

NB The duration of the training is generally two (2) days or one (1) day. While 1-day workshops include training manuals and certificates of attendance, some don't include a Portfolio of Evidence (PoE).

Abbreviations: PoE: Portfolio of Evidence; SAQA: South African Qualifications Authority; NQF: National Qualifications Framework; EE: Employment Equity; TBA: to be advised; SETA: Sector Education and Training Authority; NC: National Certificate; FETC: Further Education and Training Certificate

Description	Unit Standard	SAQA Identity	NQF Level	Credits	Accreditation Status	Yes	Pending	No
Individual Unit Standards								
• EE Committee: participate in the implementation and utilisation of equity related processes	10983	61595	4	5		•		
• Conduct a Disciplinary Hearing	10985	93994	tba	5	NQF Level currently L6.	•		
• Institute Disciplinary Action	11286	58063	tba	8	Unit Standard aligned - await SETA re-accreditation. NQF Level currently L5.		•	

Generic Management: National Certificate

SAQA Qualification 59201

Minimum Credits 162

NB The following Unit Standard modules form part of this accredited qualification National Certificate (NC) Generic Management. Enough modules totalling the minimum credits of **162** must be completed to qualify for the NC qualification. A Portfolio of Evidence (PoE) may be done for each module or one PoE may be done at the end of completing enough modules that total the minimum credits.

• Devise & apply strategies to establish & maintain workplace relationships	252027	59201	5	6		•		
• Build teams to achieve goals and objectives	252037	59201	5	6		•		
• Create and manage an environment that promotes innovation	252020	59201	5	6		•		
• Manage a diverse work force to add value	252043	59201	5	6		•		
• Use Communication techniques effectively	12433	59201	5	8		•		
• Apply the principles and concepts of emotional intelligence to the management of self and others	252021	59201	5	4		•		
• Formulate recommendations for a change process	252021	59201	5	8		•		
• Conduct recommendations for a change process	117853	59201	5	8		•		
• Interpret and manage conflicts within the workplace	114226	59201	5	8		•		
• Lead people development and talent management	252029	59201	5	8		•		
• Monitor & evaluate team member against performance standards	252034	59201	5	8		•		
• Recruit and select candidates to fill defined positions	12140	59201	5	9		•		
• Analyse leadership and related theories in a work context	120300	59201	5	8		•		
• Empower team members through recognising strengths, encouraging participation in decision making & delegating tasks	15224	59201	5	4		•		

Description	Unit Standard	SAQA Identity	NQF Level	Credits	Accreditation Status	Yes	Pending	No
• Select and coach first line managers	252035	59201	5	8		•		
• Apply a system approach to decision making	252026	59201	5	6		•		
• Apply the principles of ethics to improve organisational culture	250442	59201	5	5		•		
• Apply the principles of knowledge management	252044	59201	5	6		•		
• Apply mathematical analysis to economic and financial information	252036	59201	5	6		•		
• Manage the financials of a unit	252040	59201	5	8		•		
• Develop, implement, and evaluate a project plan	252022	59201	5	8		•		
• Develop, implement, and evaluate an operational plan	252032	59201	5	8		•		
• Evaluate current practices against best practice	252024	59201	5	4		•		
• Monitor, assess, and manage risk	252025	59201	5	8		•		

Generic Management: Further Education & Training Certificate

SAQA Qualification 57712

Minimum Credits 150

NB The following unit standard modules form part of this accredited qualification Further Education and Training Certificate (FETC) Generic Management. Enough modules totalling the minimum credits of **150** must be completed to qualify for the NC qualification. A Portfolio of Evidence (PoE) may be done for each module or one PoE may be done at the end of completing enough modules that total the minimum credits.

• Describe the relationship of junior management to other management roles	242818	57712	4	5		•		
• Identify responsibilities of a team leader in ensuring that organisational standards are met	242821	57712	4	6		•		
• Demonstrate basic understanding of the primary labour legislation that impacts on a business unit	13952	57712	4	8		•		
• Use language & communication in occupational learning programmes (2nd language)	119467	57712	3	5		•		
• Accommodate audience & context needs in oral/signing communication (2nd Language)	119472	57712	3	5		•		
• Interpret & use information from text (2nd language)	119457	57712	3	5		•		
• Write/present/sign texts for a range of communicative contexts (2nd language)	119465	57712	3	5		•		
• Engage in sustained oral/signing communication & evaluate spoken/signing text	119462	57712	4	5		•		
• Read/view, analyse & respond to a variety of text	119469	57712	4	5		•		
• Write/present/sign for a wide range of contexts	119459	57712	4	5		•		

Description	Unit Standard	SAQA Identity	NQF Level	Credits	Accreditation Status	Yes	Pending	No
• Use the writing process to compose text required in the business environment	12153	57712	4	5		•		
• Solve problems, make decisions & implement solutions	242817	57712	4	8		•		
• Apply knowledge of statistics & probability to critically interrogate & effectively communicate findings on life related problems	9015	57712	4	6		•		
• Represent analyse and calculate shape & motion in 2 & 3-dimensional space in different contexts	9016	57712	4	4		•		
• Apply leadership concepts in a work context	242824	57712	4	12		•		
• Motivate & build a team	242819	57712	4	10		•		
• Conduct a structured meeting	242816	57712	4	5		•		
• Apply the organisation's core of conduct in a work environment	242815	57712	4	5		•		
• Monitor the level of service to a range of customers	242829	57712	4	5		•		
• Prioritise time & work for self & others	242811	57712	4	5		•		
• Employ a systematic approach to achieving objectives	242822	57712	4	10		•		
• Explain the contribution made by own area of responsibility to the overall organisational strategy	242813	57712	4	5		•		
• Manage individual & team performance	11473	57712	4	8		•		
• Manage expenditure against a budget	242810	57712	4	6		•		
• Use mathematics to investigate and monitor the financial aspects of personal, business, national & international issues	7468	57712	4	6		•		

Labour Relations Practice: National Certificate

SAQA Qualification 93993

Minimum Credits 121

• Demonstrate knowledge and insight into the Compensation for Occupational Injury and Disease Act 130 of 1993 (COIDA)	1037	93993	4	2	Unit Standard aligned.	•		
• Analyse complaints and reports relating to referred disputes and select appropriate resolution process	114272	93993	5	10	Unit Standard aligned.	•		
• Conduct a pre-conciliation by telephone in terms of the CCMA rules	114229	93993	5	8	Unit Standard aligned.	•		
• Demonstrate an understanding of professional values and ethics	8648	93993	5	4	Unit Standard aligned.	•		
• Demonstrate and apply an understanding of bargaining council rules	114228	93993	5	3	Unit Standard aligned.	•		

Description	Unit Standard	SAQA Identity	NQF Level	Credits	Accreditation Status	Yes	Pending	No
• Demonstrate and apply an understanding of the Basic Conditions of Employment Act (Act 75 of 1997)	114274	93993	5	8	Unit Standard aligned.			•
• Demonstrate and apply an understanding of the CCMA rules	114224	93993	5	3	Unit Standard aligned.			•
• Demonstrate and apply an understanding of the Labour Relations Act (Act 66 of 1995)	114278	93993	5	12	Unit Standard aligned.			•
• Demonstrate and apply an understanding of the Labour Relations Act with respect to Collective Agreements and Bargaining Councils	114273	93993	5	6	Unit Standard aligned.			•
• Implement systems to meet the flow of information in a team, department or division	15226	93993	5	3	Unit Standard aligned.			•
• Interpret and apply collective agreements	114307	93993	5	6	Unit Standard aligned.			•
• Interpret and manage conflicts within the workplace	114226	93993	5	8	Unit Standard aligned.			•
• Operate the case management process	114230	93993	5	10	Unit Standard aligned.			•
• Screen and allocate referrals	114225	93993	5	6	Unit Standard aligned.			•
• Use the writing process to compose texts required in the business environment	12153	93993	4	5	Unit Standard aligned.			•
• Analyse and communicate workplace data	8662	93993	5	5	Unit Standard aligned.			•
• Apply workplace communication skills	8647	93993	5	10	Unit Standard aligned.			•
• Examine social features as pertaining to the workplace	8664	93993	5	4	Unit Standard aligned.			•
• Identify and manage areas of customer service impact	10054	93993	5	6	Unit Standard aligned.			•
• Institute disciplinary action	11286	93993	5	8	Institute Disciplinary Action individual Unit Standard refers.		•	
• Manage customer requirements and needs and implement action plans	10053	93993	5	8	Unit Standard aligned.			•
• Use negotiation in multi-faceted situations to achieve the objectives of a function	264409	93993	6	5	Unit Standard aligned.			•
• Contribute to information distribution regarding HIV/AIDS in the workplace	8555	93993	4	4	Unit Standard aligned.			•
• Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	13952	93993	4	8	Unit Standard aligned.			•
• Conduct a disciplinary hearing	255514 / 10985	93993	5	15	Workinfo uses 10985 (accredited individual Unit Standard).			•

Trade Union Practice: Further Education & Training Certificate

Description	Unit Standard	SAQA Identity	NQF Level	Credits	Accreditation Status	Yes	Pending	No
SAQA Qualification 58337					Minimum Credits 150			
• Conduct a structured meeting	242816	58337	4	5	Unit Standard aligned.			•
• Demonstrate an understanding of political economy	243850	58337	4	10	Unit Standard aligned.			•
• Demonstrate an understanding of the role and function of financial management in the trade union environment	243852	58337	4	8	Unit Standard aligned.			•
• Demonstrate an understanding of the trade union movement	243848	58337	4	6	Unit Standard aligned.			•
• Demonstrate an understanding of working class theories	243846	58337	4	6	Unit Standard aligned.			•
• Demonstrate knowledge and understanding of relevant current occupational health and safety legislation	120344	58337	4	4	Unit Standard aligned.			•
• Explain the current legal framework for the trade union environment	243849	58337	4	10	Unit Standard aligned.			•
• Organise and mobilise workers	243847	58337	4	12	Unit Standard aligned.			•
• Plan and administer trade union activities	243853	58337	4	5	Unit Standard aligned.			•
• Promote gender equality and women's empowerment in employment	243851	58337	4	5	Unit Standard aligned.			•
• Accommodate audience and context needs in oral/signed communication	119472	58337	3	5	Unit Standard aligned.			•
• Interpret and use information from texts	119457	58337	3	5	Unit Standard aligned.			•
• Use language and communication in occupational learning programmes	119467	58337	3	5	Unit Standard aligned.			•
• Write/present/sign texts for a range of communicative contexts	119465	58337	3	5	Unit Standard aligned.			•
• Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	9015	58337	4	6	Unit Standard aligned.			•
• Engage in sustained oral/signed communication and evaluate spoken/signed texts	119462	58337	4	5	Unit Standard aligned.			•
• Read/view, analyse and respond to a variety of texts	119469	58337	4	5	Unit Standard aligned.			•
• Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	9016	58337	4	4	Unit Standard aligned.			•
• Use language and communication in occupational learning programmes	119471	58337	4	5	Unit Standard aligned.			•
• Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	7468	58337	4	6	Unit Standard aligned.			•

Description	Unit Standard	SAQA Identity	NQF Level	Credits	Accreditation Status	Yes	Pending	No
• Write/present/sign for a wide range of contexts	119459	58337	4	5	Unit Standard aligned.			•
• Identify between morally acceptable and unacceptable behaviour	116459	58337	3	6	Unit Standard aligned.			•
• Analyse new developments reported in the media that could impact on a business sector or industry	13943	58337	4	10	Unit Standard aligned.			•
• Apply a range of project management tools and techniques	120385	58337	4	7	Unit Standard aligned.			•
• Apply leadership skills to relationship management	120391	58337	4	8	Unit Standard aligned.			•
• Conduct targeted training and development using given methodologies	117870	58337	4	10	Unit Standard aligned.			•
• Demonstrate understanding of the implementation of occupational health, safety and environmental legislation in the workplace	120336	58337	4	9	Unit Standard aligned.			•
• Describe and apply the management functions of an organisation	14667	58337	4	5	Unit Standard aligned.			•
• Develop a simple schedule to facilitate effective project execution	120384	58337	4	4	Unit Standard aligned.			•
• Develop and apply a service culture to a leadership role	120390	58337	3	8	Unit Standard aligned.			•
• Explain and apply the concept, principles and theories of motivation in a leadership context	120389	58337	2	3	Unit Standard aligned.			•
• Generate information and reports for internal and external use	110000	58337	2	8	Unit Standard aligned.			•
• Interpret basic financial statements	117156	58337			Unit Standard aligned.			•
• Perform support functions for media liaison, publicity campaigns and corporate social investment programmes	115414	58337			Unit Standard aligned.			•
• Select and use learning support materials in development practice	110054	58337			Unit Standard aligned.			•
• Understand and apply theories and principles of transformative development practice	110052	58337			Unit Standard aligned.			•
• Use a Graphical User Interface (GUI)-based database application to solve a given problem	117927	58337			Unit Standard aligned.			•
• Analyse leadership and related theories in a work context	120300	58337			Unit Standard aligned.			•
• Conduct negotiations in labour mediation	119939	58337			Unit Standard aligned.			•
• Develop outcomes-based learning programmes	12394	58337			Unit Standard aligned.			•
• Gather and manage information for decision-making	115337	58337			Unit Standard aligned.			•

Non-Accredited Training Courses & Workshops

Trade Unions / Wage Negotiations

- Shop Stewards: Role, Functions, Dispute Resolution, Negotiation / Consultation, Case Law
- Dealing with Trade Unions
- How to Conduct Wage Negotiations

Customer Service

- Interact with Customers
- Identify & Manage areas of customer service impact
- Deal with customers in a retail Business

Management

- Change Management
- Time Management
- Talent Management

Human Resources / Capital

- PoPIA (Protection of Personal Information Act)
- Introduction to HR
- Basic HR for Line Managers
- Developing a Human Resources Strategic Plan
- Recruitment & selection
- Team Building
- Introduction to SA Employment Laws
- Guidelines for internal statutory Committees
- Diversity Interactive Board Game
- Interpersonal Skills
- Workforce & Succession Planning
- Skills Development Committee
- Conflict Resolution
- Conflict Handling
- Workplace Communication Skills
- Coaching & Mentoring Skills
- Workplace Diversity

Awareness Overview

- Disability
- Diversity
- HIV & Aids