


QUALIFICATIONS



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CONTENTS

02 Full Qualifications

03 Workshops and Short Courses

LEARNING LADDER

SENIOR MANAGERS/
SMALL BUSINESS
MANAGERS

LEVEL 7 – FORMAL PROGRAMME

National Diploma Public Administration

GENERAL
MANAGERS

LEVEL 6 – NATIONAL DIPLOMA

Project Management Programme

FUNCTIONAL MANAGERS

LEVEL 6 – NATIONAL CERTIFICATES

Public Financial Oversight
Public Administration
Management Development Programme
Project Management Programme
Marketing Management Programme
Local Government Management Programme
Operations Management Programme
Logistics Management Programme
Supply Chain Management Programme
Human Resource Management Programme
Labour Relations Practice

MIDDLE MANAGERS

LEVEL 5 – NATIONAL CERTIFICATES

Public Administration
Banking
Labour Relation Practice
Fundamental Business Management Programme
Supervisory Development Programme
Supply Chain Management Programme

FIRST LINE
MANAGERS

LEVEL 4 – NATIONAL CERTIFICATES

Public Administration
Early Childhood Development

MANAGEMENT DEVELOPMENT

Time Management
 Disaster Management
 Mentorship and Protégé Management
 Business Strategy Management
 Leadership
 Team Building
 Communication Skills
 Assertiveness & Interpersonal Relations
 Managing Diversity
 Conflict Management
 Management Update Programme

Performance Management
 Career Management & Potential
 Supervisory Development
 Problem Solving & Continuous Improvement
 Programme
 Change Management
 Incident Management
 Managing Complexity
 Policy Development & Management Workshop
 (Public Sector)
 Interpersonal Relations

FINANCE

What is Financial Management?
 Understanding Costing Methodologies
 Formulating & Managing a Budget
 Personal Financial Management

Analysing Financial Statements
 Finance for Non-Financial Managers
 Public Finance Management Workshop

HR DEVELOPMENT

Performance Management
 Career Development
 Personnel Administration

Diversity Management
 Skills Development Facilitators (Developing &
 Completing a WSP)

SALES AND MARKETING

Customer Service
 Innovation & Creativity
 CRM
 Sales & Service Management

Intro to Marketing Management
 Forecasting Demand for Marketers
 Sales Management
 Public Relations & Communication

OPERATIONS / LOGISTICS / PROJECT MANAGEMENT

Inbound Logistics
 Outbound Logistics
 HACCP & Food Safety Workshop
 Understanding the OSH and SHE acts
 Project Management

Fundamentals of Procurement
 MS Project (Basic & Intermediate Level)
 TQM, CIP and TPM
 Supply Chain Management

TRAINING AND DEVELOPMENT

Training Instructor Programme
 Training Officer Programme

SDF Capacity Building Workshop

LABOUR & DEVELOPMENT

Understanding Labour Law

Women in Leadership

GENERAL

Meeting Procedures
 Report Writing Skills
 Stress Management
 Presentation Skills

Personal & Executive Assistant
 General Administration
 Entrepreneurship/Entrepreneurship

