner, so that the target audience can understand the message without difficulty
- Ensuring effective delivery of the message in terms of voice/sign language production, and pace
of delivery
- Ensure that their personal dress and appearance is appropriate for a specific interpreting task
- Adapt the source message to achieve the intended function of the target message in terms of the brief, cultural norms of the target audience and the register appropriate for the target audience

MODULE 5: 114991 - WRITE A WIDE VARIETY OF TEXTS IN X
- Prepare to write texts
- Write original texts
- Review and redraft written texts

DURATION: 19 days on block-release basis

STYLE OF LEARNING
Formal lecturing on block-release basis

ASSESSMENT METHODS
Summative:
- Formal Test/examination at the completion of each module
- Practical class tests / or assignments
Formative:
- Individual or group assignment

ENTRY REQUIREMENTS:
No format post-matric qualifications are required. Practical experience in the field of negotiation could be advantageous to students

LANGUAGE: English

LEARNING MATERIAL:
- Learning material (hard copy)
- Study Guides/Lecturer’s notes
- Recognised textbooks where lecturing notes are not available

FEES: R13 600 per student /R800 per day

PAYMENT ARRANGEMENTS:
- 50% on registration
- Balance in TWO (2) installments
- Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After successful completion of the course, students should be able to:

- Apply and interpret Labour Relations Act
- Describing the bodies created by the Labour Relations Act
- Identify Stakeholders relevant
- Understand different categories of dismissal disputes
- Understand what is referred to as unfair labour practice
- Conduct a disciplinary hearing
- Issue notification and recording of disciplinary hearing
- Understand concept of misconduct

PURPOSE
- To equip participants to understand and apply principles of labour relations and associated Human Resource issues.
- Improve labour relations skills of employees already in the sector or working environment, as well as of those who wish to pursue their careers in labour relations.

LEVEL OF TRAINING:
LR is Unit Standard (US) based:

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Total credits = 27

MODULE 1: 114278 - DEMONSTRATE AND APPLY AN UNDERSTANDING OF THE LABOUR RELATIONS ACT (ACT 66 OF 1995)

- Demonstrating an understanding of the purpose and primary objects, application and interpretation of the Labour Relations Act
- Describing the bodies created by the Labour Relations Act
- Identifying the relevant stakeholders covered by the Labour Relations Act
- Explaining the various categories of dismissal disputes covered by the Labour Relations Act
- Describing the appropriate dispute resolution route for dismissal disputes as set out in the Labour Relations Act
- Demonstrating an understanding of disputes referred as Unfair Labour Practice, org rights and mutual interest as set out in the Labour Relations Act
- Demonstrating an understanding of the various codes of good practice and schedules in terms of the Labour Relations Act

MODULE 2: 255514 – CONDUCT A DISCIPLINARY HEARING (6 days)

- Explain organizational and legal policies, procedures for instituting disciplinary action
- Investigate the allegation
- Prepare for a hearing
- Conduct a disciplinary hearing

DURATION: 10 days on block-release basis
STYLE OF LEARNING
Formal lecturing on block-release basis

ASSESSMENT METHODS
Summative:
- Formal Test/examination at the completion of each module
- Practical class tests / or assignments
Formative:
- Individual or group assignment and/or
- Case studies

ENTRY REQUIREMENTS:
- Grade 12
- Relevant working experience
- No formal post school qualification required

LANGUAGE: English

LEARNING MATERIAL:
- Learning material (hard copy)
- Study Guides/Lecture ring notes
- Recognised textbooks where lecturing notes are not available

FEES: R8 000 per student / R800 per day

PAYMENT ARRANGEMENTS:
- 50% on registration
- Balance in TWO (2) installments
- Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After successful completion of the course, students should be able to:
- General management functions
- Managers expected major tasks
- Management functions for lower level managers
- Build teams
- Draft Financial statements
- Apply quality management within a new venture
- Design and apply production/operation schedules
- Apply resource management

PURPOSE
- At the end of the programme, participants will be able to perform their duties as lower level managers, through understanding their organisation’s policies and strategies and assist in the formulation, implementation and maintenance of these policies and strategies.

LEVEL OF TRAINING:
MD is Unit Standard (US) based:

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Total Credits =30

MODULE 1: 13015 – DRAFT FINANCIAL STATEMENTS
- Demonstrate an understanding of the business and accounting environment
- Identify financial statement information
- Draft year-end financial statements

MODULE 2: 252037 – BUILD TEAMS TO ACHIEVE GOALS AND OBJECTIVES (TEAM BUILDING)
- Demonstrating knowledge of and insight into the theory of teams and the importance of teams in the workplace Activities
- Apply the theory of teams to team dynamics
- Explain the process of building a team.
- Analyse the role of a team leader in promoting team effectiveness.
- Evaluate the effectiveness of a team and propose ways to improve team effectiveness.

MODULE 3: 336075 – APPLY PRACTICAL PRINCIPLES OF MARKETING TO A SPECIFIC SMALL BUSINESS (MARKETING)
- Demonstrate an understanding of marketing concepts related to a specific small business environment
- Demonstrate an understanding of the ‘product’ element of the marketing mix in a specific small business environment
- Demonstrate and understanding of the ‘price’ element in the marketing mix as applied in a specific small business environment
- Demonstrate an understanding of the ‘promotion’ element in the marketing mix as
applied in a specific small business environment

- Demonstrate an understanding of the ‘place’ element in the marketing mix as applied in a specific small business environment

**DURATION:** 12 days on block-release basis

**STYLE OF LEARNING:** Formal lecturing on block-release basis

**ASSESSMENT METHODS**

**Summative:**
- Formal Test/examination at the completion of each module
- Practical class tests / or assignments

**Formative:**
- Individual or group assignment and
- Case studies

**ENTRY REQUIREMENTS:**
- Minimum grade 12 + practical experience of at least 1 year in a supervisory position in either lower or middle management or
- Minimum grade 10 + practical experience of at least 3 years in either lower or middle management

**LANGUAGE:** English

**LEARNING MATERIAL:**
- Learning material (hard copy)
- Study Guides/Lecturer’s notes
- Recognised textbooks where lecturing notes are not available

**FEES:** R9 600 per student / R800 per day

**PAYMENT ARRANGEMENTS:**
- 50% on registration
- Balance in THREE (3) installments
- Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After successful completion of the course, students should be able to:
- Ideologies of superiority
- Discrimination
- Stereotyping
- Entrenchment of ideologies
- Tools to combat ideologies
- Diversity management
- Grievance procedure
- Culture of equality

PURPOSE
- At the end of the programme, participants will be able to understand diversity and promote a culture of equality.
- To help employees to handle diversity issues in a manner that is effective promoting goal realisation in the organisation

LEVEL OF TRAINING:
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Total credits = 28

MODULE 1: 116924 - IMPLEMENT A PROGRAMME OF DIVERSITY MANAGEMENT IN THE WORKPLACE
- Develop an understanding of how race, sex and other factors are involved in power hierarchies arising from ideologies of superiority
- Demonstrate where and how group identity, stereotyping, discrimination, exclusion and cultural difference affect interpersonal relationships in an organisation
- Develop the tools to combat practices that keep ideologies of superiority alive.
- Develop a framework for effective diversity management.
- Develop a programme to promote a culture of equality.
- Define and implement a diversity management strategy/policy in accordance with the business plan of a selected organisation.

MODULE 2: 116928 - MANAGE DIVERSITY IN THE WORKPLACE
- Demonstrate why managing diversity is important in the South African workplace.
- Understand racism, sexism and other “isms” as a product of common history
- Explain how discrimination and prejudices are experienced by all South African as part of daily life
- Actively promote a culture of equality between people of different races, classes, sexual preference and gender.
- List the solutions that may be available for people to overcome problems experienced with group identity, stereotyping, discrimination, exclusion and other cultural differences.

DURATION: 10 days on block-release basis

STYLE OF LEARNING
Formal lecturing on block-release basis
ASSESSMENT METHODS
Summative:
- Formal Test/examination at the completion of each module
- Practical class tests / or assignments
Formative:
- Individual and group assignment and/or
- Demonstration techniques

ENTRY REQUIREMENTS:
No entry requirements needed. However, students attending must have a desire and be serious to start their own business

LANGUAGE: English

LEARNING MATERIAL:
- Learning material (hard copy)
- Study Guides/Lecturer’s notes
- Recognised textbooks where lecturing notes are not available

FEES: R8 000 per student / R800 per day

PAYMENT ARRANGEMENTS:
- 50% on registration
- Balance in TWO (2) installments
- Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After successful completion of the course, students should be able to demonstrate knowledge and understanding of:
• Monitoring and Evaluation (M&E concept)
• Role of M&E
• Application of M&E
• M&E as a National priority
• Key institutions implementing the system
• Evaluation of M&E system

PURPOSE
• To empower participants in the principles and practical application of Monitoring and Evaluation.
• To provide participants with the skills to effectively employ the correct tools in tracking performance of programmes and projects.

LEVEL OF TRAINING: M&E is Proposed Unit Standard (US) based:

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Proposed total credits: 20

MODULE 1: 337063 - DEMONSTRATE KNOWLEDGE AND INSIGHT INTO THE PRINCIPLES OF MONITORING AND EVALUATION IN ASSESSING ORGANISATION AND/OR PROGRAMME
PERFORMANCE IN A SPECIFIC CONTEXT
• Explain the purpose of monitoring and evaluation as a management tool
• Analyse current policy and organisational documents relating to monitoring and evaluation
• Conceptualise a monitoring and evaluation system for a selected programme and projects in an organisation
• Assess how monitoring and evaluation is applied in specific work roles

MODULE 2: 337059 - APPLY MONITORING AND EVALUATION APPROACHES AND TOOLS TO ASSESS AN ORGANISATION’S OR PROGRAMME’S PERFORMANCE IN A SPECIFIC CONTEXT
• Contextualise different approaches to and theories of monitoring and evaluation in a particular organisation
• Demonstrating understanding of appropriate research design and methodology for monitoring and evaluating an organisation or programme in a specific context
• Design a monitoring and evaluation plan for a specific context
• Collecting appropriate data aligned to specific indicators in a monitoring and evaluation plan
• Analysing and interpreting collated data
• Present the findings and recommendations of a monitoring and evaluation project or plan

DURATION: 8 days
STYLE OF LEARNING
Students will be encouraged to take notes to support their learning throughout the course

ASSESSMENT METHODS

Formative:
This will be achieved by means of the practical exercises and regular discussions throughout the duration of the course.

Summative:
On completion of the coursework participants will be required to conduct a workplace assignment in a form of Portfolio of Evidence (POE) to be submitted one month after the course. Much of the practical work in the course will be oriented to preparing them to identify an assignment to undertake. A certificate of competence will be issued after successful submission and assessment of (POE). A certificate of attendance will be issued to participants who failed to qualify for the certificate of competence.

ENTRY REQUIREMENTS:
Appropriate experience in M&E or equivalent.

LANGUAGE: English

LEARNING MATERIAL:
• Learning Material (Hard Copy)
• Study Guides
• Recognized textbooks where lecturing notes are not available

FEES: R6 400 per student / R800 per day

PAYMENT ARRANGEMENTS:
• 50% on registration
• Balance in TWO (2) installments
• Fees are NOT refundable upon cancelation or withdrawal from the training course
SHORT COURSE IN MICROSOFT PROJECT (MSP)

LEARNING OUTCOMES
After successful completion of the course, students will demonstrate knowledge and understanding of:

- Work breakdown structure
- Allocation of resources
- Estimation of Duration
- Create Milestones
- Critical path method
- Computerised scheduling tools and techniques
- The use of MS Project for project planning in respect of:
  - How to open an MS Project
  - Planning simple project

PURPOSE
- At the end of the programme participants will be able to encourage and promote the application of basic principles and computer practice of project management across the entire project life cycle.
- Build a more solid computer practical foundation of project management knowledge, techniques and tools.
- Utilise project principles and practices, inclusive of computer-based software application in their work and enable participants to ultimately improve their project delivery in respect of time-frame, budget allocated and the required specifications.

LEVEL OF TRAINING: HET ON NQF LEVEL 5
AMD is Unit Standard (US) based:

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Total credits = 12

MODULE 1: 252267–DEVELOP AN OPTIMISED WORK AND RESOURCE SCHEDULE FOR A SIMPLE TO MODERATELY COMPLEX PROJECT (MS-PROJECT)

- Demonstrate an understanding of scheduling tools and techniques
- Produce an initial work schedule
- Identify and estimate resources for each activity
- Optimise the work and resource schedule
- Compile the schedule and resource management plans
- Update project tasks/activities during implementation, enter actual costs and actual durations of project activities/tasks, perform tracking and print progress reports

DURATION: 4 Days

STYLE OF LEARNING
Formal lecturing on block-release basis
ASSESSMENT METHODS

Summative:
- Formal Test/examination at the completion of each module
- Practical class tests / or assignments

Formative:
- Individual and group assignment, and
- Practical presentation of a strategic or business plan after completion of the course

ENTRY REQUIREMENTS:
Project Management (Theory)

LANGUAGE: English

LEARNING MATERIAL:
- Learning material (hard copy)
- Study Guides/Lecturer’s notes
- Recognised textbooks where lecturing notes are not available

FEES: R3 200 per student / R800 per day

PAYMENT ARRANGEMENTS:
- 50% on registration
- Balance in THREE (3) installments
- Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After the successful completion of the course students should be able to:

- Definitions related to OHSA
- Purpose of the Act in the protection of the employees
- Application of the Act in mediation.
- General Duties of the employee and employers
- Offences
- Special orders of Court
- Serving of Notice
- Legislation and regulations
- Safety management systems
- Health and safety Policies and procedures
- Develop Health and safety plans
- Monitoring of The health and plans
- Safety compliance
- Applicable legislation
- Health Risk Assessment
- Risk Management
- Employee Assistance programme
- SHEQ management systems
- What is ergonomics
- Ergonomics assessment

PURPOSE:
- The main purpose of the course is to achieve the following:
  - The programme is designed to empower participants to create safe and accident-free workplace, minimise human suffering, increase job satisfaction and productivity and reduce companies’ costs due to accidents, illness and absenteeism.

LEVEL OF TRAINING:
OHSM is Unit Standard (US) based:

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Total credits = 32

MODULE 1: 244288 - DEMONSTRATE UNDERSTANDING OF OCCUPATIONAL HEALTH AND SAFETY LEGISLATION IN THE WORKPLACE
  - Discussing pertinent occupational health and safety legislation applicable to a specific workplace.
  - Discussing and explaining the application of the common law principles pertinent to health and safety in the workplace.
  - Explaining the principles of the law of delict and of criminal law applicable to an accident occurring in the workplace.
  - Applying the current Act for compensation for occupational injuries and diseases in the workplace

MODULE 2: 119926 - APPLY THE OCCUPATIONAL HEALTH AND SAFETY ACT AND THE MINE HEALTH AND SAFETY ACT IN MEDIATION
  - Define and apply the Occupational Health and Safety Act (OHSA) and Mine Health and Safety Act (MHSA)
• Define the general duties of an employer, self-employed persons, manufacturers and employees as set out in the OHSA.
• Define the duties of the CEO, the selection processes and duties of Health and Safety representatives and committees and general prohibitions in the OHSA.
• Define prohibited deductions, the role of inspectors, disclosure of information and offences, penalties and special orders of court.
• Define exemptions, serving of notices, and the jurisdiction of magistrates’ courts.
• Define the use of regulations as set out in the Acts.

MODULE 3: 15136- MANAGE HEALTH AND SAFETY ON A CONSTRUCTION PROJECT
• Demonstrate an understanding of Health and Safety on a construction site.
• Assist with the development of Health and Safety policies and procedures.
• Develop and implement a Health and Safety Site plan.
• Monitor the implementation of the Health and Safety plan, systems and procedures.

MODULE 4: 244283- FACILITATE THE DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF A SAFETY, HEALTH AND ENVIRONMENT MANAGEMENT SYSTEM
• Discussing fundamental issues pertaining to occupational safety, health and environment.
• Demonstrate understanding of Safety Theories and Principles.
• Applying the fundamentals of Risk Management.
• Applying safety, health and environment management systems.

MODULE 5: 2445233- CONDUCT AN ERGONOMIC ASSESSMENT AND TAKE APPROPRIATE ACTION
• Explain the concept of ergonomics in the workplace.
• Prepare for and conduct an ergonomic assessment.
• Perform post assessment activities

DURATION: 13 days
STYLE OF LEARNING: Formal lecturing

ASSESSMENT METHODS:
Summative:
• A formal test examination at the completion of each module
• Practical class test and/ or assignments
Formative:
• Group projects
• Practical digitizing and
• Surfing

ENTRY REQUIREMENTS:
Trade unionists, Health and safety manages, people giving an induction of health and safety principles, safety and security officers, compliance officers and learners in commercial and industrial insurance.

LANGUAGE: English only

LEARNING MATERIALS
• Learning material (hard copy)
• Study Guides/Lecturer’s notes
• Recognised textbooks where lecturing notes are not available

FEES: R10 400 per student/ R800 per day

PAYMENT ARRANGEMENTS:
• 50% on application (registration).
• Balance in THREE (3) installments.
• Fees are not refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After successful completion of the course, students should be able to:
• Understand community development concepts
• Learn about relevant policies and key legislation
• Follow legislation and be compliant
• Avoid effects of non–compliance
• Apply global development standards

PURPOSE
• To build capacity among managers and planners to effectively and holistically incorporate health as a determinant of population trends in development planning, especially in districts and communities. The target group that includes managers and planners that are responsible in their respective work environments to account for issues that impacting the population, health and development nexus lack the necessary skills to effectively implement their tasks.

• The course aims to fill that gap.

LEVEL OF TRAINING: HET ON NQF LEVEL 5
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Total credits = 8

MODULE 1: 377841– ANALYSE AND INTERPRET LEGAL AND REGULATORY FRAMERWORKS IN A COMMUNITY DEVELOPMENT CONTEXT
• Demonstrate an understanding of legal and regulatory frameworks that shape community development
• Identify and understand key policies relevant to community development in particular settings
• Analyse and interpret the South African legislation relevant to community development as it relates to various settings
• Investigate international charters, conventions and organisational protocols that apply to community development.

DURATION: 5 Days

STYLE OF LEARNING: Formal lecturing on a block release basis

ASSESSMENT METHODS:
Summative:
• A formal test examination at the completion of each module
• Practical class test and/ or assignments

Formative:
• Individual and group assignment, and
• Practical presentation of a strategic or business plan after completion of the course
ENTRY REQUIREMENTS:
- HRM
- Relevant working experience
- No formal Post School qualification required

LANGUAGE: English only

LEARNING MATERIALS
- Learning material (hard copy)
- Study Guides/Lecturer’s notes
- Recognized textbooks where lecturing notes are not available

FEES: R5 500 per student

PAYMENT ARRANGEMENTS:
- 50% on application (registration).
- Balance in THREE (3) installments.
- Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After the successful completion of the course students will demonstrate knowledge and understanding of:

- Relevant legislation, policies and sources
- Components/elements of legislation and policies
- The impact of historical, social, political and economic developments on policy formulation
- The relationships between legislation, policies and allocation of resources
- The nature and purpose of policies
- Models of policies
- The articulation and role of policies
- Processes of policy formulation and quality criteria for policy
- Steps in policy development and principles of policy design
- Sectors or groups whose interests are most served and sectors or groups that are ignored or marginalised.
- Policy evaluation perspectives
- Feasibility of policies
- Policy biases
- Techniques that contribute to policy development

PURPOSE:

- After completion of the programme, participants will be able to understand relevant legislation and processes to follow to develop municipal policies.
- To make learners and managers of municipalities to realise that it is often the results of swift government reaction to perceive crisis situations with frequently unforeseen complexities. It is therefore important to study policy to be sensitised to the fact that the mechanisms of policy process may produce different results or outcomes in different contexts.

LEVEL OF TRAINING:
PDM is unit standard (US) based:

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Total credits = 20

MODULE 1: 230448 – CONTRIBUTE TOWARDS ORGANIZATIONAL POLICY DEVELOPMENT

- Explaining current legislation and policies applicable to organizations.
- Describing the processes that contribute to the development of policies.
- Identifying gaps in policies that impact in specific contexts.
- Prepare and use techniques that contribute to policy development in organizations

MODULE 2: 255574 – PARTICIPATE IN MUNICIPAL POLICY MAKING AND ANALYSIS PROCESSES

- Demonstrating a basic understanding of and apply theories and concepts relating to policy design, implementation and evaluation.
- Demonstrating a basic understanding of policy design or improvement success factors
- Demonstrating an understanding of the implementation, monitoring and evaluation of local government policy interventions
- Evaluating the requirements of a valid by-law

DURATION: 8 days on block release basis

STYLE OF LEARNING AND TRAINING: Formal lecturing on a block release basis
ASSESSMENT METHODS

Summative:
- Formal Test/examination at the completion of each module
- Practical class tests/or assignments

Formative:
- Group assignments
- Practical field visits

ENTRY REQUIREMENTS:
A grade 12 Secondary School qualifications or qualifications equal to it will be taken as the minimum qualification needed for entering into the course.

LANGUAGE: English

LEARNING MATERIAL:
- Study guide
- Lecturing material
- Recognized textbook for modules where lecturing notes are not available

FEES: R6 400 per student / R800 per day

PAYMENT ARRANGEMENTS:
- 50% on registration
- Balance in TWO (2) installments
- Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After the successful completion of the course students will demonstrate knowledge and understanding of:
- National, provincial and local government processes and structure
- The process of promulgating an Act of the public sector manager’s role in act formulation
- Generic public policy instruments
- Relevant legislation
- Policy determination and operational policy implementation
- Techniques of financial analysis and decision making
- Basic environmental scanning techniques
- Methods for communicating research findings
- Situational and stakeholder identification

PURPOSE
- After completion of the programme, participants will be able to understand relevant legislation and processes to follow to develop public sector policies.
- The purpose of this course on policy development and management for Public Sector is essentially to orientate participants and scholars who wish to enter the arena of public affairs or public sector or those who desire to enhance their careers.
- This course deals primarily with the nature and intricacies of public policy. More specifically, its aim is to give learners a broad overview of the dynamics of public policy in the public sector. It is therefore necessary to study public policy because public functionaries need to improve the processes which will improve public delivery requirements and understand political and the administrative dynamics of policy.

LEVEL OF TRAINING: FET ON NQF LEVEL 5
PDPS is Unit Standard (US) based

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Total credits = 16

MODULE 1: 120301 – FORMULATE AND EVALUATE PUBLIC SECTOR POLICIES AND REGULATIONS
- Identifying and explaining the role of government frameworks and institutions in formulating policies and regulations
- Identifying and interpreting public policy issues and problems and relating them to policy imperatives of the country
- Conducting policy design through evaluation of different policy alternatives
- Applying basic cost-benefit analysis to evaluate different policy alternatives
- Applying ethical principles to policy design and analysis

MODULE 2: 230448 – CONTRIBUTE TOWARDS ORGANIZATION POLICY DEVELOPMENT
- Explaining current legislation and policies applicable to organizations.
- Describing the processes that contribute to the development of policies.
- Identifying gaps in policies that impact in specific contexts.
- Prepare and use techniques that contribute to policy development in organizations
- Design sample for given survey objective and resource constraint
DURATION: 5 days on block release basis

STYLE OF LEARNING
Formal lecturing on block-release basis

ASSESSMENT METHODS
Summative:
- Formal Test/examination at the completion of each module
- Practical class tests / or assignments

Formative:
- Group assignments
- Practical field visits

ENTRY REQUIREMENTS:
A grade 12 Secondary School qualifications or qualifications equal to it will be taken as the minimum qualification needed for entering into the course.

LANGUAGE: English

LEARNING MATERIAL:
- Study guide
- Lecturing material
- Recognized textbook for modules where lecturing notes are not available

FEES: R4 000 per student / R800 per day

PAYMENT ARRANGEMENTS:
- 50% on registration
- Balance in TWO (2) installments
- Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After successful completion of the course, students should be able to demonstrate knowledge and understanding of:

- Project Management Principles and Practices
- Project Management concepts
- Project Management framework and process
- Project Planning
- Project graphical representation
- Evaluation and review techniques
- Project deviations
- Corrective measures
- Project Monitoring tools

PURPOSE
- Participants will be able to address the basic theory, principles and practices of project management across the entire project life cycle.
- To build a solid foundation of project management knowledge, techniques and tools.
- To utilise project principles and practices in the work environment

LEVEL OF TRAINING:
PM is Unit Standard (US) based

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Total credits = 27

MODULE: 119343 - APPLY OPERATIONS RESEARCH PRINCIPLES AND TOOLS IN THE MANAGEMENT OF PROJECT ACTIVITIES AND RESOURCES

- Demonstrate an understanding of project management principles as they relate to the public finance management and administration context.
- Identify and apply a range of project management tools to support research in the management of project activities
- Initiate and manage specific projects within the public finance management and administration context
- Evaluate projects

MODULE 2: 252267 - NEGOTIATE WITH SUPPLIERS

- Describe processes & principles used when negotiating with the suppliers.
- Plan to negotiate with the suppliers.
- Negotiate with the suppliers.
- Review negotiation with the supplier.

DURATION: 10 days
STYLE OF LEARNING

Formal lecturing on a block-release basis

ASSESSMENT METHODS

Summative:
- Formal Test/examination at the completion of each module
- Practical class tests /assignments

Formative:
- Individual and group assignment and/or
- Case studies

ENTRY REQUIREMENTS:
A grade 12 secondary school qualification or other qualification equal to it will be taken as the minimum qualification needed for entering into this course. Being familiar with the basics on how to operate a computer is essential for the practical part of the course.

LANGUAGE: English

LEARNING MATERIAL:
- Learning material (hard copy)
- Study Guides/Lecturer’s notes
- Recognised textbooks where lecturing notes are not available

FEES: R8 000 per student / R800 per day

PAYMENT ARRANGEMENTS:
- 50% on registration
- Balance in TWO (2) installments
- Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After successful completion of the course, students will demonstrate knowledge and understanding of:

- Rules and regulations of PFMA
- Benefits of PFMA
- Planning and Budget cycle
- PFMA accountability and responsibility
- Keeping records of Income and Expenditure
- Receipt and expenditure vouchers
- Income and expenditure statement
- Sources of Income
- Plan and prepare a budget
- Monthly expenditure reports
- Balance and liabilities

PURPOSE
- Provide Public Finance and related Treasury Regulations training to senior officials in the Provincial Government Departments (more specifically the North West Provincial Government)

LEVEL OF TRAINING: HET ON NQF LEVEL 5
AMD is Unit Standard (US) based:

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Total credits = 18

MODULE 1: 114873– APPLY BASIC FINANCIAL PROCEDURES TO PFMA PRINCIPLES
- Demonstrate an understanding of the PFMA
- Apply rules and regulations to administration of office finance budget for two section
- Explain the elements of income and expenditure statement
- Assist in planning and preparing a budget for own section
- Analyse a basic balance sheet

MODULE 2: 377913– DEMONSTRATE AN UNDERSTANDING OF PUBLIC FINANCE MANAGEMENT ACT (PFMA) AND RELATED TREASURY REGULATIONS
- Formulate linkages between the Constitution and the PFMA and explain the roles and responsibilities of the relevant treasuries
- Determine the implications of strategic planning, annual performance planning and budgeting in departments, constitutional institutions and public entities
- Demonstrate an understanding of different arrangements and measurements in terms of the PFMA

DURATION: 10 Days on block release bases (two sessions of 5 days each)
STYLE OF LEARNING

Formal lecturing on a block-release basis

ASSESSMENT METHODS

Summative:
- Formal Test/examination at the completion of each module
- Practical class tests/assignments

Formative:
- Individual and group assignment, and
- Practical presentation of a strategic or business plan after completion of the course

ENTRY REQUIREMENTS:
Grade 12 or any qualification equal to it

LANGUAGE: English

LEARNING MATERIAL:
- Learning material (hard copy)
- Study Guides/Lecturer's notes
- Recognised textbooks where lecturing notes are not available

FEES: R8 000 per student / R800 per day

PAYMENT ARRANGEMENTS:
- 50% on registration
- Balance in THREE (3) installments
- Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After completion of the course, students will demonstrate knowledge and understanding of:
- Data collection methods
- Principles of data collection
- Stages in planning a survey
- Design and evaluate questions for simple survey objectives

PURPOSE
- At the end of the programme participants will be able to assist managers and researchers to design questionnaires and to conduct surveys to collect data
- To draw appropriate samples from the populations of interest
- To use sample information to make some inferences about the population parameters.
- To use computer software (SPSS, Excel, etc) to carry out calculations

LEVEL OF TRAINING:
SRM is Unit Standard (US) based:

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Total credits = 34

MODULE 1: 262539 - UTILISE ALTERNATIVE METHODS TO COLLECT DATA
- Compare various data collection methods.
- Explain the basic principles of data collection.
- Explain the main stages in planning a survey.
- Design and evaluate questions for simple survey objectives

MODULE 2: 262539 - SELECT AND USE SAMPLING METHODS
- Identify population, select sample frame and potential errors.
- Define and compare different methods of sampling.
- Use different sampling methods.
- Design a sample for given survey objective and associated resource constraint.

MODULE 3: 10061 - PLAN FIELDWORK TO MEET REQUIRED DEADLINES AND BUDGET
- Writing field instructions
- Selecting appropriate interviewers/moderators for the target population and interview complexity
- Planning cost effective field schedules

MODULE 4: 262557 - APPLY THE TECHNIQUES OF DATA PROCESSING
- Code, enter, verify and validate data.
- Check and edit data.
- Impute missing values under supervision.
- Transform the structure of data and tabulate the data.

DURATION: 14 days on block-release basis
STYLE OF LEARNING
Formal lecturing on block-release basis

ASSESSMENT METHODS
Summative:
- Formal Test/examination at the completion of each module
- Practical class tests / or assignments

Formative:
- Individual and group assignment and/or
- Case studies

ENTRY REQUIREMENTS:
Nor formal post-school qualifications are required. Students must however, have a basic idea of arithmetic

LANGUAGE: English

LEARNING MATERIAL:
- Learning material (hard copy)
- Study Guides/Lecturer’s notes
- Recognised textbooks where lecturing notes are not available

FEES: R11 200 per student / R800 per day

PAYMENT ARRANGEMENTS:
- 50% on registration
- Balance in THREE (3) installments
- Fees are NOT refundable upon cancelation or withdrawal from the training course
LEARNING OUTCOMES:
After successful completion of the course, students demonstrate knowledge and understanding of:
- Applying the principles and theories of public sector project management.
- Developing an integrated project management plan
- Managing contracts and contractors
- Applying project management knowledge areas
- Designing an organisational structure which supports the achievement of project mandate
- Populating documentation templates (MS PROJECT)
- Applying principles of SCM

PURPOSE
- At the end of the programme participants will be able to build capacity among project and programme managers through understanding the ways in which project organisation, structure and leadership can affect project management culture and the outcome of a project.
- To embed project management as a strategic business enabler to meet sustainable organisational objectives.
- To critically debate project management delivery ensuring sustainable success.
- To enable the delivery of projects through leadership and advanced project management capability.

LEVEL OF TRAINING: HET ON NQF LEVEL 5
SPML is Unit Standard (US) based:

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Total credits = 56

MODULE 1: 242914– APPLY THE PRINCIPLES AND THEORIES OF PUBLIC SECTOR PROJECT MANAGEMENT
- Demonstrating a strategic and operational understanding of project management (Scope and Process) and project integration management
- Demonstrating an understanding of project time management and project cost management in the context of public projects.
- Demonstrating an understanding of project quality management and project human resources management in the context of public projects.
- Demonstrating an understanding of project communications management and project risk management in the context of public projects.
- Demonstrating an understanding of project supply management and project management competencies in the context of public projects.

MODULE 2: 255935– MANAGE CONTRACTS AND CONTRACTORS
- Demonstrating an understanding of contract requirements.
• Verifying that plant and safety inductions have been completed.
• Monitoring the work and safety practices of contractors and provide feedback.
• Resolving issues of non-compliance and poor performance by the contractors.
• Compiling progress reports and verifying completion of contract.

MODULE 3: 115412– POPULATE DOCUMENTATION TEMPLATES (MS PROJECT APPLICATION)
• Understanding the purpose and content of the different documentation templates
• Identifying the appropriate sources of information for the completion of the templates
• Producing a project document by correctly completing the relevant template
• Following the correct document review process to ensure document quality

MODULE 4: 120388– SUPERVISE A PROJECT TEAM OF A SMALL PROJECT TO DELIVER PROJECT OBJECTIVES
• Undertaking the management activities, from start to end, for a small project.
• Supervising and monitoring a team working on a small project.
• Reporting progress on a small project.
• Identifying and rectifying problems occurring in a project.

MODULE 5: 243822– MANAGE PROJECT COMMUNICATION FOR A PROJECT
• Demonstrate an understanding of the characteristics of communication.
• Develop a communication plan for a project.
• Implement a project communication plan.
• Evaluate the effectiveness of a project communications and implement improvement measures.

MODULE 6: 243824- DEVELOP AN INTEGRATED PROJECT MANAGEMENT PLAN FOR A SIMPLE TO MODERATELY COMPLEX PROJECT
• Refine the project organisational structure, profiles, roles and responsibilities.
• Determine the integrated change control procedures.
• Produce the integrate project management plan document.
• Obtain approval for the integrated project management plan.

DURATION: 20 Days

STYLE OF LEARNING
Formal lecturing on block-release basis

ASSESSMENT METHODS
Summative:
- Formal Test/examination at the completion of each module
- Practical class tests / or assignments

Formative:
- Individual and group assignment and/or
- Practical presentation of a strategic or business plan after completion of the course

ENTRY REQUIREMENTS:
• Project Management course (SAQA level 5) with basic computer literacy.
• Proficiency in MS Projects software is highly recommended.

LANGUAGE: English

LEARNING MATERIAL:
• Learning material (hard copy)
• Study Guides/Lecturer’s notes
• Recognised textbooks where lecturing notes are not available

FEES: R16 000 per student / R800 per day

PAYMENT ARRANGEMENTS:
• 50% on registration
• Balance in THREE (3) installments
SHORT LEARNING PROGRAMME ON SUPPLY CHAIN MANAGEMENT (SCM)

LEARNING OUTCOMES:
Fees are NOT refundable upon cancelation or withdrawal from the training course.

After successful completion of the course, students will demonstrate knowledge and understanding of:

- Municipal Finance
- Principles of supply chain management and supply chain optimization
- The role of forecasting in supply chain management
- Customer focused marketing
- The principles of added value service
- Supply chain relationships
- Cross-functional integration
- The principles and techniques of e-commerce
- The basic principles of logistic management
- Ethics and codes of conduct in public sector supply chain management

PURPOSE:

- At the end of the programme participants will be able to build capacity among project and programme managers through understanding the ways in which project organisation, structure and leadership can affect project management culture and the outcome of a project.
- To embed project management as a strategic business enabler to meet sustainable organisational objectives.
- To critically debate project management delivery ensuring sustainable success.
- To enable the delivery of projects through leadership and advanced project management capability.

LEVEL OF TRAINING: HET ON NQF LEVEL 5
ASPM is Unit Standard (US) based

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Total credits = 15

MODULE 1: 119345 - APPLY PRINCIPLES, REGULATIONS AND LEGISLATION UNDERLYING SUPPLY CHAIN MANAGEMENT IN THE PUBLIC SECTOR

- Identifying and applying the principles of supply chain management
- Applying supply chain management policies and procedures within the public sector
- Utilising supply chain management systems and resources to fulfil the function effectively
- Securing and managing supplier contracts

DURATION: 5 days

STYLE OF LEARNING

Formal lecturing on a block-release basis:

- One lecturing period (session) = 45 minutes
- Time allocated for questions per period = 20 minutes
- Utilising video’s to illustrate practical applications
- Practical case studies between lecturing sessions
• Group discussions on case studies where applicable

**ASSESSMENT METHODS**

**Summative:**
- Formal Test/examination
- Practical class tests /assignments

**Formative:**
- Group assignments, and
- Practical field visits

**ENTRY REQUIREMENTS:**
Grade 12. No formal post-school qualifications are required. Relevant working experience.

**LEARNING MATERIAL:**
- Hard Copy
- Study Guides

**FEES:** R4 000 per student / R800 per day

**PAYMENT ARRANGEMENTS:**
- 50% on registration
- Balance in **TWO (2) instalments**
- **Fees are NOT refundable upon cancelation or withdrawal from the training course**
SHORT LEARNING PROGRAMME (SLP) IN MATHEMATICS FOR B.COM

This Short Learning Programme (SLP) is open to students who would like to improve their Mathematics marks and register for a BCom degree at NWU (Mafikeng Campus).

LEARNING OUTCOMES:
After successful completion of the programme, students will demonstrate knowledge and understanding of:

**Session 1:**
Number systems and Algebraic notation (study unit 1)
Identify Number systems and show knowledge on Algebraic notation.
Expressions (study unit 2)
Identify exponential laws and show ability to simplify expressions by applying exponential laws (study unit 3)

**Session 2:**
Factorizing: Demonstrate ability to factorize simple polynomials (with 2 to 4 terms) (study section 4.1 – 4.3)
Factorizing trinomials (study section 4.4).
Algebraic expressions with fractions (study unit 5.1 – 5.2).

**Session 3:**
Explain the meaning of fractions and then demonstrate knowledge on simplifying expressions that include fractions (study section 5.3)
Linear equations and quadratic equations (study sections 6.1 – 6.3). Identify linear equations and quadratic equations and then demonstrate ability to solve equations.

**Session 4:**
Equations with fractions and inequalities (study section 6.4 – 6.5)
Quadratic equations (study section 7.1)

**Session 5:**
Exponential equations (study section 7.2)
Straight line (study unit 8)
Hyperbola and Circle (study section 9.1)

**Session 6:**
EXAM 1: Study Units 1-8 (100 marks ; 2 hours)
Parabola (study section 9.1)
Graphs of exponential function (study section 9.2)

**Session 7:**
Logarithmic functions and equations (study section 10.1 – 10.2)

**Session 8:**
Exponential and logarithmic equations (study section 10.2)
Graphs of logarithmic equations (study unit 10.3)
Explain the concept of a limit and apply limit laws (study unit 11)
Demonstrate knowledge on the basic principles and properties of derivatives. (study section 12.1)
Session 9:
Apply differentiation rules (study section 12.2)
Graphs of polynomials (study unit 13). Show ability to graph polynomials

Session 10:
Simultaneous equations (study unit 14). Know the difference between the three methods of solving simultaneous equations and be able to apply all three methods.
Linear inequalities in two variables (study section 15.1)
Linear programming (study section 15.2) Be able to solve real life problems by rewriting it in mathematical form.

Session 11:
Linear programming (study section 15.2)
Simple and compound growth and decay (study section 16.1)
Annuities and bonds (study section 16.2)

Session 12:
EXAM 2: Study units 9 – 16 (100 marks; 2 hours)

PURPOSE OF THE SLP:
The purpose of the SLP is to allow students who want to register for a B.Com degree, but have a Mathematics Admission Point Score (APS) count of 2 and not the required Maths APS count of Level 3, 4 or 5.

DURATION: 12 days

STYLE OF LEARNING: Formal lecturing

ASSESSMENT METHODS
• Summative: - Formal tests/examinations
• Formative: - Class tests

ADMISSION REQUIREMENTS:
University acceptance and a Grade 12 with a Mathematics Admission Point Score (APS) count of 2

LANGUAGE: English

LEARNING MATERIAL:
Lecturer’s notes

FEES: R2 000 per student

PAYMENT ARRANGEMENTS:
50% deposit
50% before the end of the programme

NB: Fees are NOT refundable upon cancellation or withdrawal from the training programme
EXECUTIVE PROGRAMMES 2017

Fundamental Management (Proposed NQF 5)
Middle Management (Proposed NQF 6)
Advanced SLP on Management Strategy (Proposed NQF 7)
Short Learning Programme on
FUNDAMENTAL MANAGEMENT
(Proposed NQF 5)
Short Learning Programme on FUNDAMENTAL MANAGEMENT (FMP) (Proposed NQF 5, Credit points 48)

Front-line managers are a valuable asset for organisations as they spend more time than any other level of management on leading the subordinates and they spend more time on directing the employees than on any other management function. First-time managers play an important role in a company’s success as they are those who interact with most employees on a daily basis and have a very strong influence on them. First-time managers are significantly involved in the daily operations, guiding the employees through certain courses of action to help them accomplish organisational goals. In order to do so, these management skills are taught on the Fundamental Management Programme. The management skills are required from every team leader, supervisor and first-time manager – that is why the FMP is really regarded as the Essential Management Programme.

PROGRAMME OBJECTIVE

The FMP has been designed to enhance the knowledge and competencies of the first-line manager who has the responsibility to supervise and lead people.

CONTENT

• Effective managerial habits requiring various managerial skills processes such as: Planning; controlling; organising; leading; coordinating; communication; self-management; integration.

• Management of people: Motivation; discipline; relationship building; effective team functioning; diversity management; potential realisation; empowerment, involvement and participation; ethical behaviour; constructive labour relations.

• Management of operations: Manufacturing and/or services; optimising resources; input-output optimisation; logistics; productivity; risk management; manufacturing and service quality; customer orientation.

• Management of financial resources: Budget reviews; optimisation of budget allocations and priorities; wise application of available funds; effective budgetary control and corrective action; financial decisions; labour cost elements; opportunity cost; operation within the organisational financial framework.

TRAINING METHODOLOGY

Two full-time study blocks of four days each (Tuesday to Friday) will be held at the selected venues such as Vanderbijlpark according to the programme timetable. Before the second study block, participants will receive assignments for readings from textbooks and case studies. This will ensure a positive participation in the class discussions which will reduce the time for theoretical discussions and make more time available for practical discussions in class. Emphasis will be upon practical application of theoretical principles. The FMP will accomplish the learning objectives through the following mix of methods and activities: self-tuition, analysis and discussion of actual cases; in-class individual and group assignments and exercises; and lectures and presentations.

ADMISSION REQUIREMENTS

TARGET GROUP

The FMP is aimed at team leaders, supervisors and frontline managers and also prepares promising individuals for entry into management positions. Ideally, supervisors and managers with approximately two years experience or earmarked by the organisation as managers. They should have potential for advancement and require basic skills and knowledge to enhance their managerial effectiveness. Matric is a prerequisite.

LANGUAGE

The programme is presented in Afrikaans and English. Textbooks are in English. The medium of tuition for a specific course will be determined by the student compilation.

PROGRAMME TIMETABLE

Venue:

NWU/Puk Sports Village
(Other venues for inhouse company training)

Duration of programme:

6 months

Closing date for admission:

End of January, February and April

Study schools: March and May

Individual assignments:

Dates will be provided

Examination:

Dates will be provided
ENROLMENT AND REGISTRATION

ACCOMMODATION
Participants are responsible for their own accommodation, travel arrangements and expenses incurred while attending the study blocks.

FEES
R17 200.00

Included in the programme fees are:
- A registration fee of at least 30% of programme cost (non-refundable);
- Textbooks;
- Other study material (study guides and notes);
- Lunch and refreshments during study schools; and
- Attendance of the certificate ceremony.

Once a candidate is registered on the programme, he/she is responsible for payment of the full amount even if he/she withdraws from the programme. Admission to examinations will be granted only if all fees have been paid.

We look forward to your participation in our programme.

STUDY UNIT OUTCOME

The FMP has been designed to enhance the knowledge and competencies of the first-line manager who has the responsibility to supervise and lead people.

But without a theory of some sort it is hard to make sense of what is happening in the world around you ... you need a working theory of management.

On completion of this programme, managers should be able to:
- Demonstrate a fundamental knowledge and competencies in the basic management functions and the management of the operations, people and financial resources in the solving of real-world cases and challenges of first-line managers in organisations.
- Apply appropriate research and information retrieval skills in obtaining information from a variety of resources in the problem-solving process.
- Integrate information in the formulation of solutions and recommendations and the communication thereof in writing and orally presentations to team members based on accepted formats and conventions.
- Demonstrate the ability of reasoning and motivating solutions based on evaluated information individually and in groups.
Advanced Short Learning Programme on
MANAGEMENT STRATEGY
(Proposed NQF 7)
Advanced Short Learning Programme on MANAGEMENT STRATEGY (Proposed NQF 7, Credit points 60)

(Formerly known as the “Advanced Management Programme”)

In a dynamic and highly competitive environment, it is essential that effective managers keep one step ahead of the average manager with updated knowledge and skills. By being on top of the latest developments and seeing challenges as opportunities, they can operate as successful modern managers in a challenging economy. The NWU Potchefstroom Business School has seen this as a challenge and has positioned itself strategically to constructively contribute to the growth and development of South Africa through research and people development. The aim of the programme is to present advanced management training as an extension of the Middle Management Programme. The development of skilful top-level managers in a highly competitive environment is imperative to the success of any company. The Advanced Management Programme appropriately equips middle and top-level managers to face the dynamic environment in which organisations find themselves. The programme runs over a period of one academic year, consisting of two study schools and a strategic management project.

PROGRAMME OBJECTIVE

The tremendous shortage in skilled and trained labour in South Africa has become one of the more serious problems of the South African economy. This problem is enhanced by the lack of properly trained top and middle managers in the industry. The objective of the programme is to provide sound academic and professional training to top and middle managers in South Africa. Participants will not only be trained in their field of specialisation, but will also be subjected to a broad field of functional management. Functional co-ordination or integration is emphasised in this programme. The programme concludes with a strategic management project. The aim is to equip top and middle managers with the knowledge of the role of top management and their own role in the formation and implementation of business policy. Vertical co-ordination and communication are accentuated.

TRAINING METHODOLOGY

To enable participants to gain the maximum benefit from the NWU Potchefstroom Business School philosophy, a training structure has been designed to enhance contact between lecturer and participant on the one hand, and contact between participants on the other hand. A part-time training programme requires a large degree of independent study and work from participants. The importance of group decision-making, as spelled out in modern management approaches, necessitates the stimulation and application of this technique in training. Participants are therefore teamed into syndicate groups. Only the student can utilise the training structure established by the NWU Potchefstroom Business School to his/her benefit. In order to gain maximum benefit from this structure, participants should be devoted.

The training methodology is divided into three main components:

1. Residential training (lecturer/participant contact): Two full-time study schools of four (4) days each, spread over a period of 10 months, are presented to enhance intensive contact between lecturers and participants. Study schools comprise formal lectures, group discussions, case studies, workshops and skills training.

2. Work in syndicate groups (participant/participant contact): The training is aimed at group decision-making. Participants are allocated to syndicate groups of between five and eight people. Syndicate groups determine their own work programme, but should meet at least once a week. A strategic management project is to be handed in by each group. A liaison officer will be appointed by the NWU Potchefstroom Business School for each group. Group interaction enhances the learning experience and the NWU Potchefstroom Business School will attempt to form multidisciplinary groups in order to facilitate group interaction and cross-pollination. Assignments are thus compiled in such a manner that students must mutually utilise each other’s knowledge in order to benefit synergistically.

3. Self-tuition: The importance of group decision-making has been pointed out. A group, however, is only as good as the synergistic sum of its members. The development of the individual is seen as a high priority in the training programme. The prescribed reading and study programme has been designed to guide the student through a structured learning experience. Devotion and self-tuition are of cardinal importance to the development of the participant.
## ADMISSION REQUIREMENTS

### TARGET GROUP
The AMP is aimed at the development of skilful top level managers. The focus of the AMP is to present advanced strategic management tutoring. Applicants should already have the necessary qualifications and experience for participation in the course; ideally a qualification on middle management level and at least 3 years management experience on middle management level. Grade 12 is a prerequisite.

### LANGUAGE
The programme is presented in Afrikaans and English on request.

## ENROLMENTS AND REGISTRATION

### CONCISE DESCRIPTION OF COURSE CONTENTS AND STUDY UNIT OUTCOMES

#### STUDY SCHOOL 1
- Formulation and Implementation of Strategy
- Strategic Management Project
- Corporate Investment Strategy
- Strategic Innovation Management and Entrepreneurship

#### STUDY SCHOOL 2
- Strategic Leadership and Change Management
- Technology and E-business Strategy
- Marketing Strategy
- Strategic Management Project

### STRATEGIC MANAGEMENT PROJECT
Each syndicate group must choose an enterprise and do an analysis of this enterprise according to the following guidelines. These guidelines are not necessarily complete and may be enhanced by your own work. You should be careful not to choose an enterprise that is too large or too small. The objective of the strategic management project is to do a comprehensive analysis of the chosen enterprise. This analysis should serve as the foundation of future planning. The project should be done in such a way that it can be presented to the top management of the enterprise.

You are expected to:
- Present a comprehensive strategic plan for the enterprise
- After the development of the strategic plan, develop the different functional strategies for the enterprise
- Also indicate how you will implement the strategy, which includes, inter alia, organisation structure and management systems

### FORMULATION AND IMPLEMENTATION OF STRATEGY
The purpose of the module can be summarised in four objectives:
- To equip participants with the most important theoretical principles of strategic management
- To illustrate the practical application of these principles by means of practical applications and case studies
- To serve as integrative framework for the other (functional) study areas of management and leadership covered in the programme
- To guide participants through the formulation and implementation of strategy aspects required for the preparation of the strategic management project

The purpose of the module can be summarised in four objectives:
- Drivers of implementation
- Strategy-supportive organisation structures and supporting objectives, policies and tactics
- Key performance areas and key performance indicators
- The high performance organisation

### CORPORATE INVESTMENT STRATEGY
On completion, the participant will be able to:
- Analyse and interpret financial statements (ratios)
- Manage cashflow and prepare cashflow statements
- Make financing decisions: optimal financial structures.

### STRATEGIC INNOVATION MANAGEMENT AND ENTREPRENEURSHIP
The participant will be able to:
- Apply the entrepreneurial process to his/her unique situation
- Develop a personal entrepreneurial strategy
- Discuss the important role of entrepreneurship and be able to draft an entrepreneurial strategy for an organisation
- Demonstrate the development of personal entrepreneurial skills
Part 3: Executive Programmes

Included in the programme fees are:

- A registration fee of at least 30% of programme cost refundable;
- Textbooks;
- Other study material (study guides and notes);
- Lunch and refreshments during study schools; and
- Attendance of the certificate ceremony.

STRATEGIC LEADERSHIP AND CHANGE MANAGEMENT

The participant will be able to:

- Apply selected change management principles, techniques and programmes to improve organisational effectiveness and employee quality of work life.
- Determine the feasibility of proposed change management interventions and programmes and evaluate the success of change management interventions and programmes in organisations.

The purposes of this module are:

- To understand the differences between transactional and transformational leadership.
- To gain insight into how transformational leaders use particular characteristics to effect strategic change.
- To identify gaps in own knowledge, training, and insights with regard to strategic change leadership.
- To formulate an individual action plan to grow as a strategic change leader.

TECHNOLOGY AND E-BUSINESS STRATEGY

The Internet will play an ever-increasing role in our future. Not only will the nature of the Internet itself change in terms of the technical and technological basis, which it is built upon, but also the way in which it affects commerce, jobs and our daily lives. Virtual commerce is an inevitable technological trend that sweeps today’s industries and includes such applications as electronic commerce, marketing, networking, and demographic and product research. It creates an almost friction-free market where business is transacted at electronic speeds. The biggest mistake a company can make is to underestimate the impact that the Internet will have on its strategies, organisation, job policies and operations. Another mistake companies generally make is to make strategic decisions based upon the current reality of life or current technology paradigm. As organisations find and create innovative ways of doing business, the current paradigm of doing business changes. The best strategy to prepare your organisation for the challenges of the future is to be aware of the forces that change our perception of reality, as well as to be aware of the technological predictions about the future, which can have a beneficial or adverse impact on the organisation. Many businesses are applying the tools of technology to prepare for the knowledge age, but many are still charting a path to the future guided by the images in their rear view mirrors. Businesses will have to get beyond the misleading leading edge to prepare for the world of the new customer of the cyber era. The strategy for the cyber era should be inclusive, inventive, inquisitive and iconoclastic.

MARKETING STRATEGY

As basis for understanding the strategic role of marketing in an organisation, one must understand how strategies are formulated: the planning, the analytical tools and techniques managers use and how to control the strategic realm of marketing in an organisation. The relationship between corporate, business-level and marketing strategies is examined in how marketing interacts in several ways. A sound marketing basis is thus required to benefit maximally from this course.

MARKETING STRATEGY

R34 400.00

Applications must be accompanied by:

- Proof of highest qualification achieved;
- Two clear recent passport-size photographs;
- A letter from the participant’s employer in which:
  — the employer certifies that the participant meets the requirements; and
  — the employer grants permission for the participant to participate in the programme;
- A certified copy of your Identity Document.
Short Learning Programme on
MIDDLE MANAGEMENT
(Proposed NQF 6)
In a fast-changing South Africa, it is imperative that managers equip themselves with cutting-edge knowledge and skills, especially insights regarding the latest developments in the business environment. The challenge is to develop skills and obtain the knowledge to convert challenges into opportunities, creating value for companies and the country. The NWU Potchefstroom Business School sees the above as a challenge and has positioned itself strategically to constructively contribute to the growth and development of South Africa through research and people development. The Middle Management Programme is a people development programme that focuses on equipping middle-level managers with appropriate skills to enhance their value-adding ability. The course runs over a period of twelve months. The MMP is a well-branded programme with an excellent reputation in the market.

Listed below are some companies which have benefited and profited from the programme:

- Absa
- Monsanto
- Senwes
- African Cables
- National Sorghum
- Suprachem
- Emsa
- Natref
- Telkom
- Eskom
- Omnia
- Transnet
- Foodcan
- Premier Milling
- Union Lime
- Mittal
- Randvaal
- Kynoch
- I & J
- Rotek
- Sasol
- 1ST Otokon
- Samancor
- ATKV
- Natref
- York International
- Billiton
- Astral Foods
- LPM Engineering

**PROGRAMME OBJECTIVE**

The tremendous shortage in skilled and trained labour in South Africa has become one of the more serious problems affecting the South African economy. This problem is exacerbated by the lack of properly trained middle managers. The objective of the programme is to provide sound academic and professional training to equip middle managers with skills to create additional value for companies and South Africa. Participants will not only be trained in their field of specialisation, but will also be subjected to a broad field of functional management. Functional co-ordination or integration is emphasised in this programme.

**TRAINING METHODOLOGY**

To enable participants to gain the maximum benefit from the NWU Potchefstroom Business School philosophy, a training structure has been designed to enhance contact between lecturer and participant on the one hand, and contact between participants on the other hand. A part-time training programme requires a large degree of independent study and work from participants. The importance of group decision-making, as spelled out in modern management approaches, necessitates the stimulation and application of this technique in training. Participants are therefore teamed into syndicate groups. Only the student can utilise the training structure established by the NWU Potchefstroom Business School to his her benefit. In order to gain maximum benefit from this structure, participants should be devoted.

**CONTACT TRAINING (LECTURER/PARTICIPANT CONTACT)**

Two full-time study schools of one week each, spread over a period of 10 months, are presented to enhance intensive contact between lecturers and participants. Study schools comprise formal lectures, group discussions, case studies, workshops and skills training.

**WORK IN SYNDICATE GROUPS (PARTICIPANT/PARTICIPANT CONTACT)**

The training is aimed at group decision-making. Participants are allocated to syndicate groups of approximately five people. Syndicate groups will determine their own work programme, but should meet at least once a week. The NWU Potchefstroom Business School will appoint a liaison officer for each study group. Group interaction enhances the learning experience and the NWU Potchefstroom Business School will attempt to form multidisciplinary groups in order to facilitate group interaction and cross-pollination.

**SELF-TUITION**

The importance of group decision-making has been pointed out. A group, however, is only as good as the synergistic sum of its members. The development of the individual thus has a high priority in the training programme. The prescribed reading and study programme has been designed to guide the student through a structured learning experience. Devotion and self-tuition are of critical importance to the development of participants.
ADMISSION REQUIREMENTS

TARGET GROUP
Managers in staff and line positions with at least two years experience. Individuals regarded by the organisation as managers with potential for advancement and who require further skills and knowledge to enhance their managerial effectiveness. These individuals should also have matriculation status and be able to join a syndicate group.

LANGUAGE
The programme is presented in English. Textbooks are in English. The medium of tuition for a specific course will be determined by the student compilation.

ENROLMENT AND REGISTRATION

FEES
• R31 250.00

Discounted rates per candidate will be granted on request to organisations that enrol five or more candidates starting simultaneously on a specific programme. Information about discounted rates is available on request.

Included in the programme fees are:
• The textbooks;
• Other study material;
• Refreshments during study schools; and
• A registration fee.

Once a candidate has registered for the programme, he/she is responsible for payment of the full amount even if he/she withdraws from the programme. Participants’ admission to examinations will be refused should the fees not be paid on the specified dates. We look forward to your participation in our programme.

STUDY UNIT OUTCOME

LABOUR RELATIONS
Participants will be able to:
• deal meaningfully with the complex and integrated nature of relationships among all role players in the work environment, in order to establish constructive relationships; and
• perform best practices to proactively manage sound people relationships that will enhance personal and company growth.

MANAGEMENT ACCOUNTING
On completion of this module, the participant will be able to:
• use accounting data to support him/her in managerial functions, such as planning operations, controlling activities and decision making; and
• demonstrate an insight into the different accounting systems, cost behaviour and cost classifications in order to apply the information in different operating processes and management activities.
MANAGEMENT LEADERSHIP AND ORGANISATIONAL BEHAVIOUR

The participant will be able to:

• apply selected managerial, analytical and diagnostic skills with regard to own behaviour and the behaviour of individuals, groups/teams and the organisation; and
• create a motivating environment in organisations by means of enriched manager leadership skills.

MARKETING MANAGEMENT

Participants will be able to:

• manage efficiently, in conjunction with other management functions, the organisation’s internal resources in transferring available products and services into income;
• demonstrate insight into the role and function marketing plays in society and the strategic business plan of the enterprise;
• develop competitive market segmentation strategies; and
• compile an integrated marketing plan.

OPERATIONS MANAGEMENT

The participant will be able to:

• manage productive resources critical for strategic growth and competitiveness; and
• effectively manage the conversion of inputs into outputs within an organisation in order to create value/wealth for the customer and the organisation.

FINANCIAL ACCOUNTING

The participant will be able to:

• analyse and interpret financial statements as a basis for decision-making in all fields of management; and
• apply financial statements as the accurate and objective means of managerial reporting and communication of financial and related matters to all stakeholders.

MANAGERIAL ECONOMICS

The participant will be able to:

• integrate and manage all relevant macroeconomic forces in a business-sensible manner; and
• deal with and meaningfully integrate all the relevant dimensions conducive to domestic and global economic growth and competitiveness, in order to properly position a business and optimise gains in the total economic environment.
Part 3: Executive Programmes

Short Learning Programme on
MIDDLE MANAGEMENT (MMP) APPLICATION FORM

Applications must be accompanied by:
• Proof of highest qualification achieved
• Two clear recent passport-size photographs
• A letter from the participant’s employer in which:
  — the employer certifies that the participant meets the requirements; and
  — the employer grants permission for the participant to participate in the programme
• A certified copy of your Identity Document.

We look forward to your participation in our programme.

Application for admission to the Short Learning Programme on Middle Management
• Strictly confidential
• Please complete in type or print-hand

A. Personal information

Initials and surname

Names

ID no.

Date of birth

Home address

Tel no. (H) Area code

Cell no.

Nationality

E-mail

Postal address (if different from home address)

Postal code

Work address

Tel no. (W) Area code

Fax no. Area code

B. Post-school activities

Complete in reverse order (starting with the most recent) all tertiary academic work, including qualifications (compulsory for evaluation purpose).

<table>
<thead>
<tr>
<th>University/College/Technikon</th>
<th>Period (Year)</th>
<th>Name of Degree/Diploma/Certificate</th>
<th>Study completed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>From</td>
<td>To</td>
<td></td>
</tr>
</tbody>
</table>

NB! latest version of ADOBE ACROBAT READER before attempting to complete the form.
C. Employment Record

Please record your most recent positions of employment, starting with your present position.

<table>
<thead>
<tr>
<th>Name of Company</th>
<th>Industry</th>
<th>Title or Position</th>
<th>Date</th>
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<tbody>
<tr>
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<td></td>
<td></td>
<td>From</td>
</tr>
</tbody>
</table>

Controlling Company
Subsidiary/Section
Nature of Business
Title Position
Number of Employees
Number of Years in Position

The NWU Potchefstroom Business School places great emphasis on the condition that participants should be able to work in a small study group. This enables them to learn from each other. To facilitate this process, you are requested to supply a short description of your present obligations and responsibilities in your organisation.

D. Payment Options (Only after acceptance letter to the SLP on MP has been issued)

Payment enclosed (Please mark appropriate box)  
- Cheque  
- Postal order  
- Transfer  
- RealPay

Account details
Cheques should be made out to:  
North-West University  
(No cash please)

Please fax proof of payment to:  
Fax No. 087 231 5498  
Attention: Marietjie Lombard

Entity responsible for payment:
- Self  
- Company

If self and are unable to pay full study fees immediately, please complete the RealPay debit order option form. (Available on request)

If company, please provide the following details for invoicing purposes:

Registered Company Name:  
Company Address Details:  
Company Vat Reg. No.:  
Postal Code:

Contact Credentials of Creditors Department:  
Contact Name

Tel No. Area Code:  
No.

This application, once approved, becomes a legal and binding agreement between the applicant and NWU-PBS which is irrevocable.

It is the policy of Northwest University that a registered participant of the University shall be fully liable for the payment of all prescribed fees, even if he or she cancels his or her registration partially or in full, and or leaves the University, irrespective of whether he or she has attended classes or not. The University considers applications for the refunding of fees and/ or exemption from fees on the grounds of extraordinary circumstances.

E. Submit

Please post your completed application form to:  
Admin Officer: SLP on Middle Management  
NWU Potchefstroom Business School  
Private Bag X6001, NWU  
Internal Box No. 296  
Potchefstroom, 2520

Signature of Candidate

Date:  
YYYY-MM-DD
Your first choice in education finance

Eduloan is a dedicated financial services provider with easy education finance options that best suit your needs.

We provide loans for:
- study fees
- registration fees
- settling outstanding balances
- books and other accessories

You get:
- fixed monthly instalments
- no deposit
- no hidden costs
- and we pay directly to the institution, which means there’s no admin for you

Contact us:
- on 0860 55 55 44
- or SMS Eduloan to 32150 and we’ll call you back
- or visit www.eduloan.co.za to apply online

Note:
You will need your / your sponsor’s latest payslip, ID, study fee quote, and your / their latest bank statement.

eduloan
unlocking potential
Your quick start checklist:

Before you send in your application, please make sure you have attached the following documents from the person responsible for payment:

- Latest original payslip or a certified copy
- A certified copy of a South African identity document
- Your study fee quote from the educational institution
- Latest month’s bank statement (or 3 months bank statements if self-employed) with the bank account number clearly visible

Apply today by:

- Phoning our call centre on 0860 55 55 44,
- SMS “edu” to 32150 and we’ll call you back,
- Fax your application to 0866 33 38 32,
- Visit our website at www.eduloan.co.za
PRE-AGREEMENT STATEMENT, QUOTATION AND AGREEMENT

(“Eduloan”) (Reg No: 1996/003901/07) is in terms of Section 92 of the National Credit Act 34 of 2005, NCR Number: NCRCP18

Open Learning House, Constantia Park,
Cnr 14th Ave & Hendrik Pieterse Road, Weltevreden Park
PO Box 5287, Weltevreden Park, 1715

Call Centre: 0860 55 55 64
Fax No: 066 633 3832
www.eduloan.co.za

CONSUMER’S DETAILS

| Surname: | | | |
| Name: | | | |
| Physical address: (domicile): | | |
| Employer: | | |
| Occupation: | | |
| Email address: | | |
| Race/Legal Requirements: | Black | | |
| Age: | | |
| Gender: | | |
| Marital status: | | |
| ID No: | | |
| Tel (home): | | |
| Email address: | | |
| Tel (work): | | |
| Gender: Male | Female | |
| Marital status: Married | Widowed | | Divorced |
| E-mail: | | |
| Marital status: Single | | |

STUDENT’S DETAILS

| Surname: | | | |
| Name: | | | |
| ID No: | | |
| Tel (Home): | | |
| Email address: | | |
| Educational Institution: | | |
| Length of course: | | |
| Course studying: | | |
| Year of study: | | |
| Applying for: | Certificate | Diploma | Degree | Honours | Masters |

CONSUMER’S INCOME DETAILS

Net salary excluding overtime and bonuses: R
Other income (e.g., maintenance, pensions, etc. – please provide proof): R
Total monthly income: R
Total monthly expenses (e.g., food, clothes, insur atance, housing, etc.): R
Total monthly disposable income: R

COMMENTS RELATING TO INCOME

QUOTATION (This Quote is valid for 5 days and becomes an Agreement if signed by the Consumer hereunder)

| Loan amount: | R | Type of loan application: Study Loan | Loan for laptop |
| Interest rate: | R | | Book Loan |
| Total monthly service fees payable including interest: R |
| Initiation fee (deducted in instalments): R |
| Total amount repayable: R |
| Number of instalments (monthly): R |
| Monthly instalment: R |
| Commission agent code: | | |
| Commission payable: | | |

DEVELOPMENT AGREEMENT BETWEEN EDULOAN AND THE CONSUMER AND REPAYMENT AUTHORITY DETAILS

The Parties agree that Eduloan will advance the Loan Amount to the Consumer and pay it to the above Educational Institution for the above student or student as the Debtor elected by the Student to the above Educational Institution.

The Consumer undertakes to repay the full amount in the number of monthly instalments as detailed in the terms and conditions of the above, including any additional interest and fees charged by the Educational Institution. If the Consumer fails to make any payment due under the Agreement, Eduloan may, at its discretion, charge late fees.

FURTHER INFORMATION

- Eduloan may provide statements to the Consumer on a quarterly basis. The Consumer may settle the Agreement at any time.
- The unpaid balance of the loan amount, unpaid interest and fees will be used to calculate the settlement amount up to the settlement date.
- If a consumer defaults in terms of this Agreement, Eduloan may terminate this Agreement according to the provisions of the National Credit Act. In such cases, the above Educational Institution may not, without the written consent of the Consumer, and may settle the Agreement at any time.
- If the Consumer defaults, the Agreement may be terminated by Eduloan without the consent of the Consumer. The Consumer agrees to settle the Agreement with Eduloan at any time.
- The Consumer consents to Eduloan checking their credit record with any credit reference agency. The Consumer also consents to Eduloan providing credit reference agencies with regular updates regarding the conduct of the consumer account, including the failure to make the agreed terms and conditions. The Consumer agrees that the credit reference agencies may, in turn, make their record and details available to other credit granters.
- Eduloan may, at its discretion, charge late fees.
- Eduloan may, at its discretion, charge late fees.
- By signing this agreement, the Consumer acknowledges that he/she has read and understood the terms and conditions and agrees to abide by them.

MARKETING OPTIONS (Applicant to indicate preferences)

- The Consumer consents to be included in the distribution of Eduloan SMS and email messages, Yes No
- The Consumer consents to be included in Eduloan telemarketing campaigns, Yes No
- The Consumer consents to be included in marketing/customer data used distributed by Eduloan, Yes No
- Send statement via email Yes No

Your signature denotes acceptance of the quotation terms and becomes a binding agreement.

Applicant Eduloan Representative
SECTION 1: STUDENT INFORMATION

Have you ever enrolled for any course/degree?  Yes [ ]  No [ ]

If yes, University number: [ ]

Name of short course: [ ]

Identity number: [ ]

Surname: [ ]  Initials: [ ]

Birth date: [ ]  Title (e.g. Mr): [ ]

First names: [ ]  Gender: [ ]

Preferred name: [ ]

Maiden name (married woman): [ ]

Marital Status  Single [ ]  Married [ ]  Other (please specify): [ ]

Nationality  South African [ ]  Other (please specify): [ ]

Population group  (Information treated as confidential.)  Asian [ ]  White [ ]  Coloured [ ]  Black [ ]

Other (please specify): [ ]

Disability status  Yes [ ]  No [ ]  Nature of disability: [ ]

Please complete where applicable:

Employer: [ ]

Department and position: [ ]

Contact Details

Preferred method of communication  Post [ ]  E-mail [ ]  Fax [ ]

Home address: [ ]  Postal code: [ ]
Postal address (if different from home address)

[Blank line]

Postal code

To which address should the account be sent?  Home address ☐  Postal address ☐
Other ☐  Please specify “other”

[Blank line]

Postal code

Cell phone number

[Blank line]

Home tel. no.  Area code  Number

[Blank line]

Work tel. no.  Area code  Number

[Blank line]

Fax no.  Area code  Number

[Blank line]

E-mail address

Next of kin (relative/friend)

[Blank line]

Contact Number

Post matric qualifications

<table>
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<tr>
<th>Name of university/college/university of technology, etc.</th>
<th>Name of degree/diploma/certificate</th>
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SECTION 2: COMPANY APPLICATION AUTHORISATION

Company Name

[Blank line]

Order number

Address

[Blank line]

Postal code

Work tel. no.  Area code  Number

[Blank line]

Fax no.  Area code  Number

[Blank line]
SECTION 3: TYPE OF PAYMENT

- Edu-Loan
- Cash
- Employer
- Bank deposit
- Electronic transfer

SECTION 4: OPTIONS FOR ATTENDANCE

- Full Time: 8:00 to 16:00
- Part time: 16:45 to 19:45

CONDITIONS:

The fees are payable as follows:

- Deposit - 50% on application and balance in TWO (2) to FOUR (4) instalments
- Fees are not refundable upon cancellation or withdrawal by the participant
- Student will be responsible for the full fee once they have been admitted

SIGNATURE OF APPLICANT

NAME AND SURNAME (please print)

Date