

TRAINING CATALOGUE

BCH Group (PTY) Ltd.

• SAFETY • EQUITY • B-BBEE • SKILLS

Registration No 2012/172840/07

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national treasury
Department:
National Treasury
REPUBLIC OF SOUTH AFRICA



labour
Department:
Labour
REPUBLIC OF SOUTH AFRICA

NOVA
Safety Products (PTY) Ltd.

MERSETA
Manufacturing Sector
Education Training
Authority

PGA
Professional Golfers
Association of
South Africa

SAP ARIBA for:
South African Department
of National treasury

BCH GROUP
Business Compliance
Holdings (PTY) Ltd.

DoL
South African
Department
of Labour

"Your compliance in **SAFETY / EMPLOYMENT EQUITY / B-BBEE / SKILLS DEVELOPMENT** is our business"

TYPES OF TRAINING:

- PUBLIC
- LIVE
- ON-LINE
- SELF-STUDY



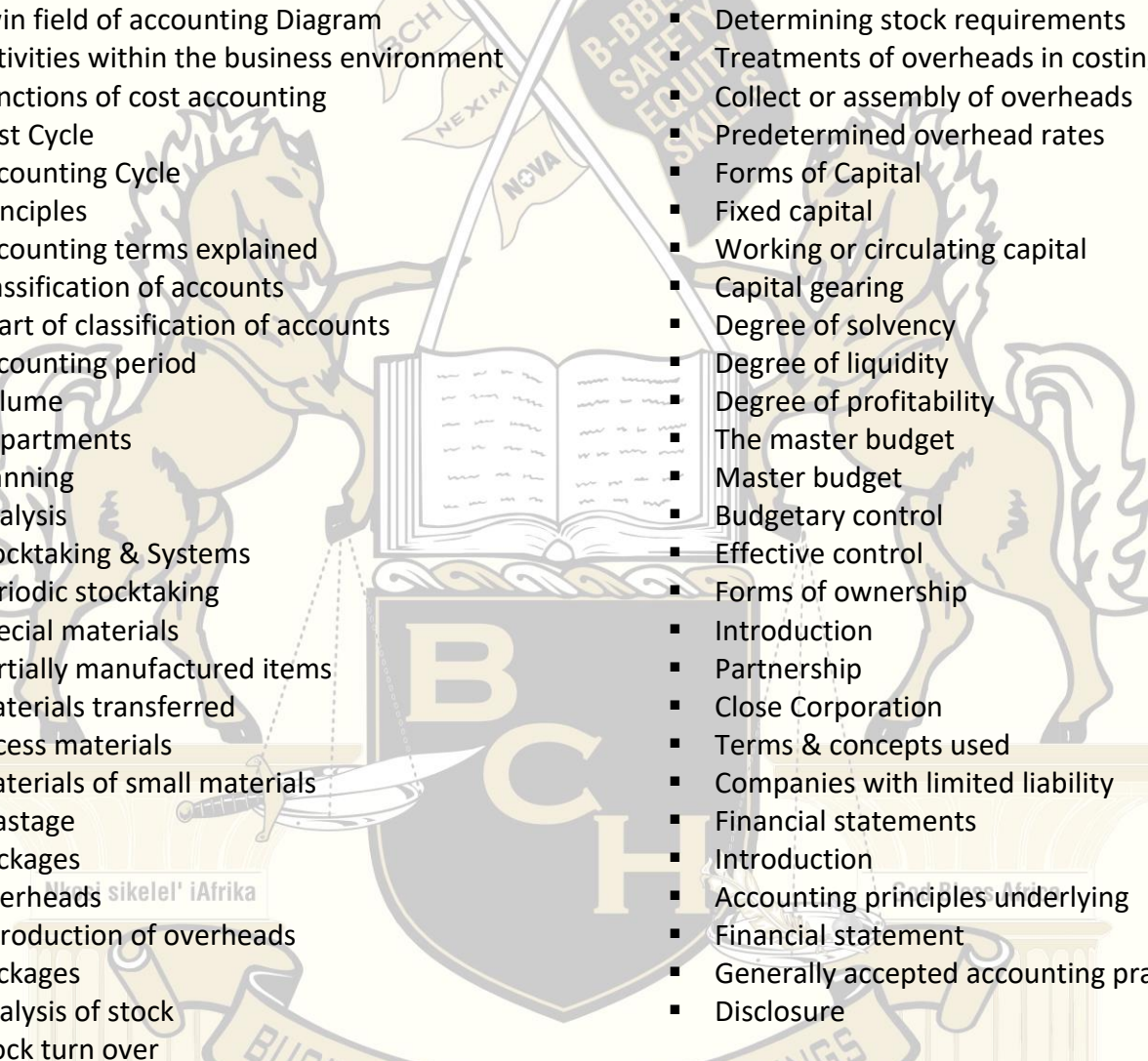
SUBJECT CONTENTS -

ACCOUNTING THEORY

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- 
- Twin field of accounting Diagram
 - Activities within the business environment
 - Functions of cost accounting
 - Cost Cycle
 - Accounting Cycle
 - Principles
 - Accounting terms explained
 - Classification of accounts
 - Chart of classification of accounts
 - Accounting period
 - Volume
 - Departments
 - Planning
 - Analysis
 - Stocktaking & Systems
 - Periodic stocktaking
 - Special materials
 - Partially manufactured items
 - Materials transferred
 - Excess materials
 - Materials of small materials
 - Wastage
 - Packages
 - Overheads sikelel' iAfrika
 - Introduction of overheads
 - Packages
 - Analysis of stock
 - Stock turn over
 - Determining stock requirements
 - Treatments of overheads in costing system
 - Collect or assembly of overheads
 - Predetermined overhead rates
 - Forms of Capital
 - Fixed capital
 - Working or circulating capital
 - Capital gearing
 - Degree of solvency
 - Degree of liquidity
 - Degree of profitability
 - The master budget
 - Master budget
 - Budgetary control
 - Effective control
 - Forms of ownership
 - Introduction
 - Partnership
 - Close Corporation
 - Terms & concepts used
 - Companies with limited liability
 - Financial statements
 - Introduction
 - Accounting principles underlying
 - Financial statement
 - Generally accepted accounting practice
 - Disclosure

ADMINISTRATION

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- What is Business Administration?
- The objectives of Business Administration
- The field of study of Business Administration
- How does a business function?
- The structure of a business
- Different kinds of businesses - ownership
- Different kinds of businesses - capital
- Business and the economy
- Business ethics
- What is a manager?

- The functions of a manager
- The qualities of a good manager
- Why is administration important?
- Applying the elements of management
- Planning in business administration
- Organisation in business admin
- Leadership in business admin
- Control in business administration
- Office and equipment management
- Cost control
- Property and assets management
- What are information systems?

- The functioning of information systems
- How to manage information systems
- What is financial management?
- The objectives of financial management
- Investment, financing, dividends
- Basic concept in financial management
- Basic accounting functions
- Petty cash system
- Human Resources function
- Purchasing function
- Marketing function

ADVERTISING

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- The promotional mix
- Definition of advertising
- Different forms of advertising
- Why organisation's advertise
- What advertising seeks to achieve
- Advertising on consumer behavior
- Advertising resources
- Agency/client relationship
- Specialised services
- How to position a product
- The creative strategy

- Print advertising
- Persuasive advertising
- Copy approaches
- Electronic media advertising
- Television
- Radio
- Persuasive visualisation
- Use of colour
- Do's and Don'ts of advertising
- Direct mail
- Evaluation of media resources

ASSERTIVENESS & DELEGATING IN THE WORKPLACE

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Practice makes perfect
- Relationships in the workplace
- Difference between being assertive and aggression
- Cultural Diversity
- Tip 1: Breathe!
- Tip 2: Think before you react
- Tip 3: Talk to yourself
- What is Assertiveness?
- How to be strong in a respectful and professional way
- Learning how to be assertive

- How to be assertive for a better work life balance
- Have a reason to be
- Decide what is reasonable
- Learn how to say 'No'
- Be polite but firm
- Do not make a habit of saying you 'can't' do it
- Practice saying no
- What happens if you say 'Yes'?
- When you have to say Yes
- 5 Tips for being assertive with your boss
- Pick the right fight

- Try to keep your energy in check
- Confronting your boss
- If you determine the problem is truly with your boss
- Addressing problems with superiors or others in your life
- Some things should not be delegated
- Assign duties to the Individual best suited for the Project
- Make your instructions as clear as possible
- Measure and control projects

- Coaching your staff
- Leadership style tips
- How to delegate duties to others
- Instructions
- Figure out which tasks can and cannot be delegated
- Identify individual strengths and weaknesses
- Identify who is really willing to learn
- Explain the task clearly and completely
- Avoid micromanaging

BASIC BUSINESS PRINCIPLES

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- General Strategic Management
- Marketing
- Public Relations
- Finance
- Costing
- Purchasing

- Human Resources
- Information Management
- Production
- Motivation
- Techniques

BASIC COMPUTER COURSE

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Start an Office Program
- Exit an Office Program
- Create a New Office Document
- Save an Office Document
- Save an Office Document in a new folder
- Apply a different font to text
- Apply Bolding formatting
- Apply Italic formatting
- Underline text
- Change the size of text
- Change the colour of text
- Copy text
- Move text
- Create a Table
- Find and Insert a Clip
- Align text left or right
- Center text

- Increase or decrease the left indent of and Entire paragraph
- Create numbered lists as you type
- Create bulleted lists as you type
- Add bullets or numbering to exiting text
- Insert the current date and time
- Check spelling and grammar automatically as you type
- Check spelling and grammar all at once
- Look up words in the Thesaurus
- Print a document
- Change page margins
- Select page orientation
- Select paper size
- Send your document via email
- Create and send an email message
- Attach a file to an email message

BASIC LEADERSHIP

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- 
- Effective leadership
 - Action centered leadership
 - Achieving the task
 - Managing the team
 - Managing individuals
 - Complement action-centered leadership by using leadership styles
 - Develop effective leadership skills
 - Leadership skills and leadership behaviours
 - Effective leadership behaviours
 - Ineffective or negative behaviours
 - Leadership skills and leadership behaviours
 - Effective team leadership
 - The leaderful organisation
 - What is thought leadership?
 - The business case for promoting thought leadership
 - Features of thought leadership
 - How to foster thought leadership
 - Hope in good leadership
 - Hope and optimism are qualities of management
 - Leadership development
 - Good leadership and management models
 - Leadership development gone wrong
 - The changing meaning of leadership
 - What is different about the 21st century?
 - How the Meaning of Leadership Needs to Change *Nkosi sikelel' iAfrika*
 - Leadership Skills and Leadership Behaviours
 - Effective Leadership Behaviours
 - Ineffective or Negative Behaviours
 - Leadership Skills and Leadership Behaviours
 - Leadership Style
 - Business Leadership
 - Greater than Yourself
 - Leadership Training
 - Leadership Training Programs
 - Transformational Leadership
 - What is Transformational Leadership?
 - Limitations of Transformational Leadership
 - Benefits of Transformational Leadership
 - Project Management Leadership Skills
 - Project manager Leadership Skills
 - Project Initiation and Scope
 - Project Planning
 - Requirements and Analysis
 - Build, Test, Delivery and Closure
 - Project Management Leadership Skills
 - Good Leaders Can Still be Made
 - Basic Leadership Communications Training
 - Mid-Level Leadership Communications Training
 - Senior-Level Leadership Communications Training
 - Ways to Learn Leadership Communication Skills
 - The Making of True Leaders
 - Leadership potential Assessment

BUILDING RELATIONSHIPS

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Introduction
- Relationships in the Workplace
- Employee Relations
- Employee Relations
- Why Pro-Act?
- Avoiding Employee Relations Pitfalls
- Legal Considerations
- Business Studies for Employer/Employee relations
- High Labour Turnover
- What Makes a Long-Term Employee/Employer Relationship?
- What You Need to Know About Employer-Employee relations
- Employer and Employee Relationship
- Employee Relations Policy
- Introduction
- Objectives
- Employee Representation
- Victimization/Coercion
- Collective Bargaining
- Communication and Consultation
- Grievance Resolution
- Discipline
- Poor Performance
- Employee Relations Training
- Encourage Employee Loyalty
- Foster Employee Loyalty
- Create a Positive Relationship with Employees
- Improve Employee – Employer Relationships
- Employee Relationship Management
- Leadership potential Assessment
- Have Good Manners
- Customers Value Good Business Relations
- Customer-Centric Approach
- Customer Touch Points
- Portraying Yourself with Refinement
- Benefits of Business Etiquette
- Cultivate Good Business Relationships
- Building Trust
- How to Treat Your Clients/Customers

BUSINESS COMMUNICATIONS

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Communication Process (Introduction)
- What is communication, Communication process, Communication flow, Types of communication, Dyad roles, or rules
- Mode of Communications
- Oral, Written, Graphic, Choosing a medium, Audiences, Other considerations, Purpose
- Social etiquette – gift giving and how to behave at a party
- Gift giving
- What to spend
- What to buy
- Suitable gifts
- Gifts that should never be given
- Accepting of gifts
- The office party.
- Expressing and accepting appreciation
- Accepting appreciation
- Giving praise
- Letters of congratulations
- Letters of sympathy
- Replies to invitations
- Thank you notes
- How to write a thank you note.

BUSINESS COMMUNICATION SUCCESS

This subject is available as:

A FULL COURSE (Combination of subjects, knowledge assignments required)

SUBJECT LIST:

1. BUSINESS COMMUNICATION
2. OFFICE POLITICS
3. TEAMWORK
4. EMAIL ETIQUETTE

BUSINESS CONCEPTS

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Introduction to management
- Planning
- Controlling
- Communication
- Motivation
- Problem solving/decision making - induction
- Job instruction
- Discipline/grievance handling
- Leading
- Organising

BUSINESS CONTROL SYSTEMS

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Management principles
- Planning and decision making
- Operations research
- Control techniques
- Communication techniques
- Written Communication
- Vocabulary, concrete relative and abstract words, formal and informal words, style, conciseness, clarity, tone, jargon, précis, comprehensive essays
- Graphic Communication
- Types, integration of graphic and written messages
- Business Correspondence
- Format, memorandum, circulars, notices, news releases, reports, preliminaries
- English Usage
- Choosing appropriate language, grammar, number, case, sentence structure
- Intercultural Communications
- Consideration, barriers to effective intercultural communications, accultural, organisational culture, improving intercultural communications in organisations

BUSINESS DEVELOPMENT

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Why people start different undertakings
- The personal qualities of the entrepreneur
- Factors to consider before adopting an undertaking
- New versus ongoing undertaking
- Factors to consider when choosing the form of undertaking
- Forms of undertakings:
 - Sole trade
 - Partnership
 - The company
 - The private company
- Choice of a business site
- Factors to consider when setting up the location
 - Source/s of finance
 - Financing of floating capital
 - Financing long-term capital
 - Keeping of records
 - Cash flow statements
 - Advance cash estimates
 - Income tax
 - Sole trade and partnerships
 - Companies and cc's
 - General sales tax

BUSINESS ETIQUETTE

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- What is Business Etiquette? Basic Rules
- Dealing with doors
- Train or bus etiquette
- Automobile etiquette
- Elevator etiquette
- Street etiquette
- Sensible seating
- Physical distance
- Dealing with People
- Tips for introductions
- To avoid when making introductions
- Remembering names
- Introducing yourself
- The handshake
- How to handle problems when shaking hands
- Touch
- Business card etiquette
- Nametag tips
- Saying goodbye
- Receiving guests for your boss.
- Successful Communication on the Business Environment
- Communication skills
- Small talk skills
- Turning-in techniques
- Listening manners
- Now it is your turn to talk
- Opening lines
- Time keeping
- Etiquette at a business meeting
- Honoring territory.
- Office Equipment Etiquette
- Telephone techniques
- How to improve your speech
- Placing polite calls
- Managing voice mail messages
- Leaving messages
- How to be polite about the use of office equipment
- Fax machines
- Photocopier courtesy
- E-mail courtesy
- Coffee machine etiquette
- How to dress appropriately
- Grooming strengths
- Grooming weaknesses

- How to select your clothing
- Keeping your clothes on.
- Social Etiquette – Table manners
- Making appropriate arrangements
- How to order courteously in a restaurant
- Tips on ordering drinks
- Tips on ordering food
- Helpful hints
- Tipping.

BUSINESS LAW

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Sources of South African Law
- Roman - Dutch law: Roman law & law pertaining to the Province of Holland, Netherlands, Legislation, Judicial decisions, English law, SA common law, SA Constitutions & Bill of Rights.
- Courts
- Constitutional Court, Supreme Court, the High Court, Magistrates Court, Small Claims Courts
- Legal Procedure
- To settle disputes
- Out of court settlement (agreement)
- A court ruling
- Abandonment of case (settlement)
- Personal and Real Rights
- Definition of legal rights, a real right, a personal right, transfer of real rights: movables, immovables

CHANGE MANAGEMENT

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Describe a model of effective change management.
- Identify reasons for resistance to change and indicate ways to overcome them.
- Identify and apply the competencies of an effective change agent.
- Identify reasons for resistance to change and indicate ways to overcome them.
- Identify the risk inherent in any change management program and indicate ways to manage them.
- Identify and apply the competencies of an effective change agent.

CHEMICAL CONTROL PROCESS

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Basic Principles for controlling chemical hazards
- Administrative hazard controls
- Personal protective equipment
- Location and availability of information on chemical hazards
- Chemical hygiene plan overview of the possible hazards associated with chemicals
- Chemical hygiene plan
- Emergency information
- What is control banding

CHEMICAL INDUSTRIAL ANALYSIS

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Introduction
- Purpose of chemical analysis in industry
- Quality in Chemical Analysis
- The role of the chemical analysts
- The scientific approach
- Recording and communicating results
- Safety in the laboratory
- Chemical hazards
- Fire hazards
- Explosion hazards
- Respiratory hazards
- Toxic hazards
- General safety precautions
- Basic chemical and physical properties
- Temperature
- Mass
- Volume
- Time
- Pressure
- Melting point
- Boiling point
- Density
- Specific gravity
- Solubility
- Concentration
- Colour
- Viscosity
- PH
- Basic Laboratory Statistics
- Terminology
- Working with percentages
- Calculating the mean
- Calculating deviations
- Representing data in tables & graphs
- Sampling Practice Solids sampling
- Liquid sampling
- Gas sampling
- Sample preparation
- Laboratory Technique
- Chemical reagent purity grades
- Handling chemicals and reagents
- Types of glass
- Cleaning laboratory glassware
- Heating & cooling substances
- Weighing materials
- Measuring PH
- Laboratory Analysis Procedures
- Titration
- Viscosity
- Surface Tension
- Capillary-rise method
- Angle-of-contact method
- Spectroscopy

CONSUMER BEHAVIOUR

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- The importance of consumer behaviour
- The marketer and individual
- Difference between buyer and user
- Difference between personal and organisational consumer
- Understanding of the science that contributed to consumer behavior
- Consumer behavior as an important field of study
- Personality
- Attitude
- Groups
- The family
- Opinion leadership
- Social class
- Culture
- Subculture and cross-culture
- Diffusion and decision making
- Terms used in consumer behavior

CULTURAL DIVERSITY

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Know and understand the global environment and how it relates to cultural diversity
- Know and understand the nature and definitions in global diversity, including:
 - Culture, Culture Diversity, Prejudice, Discrimination, Stereotypes
- Understand global cultural diversity and how it relates to economic status
- Understand global cultural diversity and how it relates to religion
- Understand global cultural diversity and how it relates to gender
- Understand global cultural diversity and how it relates to race
- Understand the role of economics in cultural diversity in south Africa
- Understand the role of religion in cultural diversity in south Africa
- Understand the role of race in cultural diversity in south Africa
- Understand the role of gender in cultural diversity in south Africa
- Understand how cultural diversity is managed nationally
- Understand how Cultural diversity is managed economically
- Understand how cultural diversity is managed socially.

CUSTOMER SERVICE & TELEPHONE SKILLS

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

ACCREDITED (NQF Level: 2, US # 114974, Credits: 2)

- The Responsibility
- Responsibility for actions
- Dedication
- Being completely involved
- Image of the enterprise
- Reception
- Attitude
- Suitable appearance and positive attitude
- Confidence, enthusiasm
- Telephone etiquette
- Assertive communication
- An Effective Listener
- The art of good communication
- In-store departments
- Reception
- Tellers
- Stores and Despatch
- Delivery
- Product knowledge
- Floor and service managers
- Modus operandi
- Cultural diversity
- Conclusion

CUSTOMER RELATIONSHIP DEVELOPMENT

This subject is available as:

A FULL COURSE (Combination of subjects, knowledge assignments required)

SUBJECT LIST:

1. CONSUMER BEHAVIOUR
2. CUSTOMER CARE
3. CUSTOMER SERVICE
4. TELEPHONE ETIQUETTE
5. QUALITY CONTROL
6. RETAIL CONCEPTS
7. RETAIL CONFLICT PREVENTION

EMPLOYMENT EQUITY COMMITTEE

This subject is available as:

A FULL COURSE (Combination of subjects, knowledge assignments required)

SUBJECT LIST:

1. EQUITY SKILLS STRATEGY
2. SKILLS DEVELOPMENT INDUCTION

EE & SD COMMITTEE

EMPLOYMENT EQUITY & SKILLS DEVELOPMENT

This subject is available as:

A FULL COURSE (Combination of subjects, knowledge assignments required)

SUBJECT LIST:

1. EQUITY SKILLS STRATEGY
2. SKILLS DEVELOPMENT INDUCTION
3. TRAINING PROCEDURE

EFFECTIVE LEADERSHIP

This subject is available as:

A FULL COURSE (Combination of subjects, knowledge assignments required)

SUBJECT LIST:

1. BASIC LEADERSHIP
2. BUILDING RELATIONSHIPS
3. MOTIVATE AND BUILD A TEAM
4. STAFF MOTIVATION

EMAIL ETIQUETTE

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- E-mail Etiquette Tips – Business vs Personal
- Sending Emails – What to remember
- Formatting Emails – Backgrounds, signature etc.
- Email Attachments – Formatting rules
- Rules when using To, From, CC, BCC, RR, Subject
- Email Forwarding
- Email and Perception, Privacy, Copyright
- Business Email
- Email Considerations
- Top Five Email Dos and Don'ts

ENTREPRENEURSHIP

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- 
- Entrepreneurship Defined
 - What is Entrepreneurship
 - The simple definition
 - The complex definition
 - Well known entrepreneurship.
 - Why do entrepreneurs' matter.
 - The trait approach to entrepreneurship.
 - Characteristic of an entrepreneur.
 - Innovation and creativity:
 - The start of new business
 - Creativity
 - Four roles of the creative process
 - Innovation.
 - Entrepreneurship
 - The ways in which successful entrepreneurs behave
 - The entrepreneurial environment
 - Structure
 - Communication
 - Entrepreneurship &
 - SMMEs
 - Myths about entrepreneurship
 - Conclusion
 - PART 2
 - The Identification & screening of business opportunities.
 - The business idea
 - The feasibility study Marketing
 - Organisational capabilities
 - Technical feasibility
 - Financial feasibility
 - The reasons for success failure.
 - Reasons for failure
 - Reasons for success
 - PART 3
 - Writing the Business Plan
 - Cover sheet
 - Table of contents
 - Executive summary
 - Strategic plan
 - Operational plan
 - Marketing plan
 - Sales & promotion (advertising)
 - Human resources plan

EQUITY SKILLS STRATEGY

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

ACCREDITED (NQF Level: 5, US # 15221, Credits: 4)

ROLE OF SKILLS DEVELOPMENT INFORMATION

- 1.1 Skills Development information
- 1.2 Link between Skills Development and Employment Equity

NATIONAL SKILLS DEVELOPMENT STRATEGY

- 2.1 Skills Development Defined
- 2.2 The need for a National Strategy
- 2.3 What is the NSDS?
- 2.4 Goals of the NSDS
- 2.5 Challenges impacting on the economy

LEGISLATION RELATED TO SKILLS DEVELOPMENT

- 3.1 Purpose and key elements of relevant legislation
- 3.2 Benefits, responsibilities and challenges
 - 3.2.1 Main benefits of skills development legislation
 - 3.2.2 Misconceptions about skills development legislation
 - 3.2.3 National Qualifications Framework Act
 - 3.2.4 Employment Equity Act
 - 3.2.5 Skills Development Act
 - 3.2.6 Skills Development Levies Act
- 3.3 Structures within the National Qualifications Framework
 - 3.3.1 Sub-frameworks and levels within the NQF
 - 3.3.2 National Skills Authority (NSA)

- 3.3.3 South African Qualifications Authority (SAQA)
- 3.3.4 Sector Education and Training Authorities (SETAs)
- 3.3.5 Education and Training Quality Assurance bodies (ETQAs)
- 3.3.6 Skills Development Planning Unit
- 3.3.7 Relationship among quality assurance bodies
- 3.4 Processes and requirements for participation in the structures
- 3.5 Mechanisms for implementation of legislation
 - 3.5.1 Financing of skills development
 - 3.5.2 National Skills Fund
 - 3.5.3 Grants
 - 3.5.4 Subsidies
 - 3.5.5 Employment services
 - 3.5.6 Learnerships
 - 3.5.7 Skills programs
 - 3.5.8 Recognition of prior learning
- 3.6 Aligning objectives of legislation and of the organisation
 - 3.6.1 Vision
 - 3.6.2 Mission statements
 - 3.6.3 Goals
 - 3.6.4 Operational plans

PROVIDE INFORMATION AND ADVICE

- 4.1 Advice relevant to established needs
 - 4.1.1 The rationale for development of human resources
 - 4.1.2 Role of the skills development facilitator, equity committee and training committee
 - 4.1.3 Conditions for effective learning

This learning program is designed for people providing information and advice regarding skills development. These could include Skills Development Facilitators and members of Training committees and Equity Committees in organisations.

The purpose of the program is to equip learners with the knowledge and skills required for: *Africa*

- providing information related to skills development, including relevant legislation, learning and assessment,
- advising an organisation concerning the alignment of skills development practices to the information provided
- advising on the promotion of skills development.

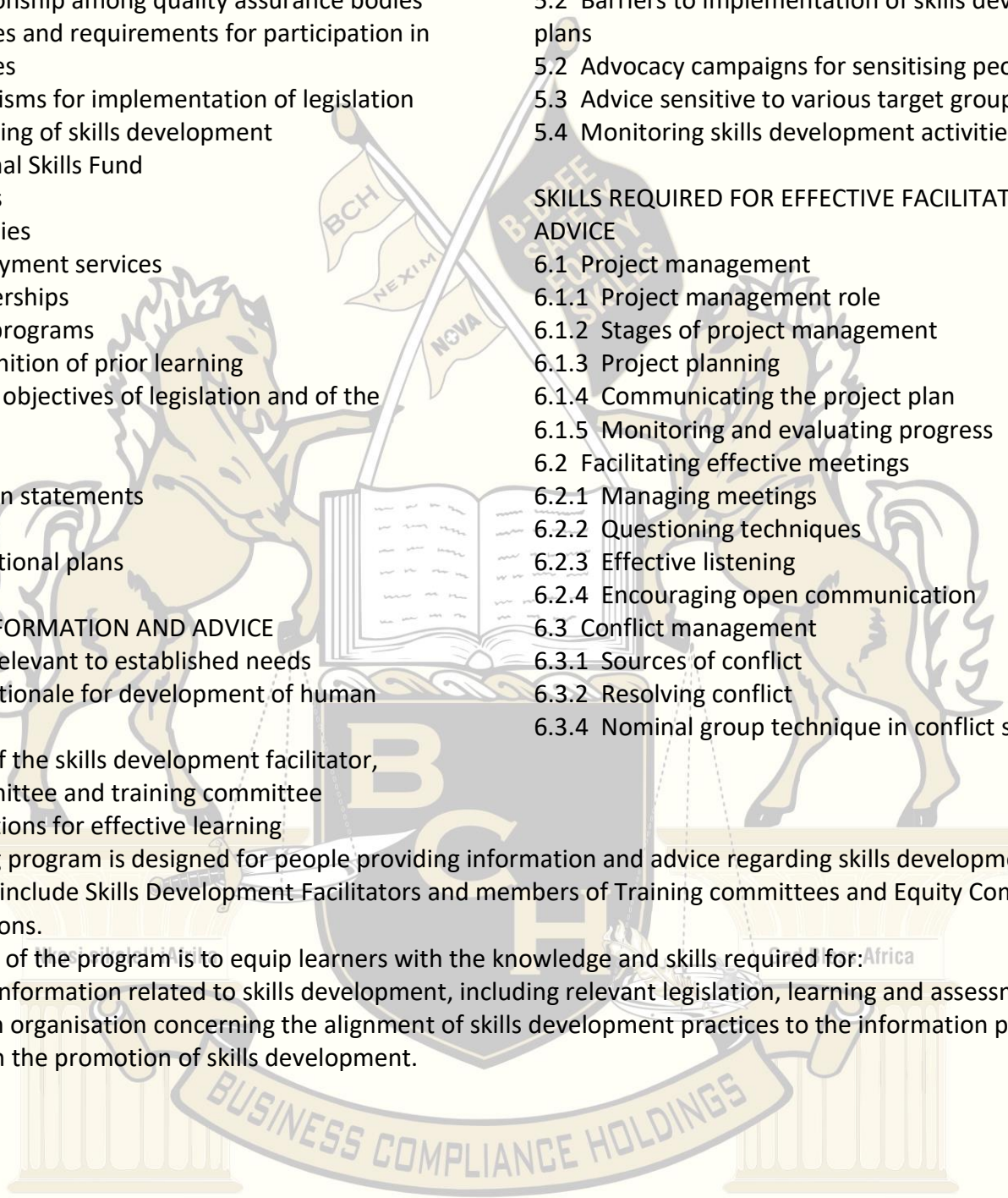
- 4.1.4 The training process
- 4.1.5 Identifying training needs
- 4.1.6 Planning of training
- 4.2 Sufficient information for decision-making

PROMOTION OF SKILLS DEVELOPMENT

- 5.2 Barriers to implementation of skills development plans
 - 5.2 Advocacy campaigns for sensitising people
 - 5.3 Advice sensitive to various target groups
 - 5.4 Monitoring skills development activities

SKILLS REQUIRED FOR EFFECTIVE FACILITATION OF ADVICE

- 6.1 Project management
 - 6.1.1 Project management role
 - 6.1.2 Stages of project management
 - 6.1.3 Project planning
 - 6.1.4 Communicating the project plan
 - 6.1.5 Monitoring and evaluating progress
- 6.2 Facilitating effective meetings
 - 6.2.1 Managing meetings
 - 6.2.2 Questioning techniques
 - 6.2.3 Effective listening
 - 6.2.4 Encouraging open communication
- 6.3 Conflict management
 - 6.3.1 Sources of conflict
 - 6.3.2 Resolving conflict
 - 6.3.4 Nominal group technique in conflict situations



FIREFIGHTING

This subject is available as:

ACCREDITED (NQF Level: 1, US # 252250, Credits: 3)

SAFETY LEGISLATION

1.1 The Occupational Health and Safety Act

UNDERSTANDING FIRE

2.1 What is fire?

2.2 Causes of fire

2.3 Chemistry of fire

2.4 Classes of fire

FIRE PREVENTION

3.1 General organizational housekeeping

3.2 Industry safe practices

3.3 Consequences of non-adherence to safe practices

This training program will enable you to:

- identify,
- contain,
- prevent and
- extinguish different types of fires by operating basic firefighting equipment.

FIREFIGHTING EQUIPMENT

4.1 Firefighting equipment and their use for specific types of fires

FIREFIGHTING TECHNIQUES

5.1 Safety signs / symbols on fire equipment

5.2 Operating fire extinguishers

5.3 Operating fire hose reels

5.4 Firefighting equipment / tools other than extinguishers

5.5 Precautions to take when fighting fires

5.6 Steps when containing fires

FIRST AID LEVEL - 1

BASIC LIFE SUPPORT AND FIRST AID

This subject is available as:

ACCREDITED (NQF Level: 1, US # 119567, Credits: 5)

FIRST AID AND PRIMARY EMERGENCY CARE IN CONTEXT

1.1 First aid defined

1.2 Scope and practice

1.3 Basic steps of first aid

1.4 Rules of first aid

ELEMENTARY ANATOMY AND PHYSIOLOGY

2.1 The human body

2.2 Respiratory system

2.3 Circulatory system

2.4 Nervous system

2.5 Musculoskeletal system

2.6 How the systems relate to each other

EMERGENCY SCENE MANAGEMENT

3.1 Aims of primary emergency care

3.2 Maintaining your personal safety

Wearing gloves Hand washing Using masks, face-shields or respiration devices Disposing of waste

3.3 Safeguarding the emergency scene

3.4 Methods of safeguarding the injured person

3.5 Medico-legal implications of primary emergency care

Occupational Health and Safety Act Common law principles

ASSESSING AN EMERGENCY SITUATION

4.1 Principles of emergency scene management

Emergency rules

4.2 Primary emergency process

- 4.3 Assessing the emergency situation in terms of priority treatments
- 4.4 Identifying the cause of the emergency
- 4.5 Identifying the type of injury and assessing the type of assistance required Primary examination of casualties

Secondary examination of casualties

- 4.6 Continual (follow-up) care
- 4.7 Calling for assistance and transportation

APPLYING FIRST AID PROCEDURES TO LIFE-THREATENING SITUATIONS

- 5.1 Life-threatening situations
- 5.2 Recovery position
- 5.3 Artificial (rescue) breathing

This training program will enable you to:

Provide primary emergency care (first aid) in response to an occupational risk-induced or any health emergency in your workplace.

- 5.4 One-rescuer cardio-pulmonary resuscitation
- 5.5 Choking
- 5.6 Anaphylaxis
- 5.7 Shock
- 5.8 Cardiac arrest

TREATING COMMON INJURIES

- 6.1 Wounds and bleeding (hemorrhage) Severe bleeding nosebleed
- 6.2 Fractures, burns, head injuries and spinal injuries

ANNEXURE A – EXTRACT FROM GENERAL SAFETY REGULATIONS - REGULATION 1032

FIRST AID LEVEL - 2 PRIMARY EMERGENCY CARE

This subject is available as:

ACCREDITED (NQF Level: 2, US # 120496, Credits: 5)

FIRST AID AND PRIMARY EMERGENCY CARE IN CONTEXT

- 1.1 First aid defined
- 1.2 Scope and practice
- 1.4 Rules of first aid

ELEMENTARY ANATOMY AND PHYSIOLOGY

- 2.1 The human body
- 2.2 Respiratory system
- 2.3 Circulatory system
- 2.4 Nervous system
- 2.5 Musculo-skeletal system

PRINCIPLES OF PRIMARY EMERGENCY CARE IN THE WORKPLACE

- 3.1 Aims of primary emergency care
- 3.2 Universal precautions – infectious diseases
Wearing gloves Hand washing Using masks, face-shields or respiration devices Disposing of waste
- 3.3 Medico-legal implications of primary emergency care

Occupational Health and Safety Act Common law principles

PREPAREDNESS FOR HEALTH EMERGENCIES

- 4.1 Content of the first aid kit
- 4.2 Maintenance and storage of first aid kit

ASSESS AND MANAGE AN EMERGENCY SCENE

- 5.2 Principles of emergency scene management
Emergency rules

5.2 Primary emergency process

Scene assessment for safety hazards Triage and allocating resources according to priority

Primary examination of casualties Secondary examination of casualties Continual care Recording and reporting

5.3 CALL FOR ASSISTANCE

PRIMARY EMERGENCY LIFE SUPPORT

- 6.1 Choking persons asphyxia
- 6.2 Recovery position
- 6.3 Rescue breathing
- 6.4 One-rescuer cardio-pulmonary resuscitation
- 6.5 Bleeding

Severe bleeding Nosebleed

SHOCK

7.1 Types of shock

7.2 Anaphylaxis

INJURIES AND WORKPLACE ILLNESSES

This training program will enable you to:

Provide primary emergency care (first aid) in response to an occupational risk-induced or any health emergency in your workplace.

RECORDS

9.1 Communication and records

ANNEXURE A – EXTRACT FROM GENERAL SAFETY REGULATIONS - REGULATION 1032

FIRST AID LEVEL - 3

PROVIDE FIRST AID AS AN ADVANCED FIRST RESPONDER

This subject is available as:

ACCREDITED (NQF Level: 3, US # 376480, Credits: 8)

THE PRINCIPLES OF ADVANCED FIRST AID IN EMERGENCIES

1.1 The aims and scope of emergency care

1.1.1 Aims

1.1.2 The scope and practice of emergency care

1.2.3 Ethics in emergency care

1.2 Universal precautions

1.2.1 The need for universal precautions

1.2.2 Wearing gloves

1.2.3 Using masks, face shields and respiration devices

1.2.4 Disposing of hazardous waste

1.3 Medico-legal implications in emergencies

1.3.1 Occupational Health and Safety Act

1.3.2 Common law principles

1.4 In a nutshell

ADVANCED LEVEL OF PREPAREDNESS

2.1 Being prepared

2.2 Regulated first aid and other equipment

2.3 Storage and maintenance of first-aid kit

2.4 In a nutshell

ASSESSING AND MANAGING AN EMERGENCY SCENE/ DISASTER

3.1 Identifying potential disasters

3.2 Disaster management plans

3.3 Assessing the scene and identifying the cause of the emergency

3.4 Identifying, and assessing and taking action regarding potential health hazards resulting from emergency scene or disaster

3.5 Triage and treatment

3.5.1 Principles of emergency scene management

3.5.2 Primary emergency process

3.6 Mobilising activities for emergency services

3.7 in a nutshell

BASIC ANATOMY AND PHYSIOLOGY OF THE HUMAN BODY SYSTEMS LEARNING OUTCOMES

4.1 The human body

4.2 The nervous system

4.2.1 Anatomy

4.2.2 Macro physiology

4.3 The cardiovascular system

4.3.1 Anatomy

4.3.2 Physiology

4.4 The respiratory system

4.4.1 Anatomy

4.4.2 Physiology

4.5 Muscular-skeletal system

4.5.1 Anatomy

4.5.2 Physiology

4.6 Integumentary system

4.6.1 Anatomy

4.6.2 Physiology

4.7 Digestive system

4.7.1 Anatomy

4.7.2 Physiology

- 4.8 Genito-urinary system
- 4.8.1 Urinary system
- 4.8.2 Female reproductive system
- 4.9 Endocrine system

FIRST AID FOR LIFE-THREATENING SITUATIONS, INJURIES, DISEASES AND DISORDERS

- 5.1 Life-threatening situations defined
- 5.2 Recovery position
- 5.3 Pulse sites and pulse monitoring
- 5.4 First aid for life-threatening conditions
 - 5.4.1 Artificial (rescue) breathing
 - 5.4.2 One-rescuer cardio-pulmonary resuscitation
 - 5.4.3 Oxygen therapy for hypoxia and cyanosis
 - 5.4.4 Choking
 - 5.4.5 Shock
 - 5.4.6 Anaphylaxis (anaphylactic shock)
 - 5.4.7 Cardiogenic shock
 - 5.4.8 Emergency birth
 - 5.4.9 Drowning
 - 5.4.10 Flail chest
 - 5.4.11 Sucking chest wound (pneumothorax)
 - 5.4.12 Bowel evisceration
- 5.5 First aid for disorders and diseases and other conditions

- 5.5.1 Epileptic seizures
- 5.5.2 Poisonous chemical inhalation
- 5.5.3 Croup
- 5.5.4 Asthma
- 5.5.5 Diabetes
- 5.5.6 Excessive diarrhea and/or vomiting
- 5.5.7 Severe abdominal pain
- 5.5.8 Measles
- 5.5.9 Meningitis
- 5.6 Wounds and bleeding
 - 5.6.1 Severe bleeding
 - 5.6.2 Nosebleed
 - 5.6.3 Wounds
 - 5.6.4 Eye injuries
 - 5.6.5 Ear injuries
 - 5.6.6 Severe headaches
- 5.7 Fractures, head injuries and spinal injuries
- 5.8 Burns
- 5.9 Thermal stress
- 5.10 Animal bites and stings
- 5.11 Sprains and strains
- 5.12 Poisoning

Qualifying learners will be capable of:

Provide primary emergency care (first aid) in response to an occupational risk-induced or any health emergency in your workplace.

HUMAN RESOURCES

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Human resources management
- The human being
- Organisational behavior
- Motivation
- Organisational effectiveness
- Organisational development
- Human resources planning
- Recruitment and selection
- Performance management
- Development of human resources
- Training
- Reward management

HUMAN RESOURCES DEVELOPMENT

This subject is available as:

A FULL COURSE (Combination of subjects, knowledge assignments required)

SUBJECT LIST:

1. CULTURAL DIVERSITY
2. HUMAN RESOURCES
3. LABOUR LAW
4. LABOUR RELATIONS

IMPROVED INDUSTRIAL PRODUCTIVITY

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- What is this thing called productivity?
- Introduction
- Definitions
- What productivity is not
- Is it really relevant?
- Why is it important?
- The human side of productivity
- A key to organisational productivity
- Critical mass steps as a time.
- In summary then, why productivity?
- What in general is required for better productivity?
- General hindrances to better productivity.
- Private company productivity, public responsibility, and government .
- Implementation of a productivity program.
- Learnership training & planning
- Employee motivation, training & participation
- Productivity audit – what is it?
- Key productivity performance indicators identified – what are the problems?
- Objectives development – what is the solution?
- Action plans compiled. How is the solution implemented?
- Monitoring & rectifying steps.
- Measuring productivity – a general approach.
- Get the full picture.
- Measurement classification
- Activity sampling
- A simple rating matrix Measuring specific areas of productivity.
- Inventory management & measurement.
- Sales forecasting & measurement.
- Total quality management. Scheduling, optimal production & just-in-time delivery.
- Background.
- Introduction & problem
- Statement.
- Approach or philosophy to the solution.
- Theory of constraints.
- Practical implications of a new productivity drive – business process reengineering.
- Introduction.
- Definition/Description & objectives
- Success requirements.
- The BPR process.
- Consequences of business process reengineering.
- Mistakes with implementing a BPR process.
- The most common shortcomings.
- Handling resistance to change.
- Productivity & creative problem solving.
- Introduction.
- Everyone should be creative.
- What is creativity?
- Getting creativity going.
- Brain mapping, creativity & strategic development.

INVENTORY

STOCK & STORES

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Stock
- Practical Supervision
- The principles of storing and moving goods
- Kinds of warehouses
- Receipt of goods
- Inventory

LABOUR LAW

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Content of the Act
- Purpose, application & interpretation
- Collective bargaining
- Strikes and lockouts
- Workplace forums
- Dispute resolutions
- Dismissals
- Schedules

LABOUR RELATIONS

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- History and origins of labour relations
- The parties involved in labour relations
- The legal framework of labour relations in SA
- Collective bargaining, strikes and lockouts
- Grievance procedures
- Disciplinary procedures
- Employee involvement and workplace forums
- The role of communications
- Negotiation
- CCMA
- Warnings
- Checklist for disciplinary investigations
- Notice to disciplinary inquiry
- Notice of suspension
- Record of disciplinary hearings

LADDER TRAINING

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

- Introduction Think Safety
- Do's and Don'ts
- Ladder inspection, care & maintenance
- Step ladder set-up tips
- Extension & single ladder set-up tips

LIVING HEALTHILY INCLUDING THE EFFECTS OF SUBSTANCE ABUSE

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

ACCREDITED (NQF Level: 1, US # 14659, Credits: 4)

BASIC PRINCIPLES OF HEALTH AND HYGIENE

- 1.1 What is 'lifestyle'?
- 1.2 The importance of living healthily
- 1.3 Good habits for a healthy lifestyle
- 1.4 Hygiene
- 1.5 The relationship between the functions of the body and personal hygiene
 - 1.5.1 Functions of systems of the body and organs that relate to personal hygiene
 - 1.5.2 The relationship between the body functions, its organs and personal hygiene
 - 1.5.3 The skin
 - 1.5.4 The digestive system
 - 1.5.5 The excretory system
 - 1.5.6 The respiratory system

HEALTHY AND NUTRITIOUS EATING

- 2.1 The five main food groups and their contribution to health
 - 2.1.1 The five basic food groups
 - 2.1.2 The contribution of each food group to a healthy diet
 - 2.1.3 The ideal sizes of portions
- 2.2 The contribution of vitamins to your health
- 2.3 Further guidelines for healthy eating

2.4 Planning a balanced meal

CONSEQUENCES OF ABUSING DRUGS AND MEDICINE

- 3.1 Drugs and medicines
- 3.2 Substance abuse
- 3.3 Situations where the use of medicine or drugs can have a positive effect
- 3.4 Situations where the use of medicine or drugs can have a negative effect
- 3.5 Habit-forming drugs that are illegal in South Africa
 - 3.5.1 Illegal drugs and their effect on the individual
 - 3.5.2 Summary of the consequences of substance abuse on the individual
 - 3.5.3 Consequences of drug abuse for society
- 3.6 The dangers of not following instructions for the use of medicine

THE ROLE OF SPORTS AND RECREATIONAL ACTIVITIES IN A HEALTHY LIFESTYLE

- 4.1 What is personal well-being?
- 4.2 The value of sports and recreational activities
- 4.3 Identifying opportunities for sports and recreational activities

Those who achieve this unit standard will be able to:

- Explain the basic principles of personal hygiene.
- Demonstrate an understanding of healthy and nutritious eating habits.
- Demonstrate an understanding of the consequences of abusing drugs and medicine.
- Demonstrate an understanding of sports and/or recreational activities for a healthy lifestyle.

LOGISTIC CONTROL

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Understand the term logistics and the scope of supply chain management
- Be able to achieve the goals/objectives of supply chain management
- Understand the components of a complete logistics strategy
- Understand the supply chain system as it operates in most businesses
- Be aware of logistics execution systems with particular emphasis on warehouse management
- Know what major trends are and implications they have for logistics
- Be introduced to the benefits of doing business on the web. (e-business)
- Realise that the shared network of the World Wide Web (WWW) can link supply chain systems throughout the world
- Be aware of the advantages and disadvantages of the internet
- integrated supply chain
- Be introduced to the concept of using computer aided voice picking in the warehouse
- Understand the applications of Radio Frequency Identification (RFID)
- Decide on the best and most appropriate supply chain planning software
- Understand the Economic Order Quantity (EOQ) accounting system
- Understand the method of calculating safety stock levels – i.e. Standard Deviations of a Normal Distribution
- Have workable solutions for managing slow moving inventory
- Be introduced to a model for selecting warehouse automation technology based on return on investment
- Know how to plan, prevent and respond to changes in the environment in order to manage risk
- Be able to follow the six-step approach to network optimisation projects
- Be able to measure performance of the supply chain
- Know how to implement an effective inventory management system
- Know that legislation is eventually going to enforce the responsible end-of-life disposal of electronic equipment
- Understand the benefits of collaborating with other companies to work towards common objective

MAINTAINING PERSONAL HEALTH

This subject is available as:

A FULL COURSE (Combination of subjects, knowledge assignments required)

SUBJECT LIST:

1. HIV AIDS AWARENESS
2. HYGIENE
3. SEXUALLY TRANSMITTED DISEASES
4. SUBSTANCE ABUSE

MANAGING PERSONAL FINANCE

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

ACCREDITED (NQF Level: 1, US # 243189, Credits: 8)

UNDERSTANDING PERSONAL FINANCE

- 1.1 Introduction and overview
- 1.2 Why it is important to manage your personal finances
 - 1.2.1 Financial stability and security
 - 1.2.2 The consequences of not managing your personal finances
 - 1.2.3 The benefits of managing your personal finances
 - 1.2.4 The principles of managing personal finances
- 1.3 Personal finance defined
- 1.4 Personal income and expenditure
 - 1.4.1 Personal income
 - 1.4.2 Personal expenditure
 - 1.4.3 The difference between personal income and expenditure
- 1.5 Financial planning
 - 1.5.1 Why financial planning is important
 - 1.5.2 How to do financial planning

PERSONAL BUDGET AND FINANCIAL DISCIPLINE

- 2.1 Sources of personal income
- 2.2 Interpreting pay slips
 - 2.2.1 The purpose of a pay slip
 - 2.2.2 Gross pay and net pay defined
 - 2.2.3 Deductions
- 2.3 Fixed and variable expenses
- 2.4 Methods of financing
- 2.5 Preparing a personal budget

- 2.6 The reasons for financial discipline

OPERATING A PERSONAL BANK ACCOUNT

- 3.1 Types of banking accounts
 - 3.1.1 Normal savings account
 - 3.1.2 Fixed savings account (Call account)
 - 3.1.3 Saving for a goal
 - 3.1.4 Cheque account
 - 3.1.5 Credit card
- 3.2 Why you should keep records of banking transactions
- 3.3 Keeping records
 - 3.3.1 Savings account
 - 3.3.2 Cheque account
- 3.4 Why you should take care when doing banking transactions
- 3.5 General safety rules for banking transactions
 - 3.5.1 Cash
 - 3.5.2 Internet and cell phone banking
 - 3.5.3 When using the ATM
 - 3.5.4 Your bank card and PIN
- 3.6 Completing banking documents
 - 3.6.1 Account application form
 - 3.6.2 Deposit slip
 - 3.6.3 Withdrawal slip
 - 3.6.4 Cheque
 - 3.6.5 Request for statement

Qualifying learners will be able to:

- Understand personal finance.
- Plan and prepare a personal budget.
- Operate a personal bank account.

MARKETING PRINCIPLES

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Fundamentals of marketing
- The marketing environment
- Market segmentation
- Target marketing & product positioning
- Consumer behaviour
- Marketing information systems
- Marketing research
- Product and product development
- Prices
- Distribution
- Marketing communication/ promotion
- Legal aspects

MECHANICAL THEORY

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Levers
- Block and tackle
- The wheel and axle
- The inclined plane and wedge
- The screw
- Gears
- Work
- Friction
- Power
- Horsepower
- Force and pressure
- Hydrostatic
- Hydraulic machines
- Machine elements
- Basic mechanisms
- Internal combustion engine
- Power trains

MOTIVATE AND BUILD A TEAM

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

ACCREDITED (NQF Level: 4, US # 242819, Credits: 10)

THE IMPORTANCE OF MOTIVATING A TEAM

- 1.1 Introduction
- 1.2 What motivation is
- 1.3 Why motivation is important
- 1.4 Indicators of motivation
- 1.5 Indicators of lack of motivation

UNDERSTANDING OF SELF AND TEAM MEMBERS

- 2.1 Identifying own strengths and areas for development

- 2.2 Identifying strengths and areas for development of the team

THEORIES OF MOTIVATION AND GROUP DYNAMICS

- 3.1 Theories of motivation
 - 3.1.1 Maslow's hierarchy of needs
 - 3.1.2 Adelfer's modified needs theory (ERG)
 - 3.1.3 Herzberg's motivation-hygiene theory
 - 3.1.4 Vroom's expectancy theory
 - 3.1.5 The equity theory of motivation
 - 3.1.6 Reinforcement theory

- 3.2 Group dynamics
 - 3.2.1 Group dynamics defined
 - 3.2.2 Factors influencing group dynamics
 - 3.2.3 Four stages of group development
- 3.3 Guidelines for building teams
 - 3.3.1 Clearly communicate purpose and structure
 - 3.3.2 Emphasise interdependence and recognise contributions
 - 3.3.3 Enhance productivity through constructive management of conflict
 - 3.3.4 Manage the stages of group development
 - 3.3.5 Develop a consultative process

- 3.3.6 Use opportunities to discuss work-related issues
- 3.3.7 Provide feedback in a positive manner
- 3.3.8 Keep team members informed
- 3.3.9 Give recognition
- 3.3.10 Manage performance

IMPLEMENTING AN ACTION PLAN

- 4.1 Compiling and implementing an action plan to strengthen the team

After completing this program, you will be able to:

To achieve the 10 credits, you must demonstrate insight into the role of leadership within a work context, by:

- Explaining the importance of motivating a team.
- Demonstrating an understanding of self and team members in a workplace.
- Applying theories of motivation and group dynamics.
- Implementing a plan of action to strengthen a team.
- Providing feedback and recognising achievements.

OFFICE POLITICS

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Workplace conflict factor
- Transferable skills
- Communications skills
- Negotiation skills
- Interpersonal skills
- General social skills
- The Bad of Office politics
- The Ugly of Workplace politics
- The Good of Office politics
- 10 ways to survive office politics
- Live at peace with others
- Do not talk out of school
- Be helpful
- Stay away from gossip
- Stay out of those talk-down-the-boss sessions
- Be a straight arrow
- Address the “politics” issue openly when appropriate
- Document things
- Set incentives to foster teamwork
- Set an example to your staff
- 7 Habits for success in office politics
- Be aware you have a choice
- Know what you are trying to achieve
- Focus on your circle of influence
- Do not take sides
- Do not get personal
- Seek to understand, before being understood
- Think win-win

OHS ACCIDENT & INCIDENT INVESTIGATION

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

ACCREDITED (NQF Level: 3, US # 120335, Credits: 5)

REQUIREMENTS PERTAINING TO INCIDENT INVESTIGATION

1.1 Introduction

1.2 Accidents vs incidents

1.3 Reasons for investigating accidents at work

1.4 Standards for investigation into workplace accidents

1.4.1 Occupational Health and Safety Act and Mine Health and Safety Act

1.4.1 Occupational Health and Safety Act

1.4.2 Compensation for Occupational Injuries and Diseases Act

1.4.3 Environmental legislation

1.4.4 Organisational health, safety and environment documents

1.4.5 Industry standards

1.5 Purpose for investigating accidents

1.6 Extent of the investigation

1.6.1 Types of accidents

1.6.2 Internal investigation

1.6.3 External investigation

1.7 Hazards and risks during the investigation

1.7.1 Hazard

1.7.2 Risk

PREPARING TO GATHER DATA FOR THE INVESTIGATION

2.1 Verifying the purpose and extent of the investigation

2.2 Verifying the persons, tools, equipment and material is available and fit for purpose

2.3 Hazard and risk control measures

GATHERING AND EVALUATING DATA

3.1 Gathering data

3.2 Data gathering methods

3.3 Evaluating data gathered

3.4 Investigating causes of the incident

3.4.1 Immediate causes

3.4.2 Basic causes

3.5 Importance of identifying the causes of the incident

3.5.1 Consequences if causes of incidents are not investigated

3.5.2 Methods for investigating the causes of incidents

PERFORMING POST-INVESTIGATION FUNCTIONS

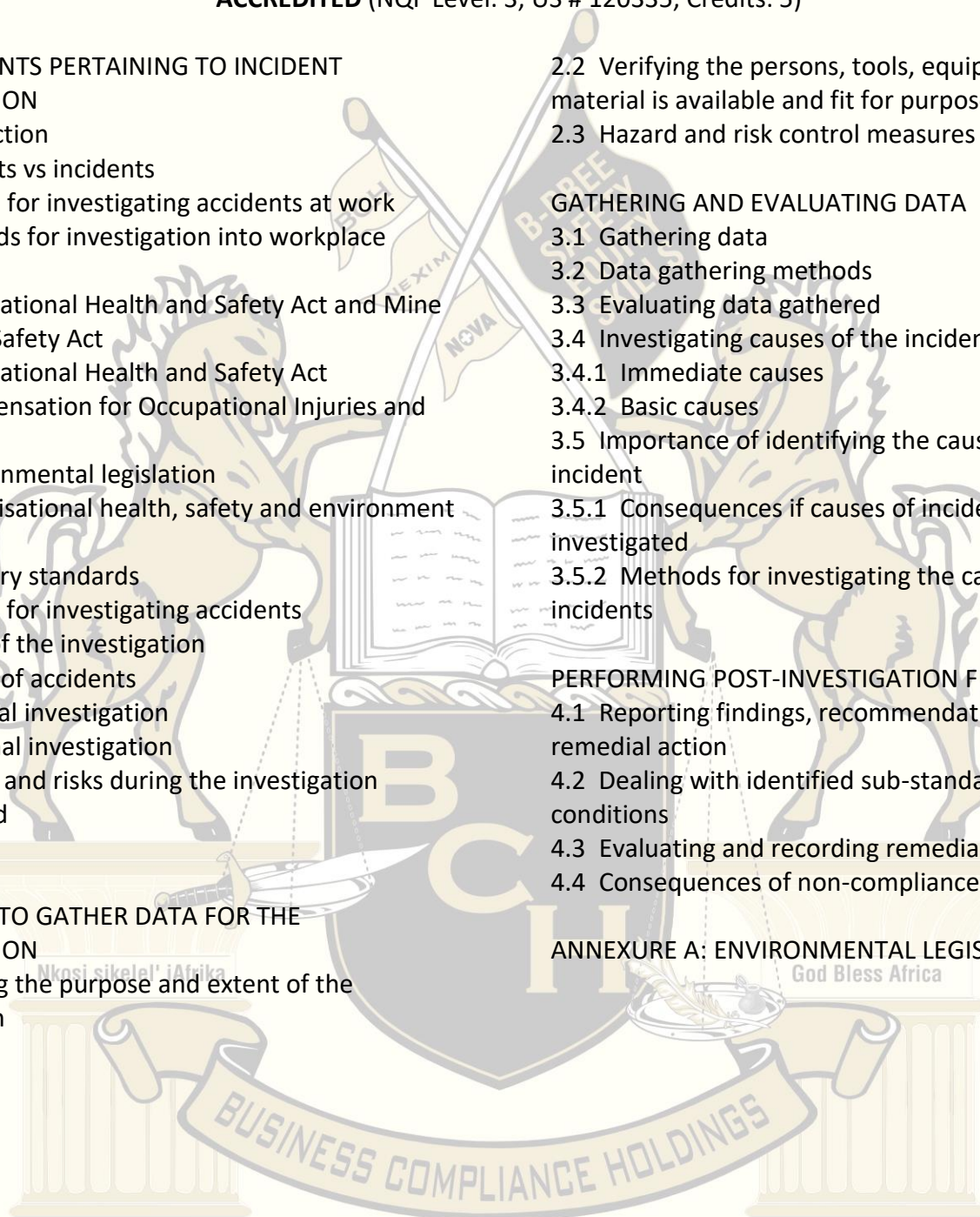
4.1 Reporting findings, recommendations and remedial action

4.2 Dealing with identified sub-standard acts and conditions

4.3 Evaluating and recording remedial action

4.4 Consequences of non-compliance

ANNEXURE A: ENVIRONMENTAL LEGISLATION



OHS COMMITTEE

This subject is available as:

ALIGNED (Developed & aligned by SKILLSEDGE)

LEGISLATIVE FRAMEWORK OF WORKPLACE HEALTH AND SAFETY

- 1.1 Introduction
- 1.2 Occupational health and safety legislation in South Africa
- 1.3 Definitions and terms
- 1.4 Objectives of legislation and the impact on employees and employers
 - 1.4.1 Impact of the OHSA on employees – their responsibilities
 - 1.4.2 Impact of the OHSA on employers – their responsibilities in terms of employees
 - 1.4.3 Duties of employers in terms of people who are not employees
- 1.5 Importance of complying with legislation
 - 1.5.1 The legal consequences of non-compliance
 - 1.5.2 Other consequences of non-compliance with health and safety legislation and procedures
- 1.6 Statutory requirements relating to health and safety committee members

COMPLYING WITH ACTIVITIES WITHIN SAFETY, HEALTH AND ENVIRONMENTAL STRUCTURES

- 2.1 Participation within safety, health and environmental structures
 - 2.1.1 Management system
 - 2.1.2 The employer
 - 2.1.3 Employees
 - 2.1.4 Health and safety representative
 - 2.1.5 Health and safety committee
- 2.2 Consultative requirements
- 2.3 Importance of participating in the activities within health, safety and environmental structures

This program is aimed at chairpersons and members of health and safety committees.

In this program, you will learn about:

- The legislative framework for health and safety in the workplace
- The importance of complying with safety, health and environment structures
- The purpose and functions of the health and safety committee
- Health and safety meetings

- 2.3.1 Health
- 2.3.2 Safety
- 2.3.3 The environment
- 2.3.4 Production

OCCUPATIONAL HEALTH AND SAFETY COMMITTEE

- 3.1 Role of the committee
- 3.2 Legal functions of the health and safety committee
- 3.3 An effective committee
- 3.4 Recommendations by the committee
 - 3.4.1 When to write recommendations
 - 3.4.2 Effective recommendations
- 3.5 Consideration of incidents
- 3.6 Records

COMMITTEE MEETINGS

- 4.1 Purpose of occupational health and safety meetings
- 4.2 Documentation required for the meeting
- 4.3 The agenda
 - 4.3.1 The purpose of the agenda
 - 4.3.2 Process of placing items on the agenda
- 4.4 The role and duties of the chairperson
 - 4.4.1 Appointment of chairperson
 - 4.4.2 Primary duties of the chairperson
 - 4.4.3 Requirements for effectiveness of chairperson
 - 4.4.4 During the meeting
 - 4.4.5 Facilitation techniques
- 4.5 Effective communication and interpersonal skills

OHS COMMITTEE LEADER

This subject is available as:

A FULL COURSE (Combination of subjects, knowledge assignments required)

SUBJECT LIST:

1. OHS COMMITTEE
2. EVACUATION LEADER
3. OHS ACCIDENT & INCIDENT INVESTIGATION

OHS INDUCTION

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

ALIGNED (Developed & aligned by SKILLSEDGE)

1. OCCUPATIONAL HEALTH AND SAFETY IN CONTEXT
 - 1.1 Occupational health and safety defined
 - 1.2 International labour organisation and health and safety at the workplace
 - 1.3 Objective of occupational health and safety programs at work
 - 1.4 Occupational health and safety act in South Africa
 - 1.5 Health and safety regulations
 - 1.6 Relevant definitions
 - 1.7 Objectives of legislation and the impact on employees and employers
 - 1.8 Possible hazards at work
 - 1.9 Stakeholders in terms of the occupational health and safety act
2. DUTIES OF EMPLOYERS
 - 2.1 Appointment of health and safety representatives and committees
Health and safety representatives
Health and safety committees
 - 2.2 Duties of employers in terms of employees and the work performed
 - 2.3 General duties of employers regarding listed work
 - 2.4 Employer's duty to inform
 - 2.5 General duties of employers to persons other than their employees
 - 2.6 General duties of manufacturers, importers and suppliers
3. DUTIES OF EMPLOYEES
 - 3.1 Impact of occupational health and safety legislation on employees
 - 3.2 Duty to take care and to report
 - 3.3 Duty not to interfere with, damage or misuse things
4. FUNCTIONS OF THE HEALTH AND SAFETY COMMITTEE
5. RIGHTS AND DUTIES OF THE HEALTH AND SAFETY REPRESENTATIVE
 - 5.1 Functions of the health and safety representative
 - 5.2 Rights of the health and safety representative
6. REPORTS TO CHIEF INSPECTOR
 - 6.1 Report to chief inspector regarding certain incidents
 - 6.2 Report to chief inspector regarding occupational disease
 - 6.3 Victimisation forbidden
7. POWERS OF INSPECTORS
 - 7.1 Inspections
 - 7.2 Powers of inspectors
8. OFFENCES, PENALTIES AND SPECIAL ORDERS OF COURT
 - 8.1 Offences
 - 8.2 Penalties and fines

OHS MANAGEMENT

(LEVEL - 3)

This subject is available as:

ALIGNED (Developed & aligned by SKILLSEDGE)

THE ROLE OF HEALTH AND SAFETY MANAGEMENT IN AN ORGANISATION

- 1.1 Health and safety a fundamental business responsibility
- 1.2 Occupational health and safety management in context
- 1.3 How management practices affect workplace injury and illness rates
- 1.4 Business benefits of managing safety
- 1.5 Basic principles of safety management
- 1.6 Common causes of serious injury and death
- 1.7 Responsibility for occupational health and safety

MANAGING HEALTH AND SAFETY

- 2.1 Three steps to a safer workplace
- 2.2 Step 1 - identifying hazards
 - 2.2.1 Hazards have risks attached
 - 2.2.2 Types of hazards
 - 2.2.3 Steps for identifying hazards
 - 2.2.4 Hazardous jobs and tasks
 - 2.2.5 Hazards that affect most organisations
- 2.3 Step 2 - assessing risk
 - 2.3.1 Purpose of risk assessment
 - 2.3.2 Assessing the risk
- 2.4 Step 3 - controlling the risk

- 2.4.1 Considerations for controlling risks
- 2.4.2 Personal protective equipment (PPE)
- 2.4.3 Accident investigation
- 2.4.4 Risk control action plan
- 2.4.5 Considerations for implementing controls
- 2.4.6 Practical example of the application of the three steps
- 2.4.7 Reviewing adequacy of the action plan
- 2.4.8 Documenting a risk assessment

ADDITIONAL MEASURES FOR MANAGING HEALTH AND SAFETY

- 3.1 Additional measures required for managing health and safety
- 3.2 Standardised approach to health and safety management activities
- 3.3 Safe work method statements or procedures
- 3.4 Safety rules
- 3.5 Safety sheets
- 3.6 Empowering employees
- 3.7 Incident management
- 3.8 Emergency plan and emergency evacuation procedure
- 3.9 Health and safety records
- 3.10 Continual improvement approach

OHS MANAGEMENT LEADER

(LEVEL - 4)

This subject is available as:

A FULL COURSE (Combination of subjects, knowledge assignments required)

SUBJECT LIST:

1. OHS REPRESENTATIVE
2. OHS ACCIDENT & INCIDENT INVESTIGATION
3. EVACUATION LEADER
4. OHS COMMITTEE
5. OHS MANAGEMENT

OHS REPRESENTATIVES

This subject is available as:

ACCREDITED (NQF Level: 2, US # 259622, Credits: 3)

FRAMEWORK OF WORKPLACE HEALTH AND SAFETY LEGISLATION

- 1.1 Introduction
- 1.2 Occupational health and safety legislation in South Africa
- 1.2 Definitions and terms
- 1.3 Objectives of legislation and the impact on employees and employers
 - 1.3.1 Impact of the OHSA on employees – their responsibilities
 - 1.3.2 Impact of the OHSA on employers – their responsibilities in terms of employees
 - 1.3.3 Duties of employers in terms of people other than employees
- 1.4 Importance of complying with legislation
 - 1.4.1 The legal consequences of non-compliance
 - 1.4.2 Other consequences of non-compliance with health and safety legislation and procedures
- 1.5 Statutory requirements relating to health and safety officers
 - 1.5.1 Employer's legal duty to appoint health and safety officers
 - 1.5.2 Election of health and safety officers
 - 1.5.3 Requirements for a person to be appointed as health and safety officer
- 1.6 Employer's responsibility towards the health and safety representative
- 1.7 Statutory requirements relating to health and safety committee members

HEALTH, SAFETY AND ENVIRONMENTAL REPRESENTATION ACTIVITIES

- 2.1 Functions and rights of the health and safety officer

- 2.2 Importance of conducting health, safety and environmental representation activities
- 2.3 Conducting health, safety and environmental inspections

ADDRESSING SAFETY, HEALTH AND ENVIRONMENTAL ISSUES

- 3.1 Dealing with safety, health and environmental-related issues
- 3.2 Establishing facts related to safety, health and environmental issues
- 3.3 Incident investigation
- 3.4 Importance of resolving safety, health and environmental issues
- 3.5 Resolving health, safety and environmental issues

COMPLYING WITH ACTIVITIES WITHIN SAFETY, HEALTH AND ENVIRONMENTAL STRUCTURES

- 4.1 Extent of participation within safety, health and environmental structures
 - 4.1.1 The employer
 - 4.1.2 Employees
 - 4.1.3 Health and safety representative
 - 4.1.4 Health and safety committee
- 4.2 Consultative requirements
- 4.3 Importance of participating in the activities within health, safety and environmental structures
 - 4.3.1 Health
 - 4.3.2 Safety
 - 4.3.3 The environment
 - 4.3.4 Production
- 4.4 Measuring participation in the activities of the health, safety and environmental structures

This training program will enable you to:

- Describe the framework of workplace health and safety legislation pertaining to health and safety representatives.
- Explain the specified requirements to conduct safety, health and environmental representation activities at a working place.
- Address safety, health and environment related issues within their scope of authority.
- Comply with the activities within safety, health and environmental structures.

ORGANIC GARDENING

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Do not Panic-Go Organic
- An Organic Garden
- Environmentally Friendly Gardening
- The Benefits of Organic Gardening
- Plants Requirements
- Organic Gardening Soil
- Organic Gardening Compost
- Seasonal Garden Care
- Organic Fertilizers
- Starting Super Seedlings
- Transplanting into the Garden
- Planting Your Organic Garden
- Greenhouse Gardening
- Organic Horticulture
- Organic farming methods
- Soil Fertility
- Organic Pest Control For your Garden
- Know Your Plants
- Do the Dirty Work
- Experiment with Natural Pesticides
- Vermiculture
- Organic vs. Synthetic Fertilizers
- The Pesticide Problem
- Organic Pest Control

PERSONAL ENRICHMENT

This subject is available as:

A FULL COURSE (Combination of subjects, knowledge assignments required)

SUBJECT LIST:

1. ENTREPRENEURSHIP
2. STRESS MANAGEMENT
3. TIME MANAGEMENT
4. WORKPLACE ETHICS

PERSONAL DEVELOPMENT

This subject is available as:

A FULL COURSE (Combination of subjects, knowledge assignments required)

SUBJECT LIST:

1. LIFE SKILLS
2. MANAGE PERSONAL FIANCE
3. POWER OF POSITIVE THINKING
4. WORKPLACE ETHICS

PRODUCTION & OPERATIONS

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Historical development
- Location and layout of factory
- Work-study techniques
- Handling of materials
- Organisational structure
- Factory legislation
- Production programs
- Purchase and control of stocks
- Production budgets
- Control of production progress
- Quality control
- Labour control
- Leadership, communication & IR

PROJECT PLANNING & CONTROL

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Understand that projects are defined by the fact that they have start and end dates.
- Know that the project manager is responsible for the overall success of a project.
- Be aware of the project management process.
- Know how to convert the need for a project into a formal, planned, resourced and funded project.
- Clearly define the purpose and scope of the project to ensure all stakeholders are clear about the field of reference.
- Be able to develop an overall time schedule for the project in a way that can guide the project and to use as a benchmark by which progress on the project can be monitored and controlled.
- Be able to manage project work during a stage and prepare for the next stage in a way that this stage can reach a successful conclusion and the project can progress to the next stage.
- Be able to formally close the project in a way that allows for project resources to be redeployed.
- Know that larger projects should have a communication plan.
- Establish a procedure for managing the documents that will be generated by the projects.
- Build a capacity plan that will guide the overall quality management process.
- Be aware of the various types of report that may be used during the process of the project.

PUBLIC RELATIONS

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- The scope of Public Relations
- The development of Public Relations
- The execution of Public Relations
- Public Relations & communications
- Planning of a Public Relations program
- Organisational media
- Background to printing & publishing
- Mass media
- Media liaison
- Media releases
- Speech presentation
- Special events
- A career in Public Relations

PURCHASING

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Objectives/Importance of purchasing
- The purchasing organisation
- The purchasing system
- Contracts, pricing and discounts
- Negotiation
- Legal aspects of purchasing
- Purchasing ethics

QUALITY CONTROL

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Definition of Quality
- Terms and concepts you should know
- Cost of Quality
- Control and Design of Quality
- Quality Improvement
- Data Collection and Evaluation
- Statistical Thinking
- Statistical Process Control
- ISO 9000 Standards
- Objectives of a QM system
- Selection and use of ISO 9000:2000
- The ISO 9000 family
- Quality management principles
- Why the standards were revised
- Manufacturing Systems
- Job shops
- Improvement of quality
- The meaning of assembly industries
- The meaning of process industries
- Quality in service industries
- Reporting Quality Cost
- Pareto Analysis
- Internal and external failures

RETAIL CONCEPTS

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Evolution of retailing
- Retailer and his environment
- Consumer behaviour
- Market research
- Market segmentation
- Store location and layout
- Retail organisation
- Appointing stores personnel
- Client services
- Display of merchandise
- Personal selling

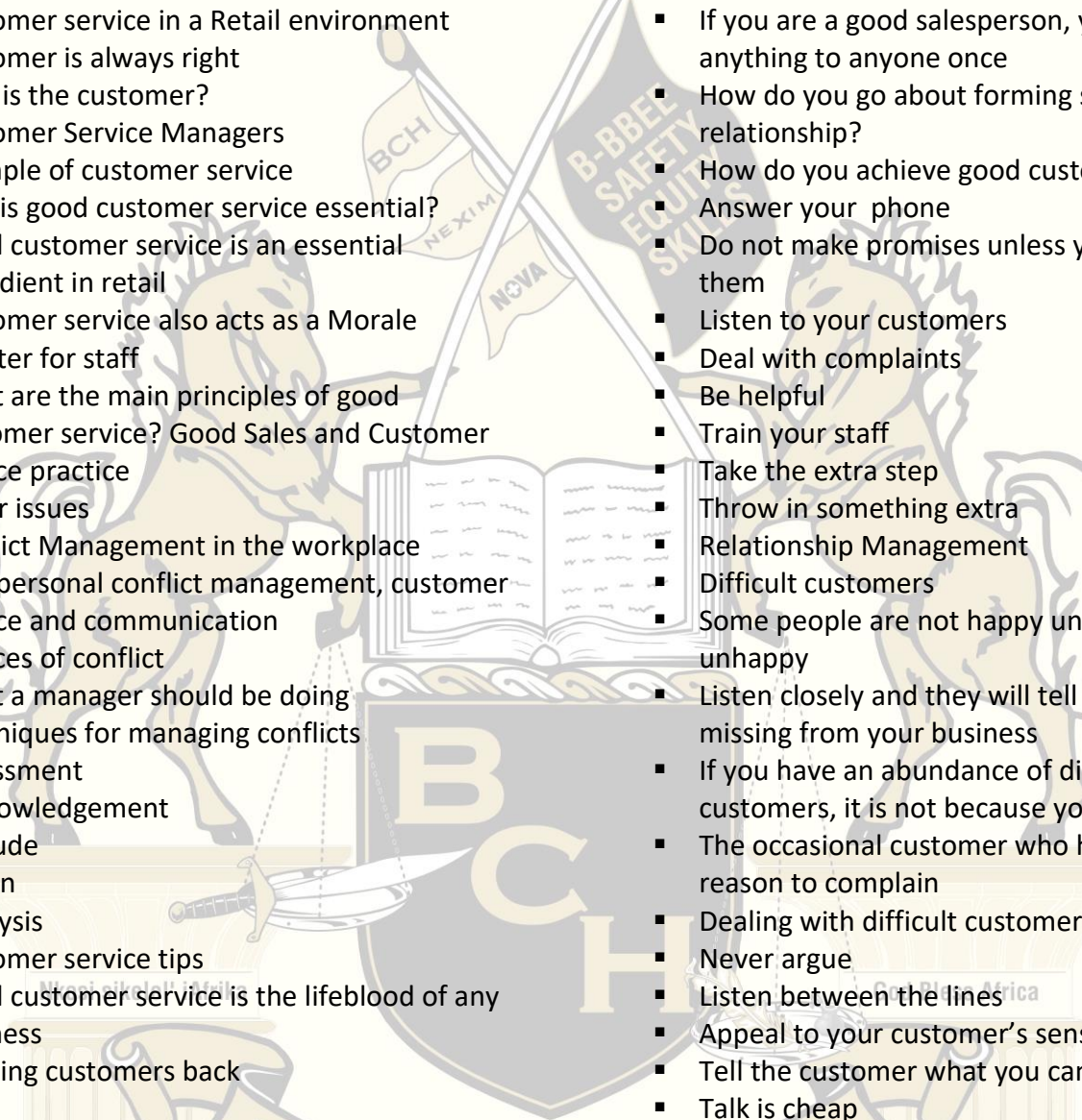
RETAIL CONFLICT

PREVENTION & CUSTOMER CARE

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

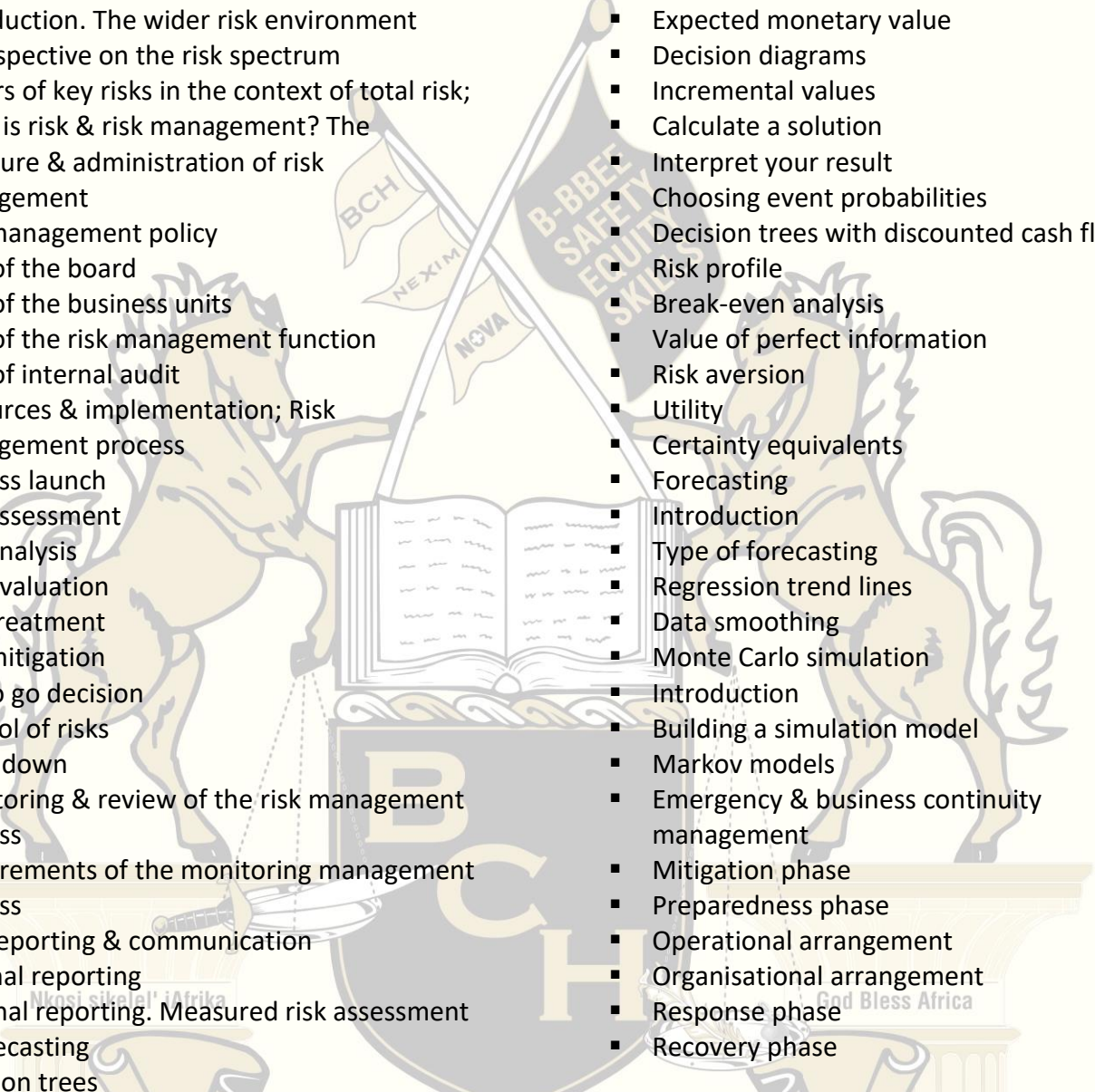
- 
- Customer service in a Retail environment
 - Customer is always right
 - Who is the customer?
 - Customer Service Managers
 - Example of customer service
 - Why is good customer service essential?
 - Good customer service is an essential ingredient in retail
 - Customer service also acts as a Morale Booster for staff
 - What are the main principles of good customer service? Good Sales and Customer service practice
 - Other issues
 - Conflict Management in the workplace
 - Interpersonal conflict management, customer service and communication
 - Sources of conflict
 - What a manager should be doing
 - Techniques for managing conflicts
 - Assessment
 - Acknowledgement
 - Attitude
 - Action
 - Analysis
 - Customer service tips
 - Good customer service is the lifeblood of any business
 - Bringing customers back
 - If you are a good salesperson, you can sell anything to anyone once
 - How do you go about forming such a relationship?
 - How do you achieve good customer service?
 - Answer your phone
 - Do not make promises unless you will keep them
 - Listen to your customers
 - Deal with complaints
 - Be helpful
 - Train your staff
 - Take the extra step
 - Throw in something extra
 - Relationship Management
 - Difficult customers
 - Some people are not happy unless they are unhappy
 - Listen closely and they will tell you what is missing from your business
 - If you have an abundance of difficult customers, it is not because you are unlucky
 - The occasional customer who has no valid reason to complain
 - Dealing with difficult customers
 - Never argue
 - Listen between the lines
 - Appeal to your customer's sense of fair play
 - Tell the customer what you can do
 - Talk is cheap

RISK CONTROL

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- 
- Introduction. The wider risk environment
 - A perspective on the risk spectrum
 - Drivers of key risks in the context of total risk; What is risk & risk management? The structure & administration of risk management
 - Risk management policy
 - Role of the board
 - Role of the business units
 - Role of the risk management function
 - Role of internal audit
 - Resources & implementation; Risk management process
 - Process launch
 - Risk assessment
 - Risk analysis
 - Risk evaluation
 - Risk treatment
 - Risk mitigation
 - Go-no go decision
 - Control of risks
 - Close down
 - Monitoring & review of the risk management process
 - Requirements of the monitoring management process
 - Risk reporting & communication
 - Internal reporting
 - External reporting. Measured risk assessment & forecasting
 - Decision trees
 - Expected monetary value
 - Decision diagrams
 - Incremental values
 - Calculate a solution
 - Interpret your result
 - Choosing event probabilities
 - Decision trees with discounted cash flow
 - Risk profile
 - Break-even analysis
 - Value of perfect information
 - Risk aversion
 - Utility
 - Certainty equivalents
 - Forecasting
 - Introduction
 - Type of forecasting
 - Regression trend lines
 - Data smoothing
 - Monte Carlo simulation
 - Introduction
 - Building a simulation model
 - Markov models
 - Emergency & business continuity management
 - Mitigation phase
 - Preparedness phase
 - Operational arrangement
 - Organisational arrangement
 - Response phase
 - Recovery phase

SAFETY OFFICER

This subject is available as:

A FULL COURSE (Combination of subjects, knowledge assignments required)

SUBJECT LISTS:

MODULE 1 – CHOOSE ANY 2 SUBJECTS

1. ADMINISTRATION
2. BUSINESS COMMUNICATIONS
3. BASIC LEADERSHIP
4. STRATEGIC PLANNING

MODULE 2 – CHOOSE ANY 2 SUBJECTS

1. HYGIENE
2. SUBSTANCE ABUSE
3. LADDER TRAINING
4. HIV AIDS AWARENESS

MODULE 3 – CHOOSE ANY 2 SUBJECTS

1. OHS REPRESENTATIVE
2. EVACUATION LEADER
3. QUALITY CONTROL

MODULE 4 – CHOOSE ANY 2 SUBJECTS

1. OHS ACCIDENT & INCIDENT INVESTIGATION
2. OHS COMMITTEE
3. OHS MANAGEMENT

Nkosi sikelel' iAfrika

SALES & MARKETING

God Bless Africa

This subject is available as:

A FULL COURSE (Combination of subjects, knowledge assignments required)

SUBJECT LIST:

1. ADVERTISING
2. MARKETING PRINCIPLES
3. SALES TECHNIQUES

SALES TECHNIQUES

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Introduction
- Profile of a successful salesperson
- Self-management
- Characteristics and habits
- Commercial introduction
- Consulting sales
- Presentation
- Closing
- Objectives
- Golden rules

SEXUALLY TRANSMITTED INFECTIONS INCLUDING HIV & AIDS AWARENESS

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

ACCREDITED (NQF Level: 1, US # 14656, Credits: 5)

SEXUALITY

- 1.1 Introduction and overview
- 1.2 The world-wide HIV & Aids epidemic
- 1.3 Different sexual orientations
- 1.4 Rights and responsibilities to protect sexuality

- 2.6 using a condom for 'safer' sex
- 2.7 mother-to-child infection
- 2.8 developing interpersonal skills to reduce risk
- 2.9 testing and counselling
- 2.10 stages and symptoms of HIV/Aids
- 2.11 lifestyle changes to boost the immune system

SEXUALLY TRANSMITTED INFECTIONS

- 2.1 Introduction and overview
- 2.2 What are sexually transmitted infections?
 - 2.2.1 Definition of sexually transmitted infections
 - 2.2.2 Types of sexually transmitted infections
 - 2.2.3 What is HIV?
 - 2.2.4 Why is HIV dangerous?
 - 2.2.5 What is AIDS?
 - 2.2.6 Questions about AIDS
- 2.3 The nature, symptoms and treatment of sexually transmitted infections and diseases
- 2.4 AIDS
 - 2.4.1 The role of sexually transmitted infections in the transmission of HIV
 - 2.4.2 Ways in which HIV/AIDS is transmitted
 - 2.4.3 How HIV/AIDS is not transmitted
- 2.5 Risky behaviours that expose you to the risk of being infected by the HIV

COPING AND DEALING WITH SEXUALLY TRANSMITTED INFECTIONS

- 3.1 Overview
- 3.2 The impact of aids
- 3.3 Support to people with aids
- 3.4 Available treatment for aids
- 3.5 Organisational policies

HUMAN RIGHTS AND HIV/AIDS

- 4.1 Overview
- 4.2 Rights and responsibilities of the infected and affected
- 4.3 Violation of the human rights of the affected and infected

Those who achieve this unit standard will be able to:

- Demonstrate an understanding of sexuality.

- Demonstrate an understanding of the nature, transmission and prevention of sexually transmitted infections including HIV/AIDS.
- Describe means to cope and deal with sexually transmitted infections including HIV/AIDS.
- Describe human rights of individuals living with HIV/AIDS and other sexually transmitted infections

SKILLS DEVELOPMENT COMMITTEE

This subject is available as:

A FULL COURSE (Combination of subjects, knowledge assignments required)

SUBJECT LIST:

1. SKILLS INDUCTION
2. TRAINING PROCEDURE

SKILLS DEVELOPMENT INDUCTION

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

ALIGNED (Developed & aligned by SKILLSEDGE)

SKILLS DEVELOPMENT AND WHY IT IS IMPORTANT

- 1.1 Why Skills Development is important
- 1.2 What is Skill Development
- 1.3 Techniques for developing skills
- 1.4 The link between Skills Development and Employment Equity

NATIONAL SKILLS DEVELOPMENT STRATEGY

- 2.1 Challenges affecting the south African economy
- 2.2 The need for and vision with a national skills development strategy
- 2.3 The goals of the national skills development strategy

LEGISLATION RELATED TO SKILLS DEVELOPMENT

- 3.1 Purpose and key elements of related legislation
- 3.2 Main benefits of skills development
- 3.3 Benefits of the National Qualifications Framework Act
- 3.4 Employment Equity Act
- 3.5 Skills Development Act
- 3.6 Skills Development Levies Act

STRUCTURES WITHIN THE SKILLS DEVELOPMENT FRAMEWORK

- 4.1 The National Qualifications Framework
- 4.2 Types of learning programs
- 4.3 Structure of qualifications
- 4.4 Recognition of prior learning

STOCK & STORES

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Stock
- Practical supervision
- Principles of storing
- Moving goods
- Types of warehouses
- Receipt of goods

STRATEGIC PLANNING

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- What is planning?
- When do we have to plan?
- What is the purpose of planning?
- Excuses for not planning
- Why is planning important?
- How long should the plan be?
- Main types of strategic planning
- Who should do the planning?
- The pace of change and the frequency of planning
- Pitfalls and errors in the planning process
- General requirements for a strategic plan
- Keeping the plan confidential
- Planning an effective business plan
- The planning process
- Basic approaches to planning
- Applying creativity when planning
- Putting the plan into action
- General particulars
- Vision, mission, short list of industries and activities, sources of income
- Summary, purpose/objective with document and request.
- Overall strategy and why it should work.
- Environmental analysis
- Financial information
- Marketing plan
- Production and procurement plan and policy
- Personnel plan and policy
- Operational plan
- Ease of entrance
- Addenda: supporting information.

STRESS MANAGEMENT

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Introduction
- Basics of stress
- Effects of stress
- Quality of life, goal setting, personal mastery, your make-up and stress
- Developing a stress strategy
- The stress relieve toolbox
- Targeting the stressors in your life
- Time stewardship
- Working towards stress less relationships with positive communication
- Stress at work
- Overcoming procrastination
- Perfectionism
- Emotionally oriented stress relieving techniques
- Make a plan with stress

SUCCESSFUL MANAGEMENT

This subject is available as:

A FULL COURSE (Combination of subjects, knowledge assignments required)

SUBJECT LIST:

1. ASSERTIVENESS & DELEGATING
2. BUSINESS ETIQUETTE
3. CHANGE MANAGEMENT
4. RISK CONTROL
5. SUPERVISORY PRINCIPLES

SUPERVISORY PRINCIPLES

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- The role of the supervisor
- Understanding who you are
- Decision making and problem solving
- Planning as a function of management
- The controlling process
- Performance management
- Function of management
- Effective delegating
- Leading as a function
- Communication skills
- Coaching and developing of staff
- Motivating staff
- Guidelines for building teams
- Conflict management
- Financial management
- Effective written communication
- Managing meetings
- Self-management

TEAMWORK

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Teamwork skills
- Listening
- Sacrifice
- Sharing
- Communication
- Language
- Hard work
- Persuade
- 3 simple actions you need to take to improve teamwork
- Team leadership demands you understand what drives your people
- Make your team feel they are partners in the drive
- Understand the considerable power of praise
- Effective development methods
- Keeping a team of talented individuals
- Keeping your team together
- Building an exceptional and productive team
- Hire right in the first place
- Clearly define the goals and objectives
- Heed the simple solution of open and frequent communication
- Team members hold other team members accountable
- Create a culture that appreciates and bonds your team
- Conflicts in work teams

- About work teams
- Implementing work teams
- Socialization and team success
- Anticipation stage
- Accommodation stage
- Acceptance stage
- Why are there conflicts in teams?
- Communication
- Structural factors
- Personal factors
- Pros and cons of conflict
- Conflict does not always become destructive
- Potential areas from which negative conflict issues commonly arise
- Administration procedures
- People resources
- Cost overruns
- Schedules
- Responsibilities
- Wish lists
- Identify strengths/weaknesses
- Scheduling conflicts
- Lack of equal participation
- Understanding and overcoming differences
- Conflict resolution

THE POWER OF POSITIVE THINKING & ATTITUDE

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- It starts with attitude
- A state of readiness
- Positive effect
- Experience and expectations
- Think positive
- How positive thinking works
- Positive and negative thinking are both contagious
- Inner work and training
- The mighty power of thoughts
- Visualise favourable and beneficial situations
- Employ repetition of affirmations
- Top 10 ways to create and maintain positive attitudes
- Set Goals and deadlines
- Make sure you are charged up
- Encourage people to achieve & create meaning in the work they do
- Be flexible in your leadership style
- Listen to your team members opinions
- Promote respectfulness
- Be appreciative of others
- Practice random acts of kindness
- Make work fun
- Make sure people are rewarded fairly
- Strategies to overcome negative attitudes in the workplace
- Distorted thinking styles
- Magnifying
- Destructive labelling
- Imperative thinking
- Mind reading
- Divide and conquer
- Challenged attitude examples
- 7 steps to overcoming challenged attitudes
- Five pillars of attraction
- Stop listening to that little negative voice
- Look for alternative explanations
- Moods are contagious
- Control your frustration
- Stop looking out the rear-view mirror
- Watch with great care who you hang out with
- Characteristics of the ideal employee
- Dependability
- Honesty & Integrity
- Positive, Proactive Attitude
- Willing to work

TIME MANAGEMENT

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Waste disposal
- General principles
- General issues in the workplace
- Time management toolbox
- Project scheduling
- Overcoming procrastination
- Effective planning

TOOL CARE

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Office Space
- Workplace layout & design
- Fire risk assessment
- About tool & equipment safety
- Personal Protective Equipment
- Equipment and Machine Safety
- Safety Equipment
- Hand Tools
- Tool Maintenance
- Toolbox Talks
- First Aid and Substance Abuse
- Tool Maintenance made easy
- Tool Care
- Use of tools
- Tool care tips

TRAINING PROCEDURES

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

INTRODUCTION TO TRAINING

- What is training?
- Induction
- Why train people?
- The Training Process
- Conclusion

- What motivates individuals to accomplish more than they otherwise would?
- Reasons why people fail to become motivated
- Positive influences on employee's motivation
- Conclusion

HOW ADULTS LEARN

- What is learning?
- Principles of adult learning
- The desire to learn
- Basic principles of motivation

THE TRAINER

- Basic minimum requirements of a trainer
- Knowledge of what to include
- Right attitude to job and company
- Desire to train
- Knowledge of how to train

- Conclusions

IDENTIFY TRAINING NEEDS

- What is a training need?
- Performance problems with existing staff
- How to identify performance problems
- Possible clues which may suggest a training need
- Causes of poor performance
- Alternatives to training
- Training needs of new workers
- Changes as signals about future training needs
- Clues to potential training needs
- Summary

TRAINING OBJECTIVE AND TARGET AUDIENCE

- Training objectives
- Elements of a training objective
- Write your own training objective
- Analyse the target audience
- Summary

CONTENT OF THE TRAINING

- Content of the training
- Job analysis
- Job description
- Task analysis
- Setting performance standards
- Examples of performance standards
- Course content
- Prepare a preliminary outline or plan
- Sequencing the learning material
- Evaluate existing training
- Summary

SELECT TRAINING TECHNIQUES TO BE USED

- Techniques to achieve objectives
- Selecting the best technique
- On-the-job- training
- Off-the-job training
- Structured warm-up activities
- The lecturette
- The demonstration
- Group discussion
- Structured closing activities
- Summary
- Select training materials and equipment
- Select and create support training materials
- Select or create audio-visual aids
- Determine equipment required
- Summary

EVALUATION

- What is evaluation?
- Evaluation before during and after training
- Evaluation of trainees' reaction to training
- Evaluation of trainees once back on the job
- Design of evaluation instruments
- Who does evaluation?

PLANNING THE TRAINING

- The final training outline with details
- Session plan

A TRAINING PLAN FOR THE DEPARTMENT

- A training plan for each worker
- Training plan format

UNLEASH YOUR LEADERSHIP PERFORMANCE

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Know how to be effective in your Role
- Being Resourceful is an art, practice and become perfect
- How to manage critical situations – Managing Adversity
- Ownership, Accountability & Responsibility – Learn the difference it makes
- Constructive vs Destructive Behaviors
- Invest in Trust Building of your team
- People are complex – learn to manage them
- When to delegate and when not to

- Giving Feedback without hurting
- Action Learning Project that which will give you a hands-on experience
- Learn to Plan for the future
- Keeping the end in Mind
- Execution Skills are a priority post the Action Plan
- Using Problems as opportunities to solve
- Making conscious Decisions
- How to Influence people and still keep them with you
- Bond to build teams, learn to collaborate
- Activities, Role plays, Instruments and so much more....

UNLEASH YOUR POWER OF PERFORMANCE

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- Positive Attitude towards Self, Others, Family, and Work
- Effective Communication both personally and professionally
- Better Planning and Time management
- Improved Interpersonal Relationships
- More Control on everyday activities
- Mutual Respect and Build Trust
- Enhanced Self-confidence
- Responsibility Vs. Reacting

WORKPLACE ETHICS

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

- To help people in the workplace to understand:
 - The value of time and the appreciation of creative talent
 - The need for loyalty and the worth of character
 - The need for quality and the need to assess the expert
 - The need for 'team' behaviour
 - The need to recognise the input of different individuals
- The need to see one's business through the eyes of the customer
- The need to realise the importance of listening carefully,
- Together with the importance of correct attitudes in the workplace
- The need to be observant
- The influence of example
- Health and safety in the workplace

WORKPLACE EVACUATION

This subject is available as:

G.E.T (General Education & Training, attendance register only required)

F.E.T (Further Education & Training, knowledge assignment required)

ACCREDITED (NQF Level: 2, US # 254217, Credits: 5)

EVACUATION PROCEDURES AND EQUIPMENT

- 1.1 Introduction
- 1.2 Emergency preparedness
- 1.3 Fire prevention
- 1.4 What is evacuation?
- 1.5 The role of a workplace evacuation procedure
- 1.6 Phases of evacuation
 - 1.6.1 Detection, assessment and decision
 - 1.6.2 Movement
 - 1.6.3 Evacuation in the event of fire
 - 1.6.4 evacuation in the event of biological emergencies
 - 1.6.5 Evacuation in the event of a bomb threat

ACCOUNTING FOR ALL PARTIES

- 2.1 Procedures for accounting for people
- 2.2 Evacuating and storing critical resources
- 2.3 Accounting for and recording all parties and critical resources not evacuated

The learner will be capable of:

- Explaining and demonstrating procedures, equipment and actions utilized for the effective and efficient evacuation of all parties and/or movable critical resources/effects.
- Accounting for all parties and critical resources/effects that have been evacuated, and those that have not been evacuated
- Reporting on the evacuation procedure and possible ill-effects suffered by persons during evacuation.

- 2.3.1 Methods utilised to account for people and critical resources
- 2.3.2 Reason for recording on and reporting on critical resources not evacuated
- 2.3.3 Reason for recording on and reporting on people not evacuated
- 2.3.4 Recording the reasons for non-evacuation
- 2.4 Reporting on any ill effects as a result of the evacuation
- 2.5 Putting it all together

ANNEXURE A – SAMPLE FIRE PREVENTION PLAN

- 1.1 SAMPLE FIRE PREVENTION PLAN PURPOSE
- Responsibilities
- Hazard Controls
- Emergencies Involving Fire
- List of Potential Fire Hazards

