



PROSPECTUS 2019

*Please note:
This is not a comprehensive list
Do not hesitate to contact us with your specific enquiry.*

PURPOSE:

Skills Development Professional (SDP) believe in training our clients in the most user-friendly and effective way. We are here for our clients on this development journey.

We deliver results, with compliancy. That means, that each service we provide we make sure you receive the maximum value for what you pay for. Our training we provide is accredited with NQF Levels and quality approved. We believe in and execute outcome-based training to match skillsets with results. It is with diligence that we strive to further assist shareholders to maximize skills investment with further tax deductions.

Our values we truly believe in and try our best for you to experience is Diligence, Loyalty, Accountability, Results, Unity, and Trust.

SERVICE DELIVERY:

How we complete our services for you matter just as much as why we complete them for you. We deliver our service to our clients **Nation-Wide** through the following methods:

- We have **face-to-face** contact in **workshop set-up** or **one-on-one coaching**.
- We also deliver our services via **e-learning, telephonic, and video conferencing for flexibility purposes**.

WHAT WE OFFER:

We cover the following services with much intent, to ensure that “the proof is in the pudding”:

- **Accredited Training:** We ensure quality in our training through subject matter experts in facilitation and content development. We address the skill gap custom to our client with the tax benefits. Whether Qualification or Skills Program, we ensure the training is tailored to your identified needs.
- **Recruitment:** Our recruitment services make sure you reduce your cost to hire correctly and to quality approve candidates through assessments. This talent sourcing is done for projects identified by our exclusive clients.

EXTRA INFORMATION:

We also compile accredited Skills Programs to our customer's needs as well as entrepreneurial development programs.

We have been privileged to have experience in the disability sector as we have conducted learnerships for people with various disabilities.

- SDP is a 51% Black Woman Owned, Designated Group, Exempt Micro Enterprise and an Empowering Supplier with a Level 2, B-BBEE status. This means that any procurement with CBA will be recognised five times at an enhanced level on the Enterprise and Supplier Development element on the GENERIC B-BBEE Scorecard under the Amended Codes of Good Practice.
- Our facilitators consist of a 70 % PDI composition
- We have PDI learnerships and subscribe fully to the Skill Development Strategy
- As our Social responsibility project we capacitate and incorporate PDI service providers in the training field.

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QUALIFICATIONS LIST

Please request a quotation, as we would like to accommodate you through various learning options while being cost-conscious for you.

Payment Plans for the qualifications can be requested:

SAQA ID	Description	Level	Credits	ACCREDITED
66610	FET Certificate: Short Term Insurance	NQF4	150	INSETA
59717	FET Certificate: Wealth Management	NQF4	150	INSETA
57608	National Certificate: Wealth Management	NQF5	120	INSETA
66609	FET Certificate: Retail Insurance	NQF4	140	INSETA
49649	FET Certificate: Long-term Insurance	NQF4	140	INSETA
50334	National Certificate: Occupational Directed Education and Training and Development Practices	NQF5	120	ETDP SETA
61591	National Certificate: Information Technology: End User Computing	NQF3	130	MICT SETA
97542	Curriculum Title: Occupational Certificate: Occupational Certificate: Early Childhood Development Practitioner (OFO)	NQF 4	131	QCTO

QUOTATIONS WILL BE GIVEN, FOR EACH TRAINING, AND WILL VARY WITH REGARDS TO: TRAINING VENUE, CATERING, AMOUNT OF PERSONS ATTENDING, ETC.

Note:

All Qualifications are presented in one year timeframes and according to Notional Hour compliance 1 credit = 10 hours and the principle of 30% facilitated classroom time and 70% workplace relevant experience are applied:

TOTAL NOTION HOUR COMPLIANCY example		credits	140	= 1400	hours
Theoretical Classroom Days	33	days		297	hours
Homework and Assignments				123	hours
Notional Hour Compliancy:	30%			420	hours
Assignments and FSA				125	hours
Workplace EXPERIENCE	95	days		855	hours
Notional Hour Compliancy:	70%			980	hours
<i>855 hours - 95 days = 19 weeks practical</i>					

SHORT COURSES AND SKILL SETS

ACCREDITED WITH ETP SETA

***Due to the sensitive nature of business, all our Single Unit Standards and Skills Programs are tailored with additional training outcomes identified by our Clients. Each course is then presented by certified subject matter experts to ensure the skill sets are achieved with the maximum impact, in the least amount of time. An arrangement can be made for clients to experience a sample of the course.**

SAQA ID	Description	Level	Credits	Days	Outcomes
114215	MENTORING Mentor a colleague to enhance the individual's knowledge, skills, values and attitudes in a selected career path	NQF4	4	2	<ul style="list-style-type: none"> Explaining the concept of mentoring in management and leadership Describing the characteristics of a good mentor and coach Explaining the importance of knowledge in mentoring and coaching Applying the skills and techniques required of a mentor Induction and Alignment of Learners with Managers with Learning Programs and the Workplace. Development of a result-focused, coaching mindset as a manager; leader
117871	FACILITATION SKILLS Facilitate learning using a variety of given methodologies	NQF5	10	2	Plan and prepare for facilitation; Facilitate learning; and Evaluate learning and facilitation.
115753	ASSESSOR COURSE Conduct Outcomes Based Assessments	NQF5	15	3	Demonstrate understanding of outcomes-based assessment; Prepare for assessments; Conduct assessments; Provide feedback on assessments; and Review assessments.
115759	MODERATION COURSE Moderate Outcomes Based Assessments	NQF6	10	3	Demonstrate understanding of moderation within the context of an outcomes-based assessment system, Plan and prepare for moderation, Conduct moderation, Advise and support assessors, Report, record and administer moderation, and Review moderation systems and processes.

SKILLS DEVELOPMENT FACILITATOR

US ID	Description	Level	Credits	Days	Outcomes
15221	Provide information and advice regarding skills development and related issues	NQF5	4	1	Provide information related to skills development, including relevant legislation, learning and assessment, Advise an organisation concerning the alignment of skills development practices to the information provided; and Advise on the promotion of skills development.
123396	Define target audience profiles and skills gaps	NQF4	6	0.5	Preparing for information gathering. Gathering information on learners. Carrying out a basic skills audit. Compiling a report on the target audience and skills gaps.
15227	Conduct skills development administration in an organisation	NQF4	4	0.5	Collate and store data related to skills development Provide information related to skills development Contribute to the improvement of systems and procedures related to processing skills development data.
15217	Develop an organisational training and development plan	NQF5	6	1	Analyse current and required skills Develop a skills profile and define a skills gap Establish skills priorities Develop a training and development plan.
15232	Coordinate planned skills development interventions in an organisation	NQF5	6	1	Identify and prioritise learners' learning requirements Plan and organise learning interventions Coordinate learning interventions Review and report on learning interventions.
15218	Conduct an analysis to determine outcomes of learning for skills development and other purposes	NQF6	4	1	Plan and organise a skills analysis process Conduct an analysis to determine outcomes of learning needed for formal recognition Produce and verify a matrix of outcomes.
TOTALS			30	5	

QUOTATIONS WILL BE GIVEN, FOR EACH TRAINING, AND WILL VARY WITH REGARDS TO: TRAINING VENUE, CATERING, AMOUNT OF PERSONS ATTENDING, ETC.

ACCREDITED WITH INSETA

FINANCIAL MANAGEMENT - (FOR NON-FINANCIAL MANAGERS)

U/S ID	Description	NOF	Credits	Days	
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues (Personal Budgeting)	Level 4	6	1	Use mathematics to plan and control financial instruments including insurance and assurance, unit trusts, stock exchange dealings, options, futures and bonds Use simple and compound interest to make sense of and define a variety of situations including mortgage loans, hire purchase, present values, annuities and sinking funds Investigate various aspects of costs and revenue including marginal costs, marginal revenue and optimisation of profit Use mathematics to debate aspects of the national and global economy, including tax, productivity and the equitable distribution of resources.
117156	Interpret basic financial statements	Level 4	4	1	Analysing the basic elements of an income and expenditure statement. Analysing the basic elements of a balance sheet. Compiling a personal assets and liabilities statement. Using the evidence in financial statements to make a financial decision.
117158	Investigate ways of managing financial risk in own lives	Level 4	5	1	Describing factors that contribute to financial risk in own life. Explaining the individual's liabilities and duties with regard to service contracts and the use of utilities. Investigating short term insurance as a means of reducing financial risk in own life. Investigating ways to reduce risk associated with accidents and medical conditions. Explaining the financial consequences of contravening the law.
POE Build-up Day + Summative Assessment				1	
TOTALS			15	4	

RECEPTIONIST SKILLS

U/S ID	Description	NOF	Credits	Days	
117133	Manage Receptionist performance in relation to an organisation's performance management system	Level 3	2	1	Reception Housekeeping Standards Maintain Operations Greeting Visitors Distributing Mail Administrative Duties Managing Client Relationships Smooth Execution of Meetings General Etiquette Security Awareness
117171	Manage time effectively to enhance productivity and enable a balanced lifestyle	Level 3	2		Reflecting on personal use of time in order to plan a balanced lifestyle. Researching aspects of a balanced lifestyle and their relationship to productivity. Investigating tools and techniques to manage time. Applying knowledge of time management to enhance own productivity and lifestyle.
119676	Apply the skills of customer care in a specific work environment	Level 4	4		Explaining the principles of impressive customer service in the context of a specific industry and organisation. Applying knowledge of personality styles to respond appropriately to a customer. Analysing information in order to provide customer service. Suggesting innovative solutions to respond to queries and improve customer service. Managing the relationship to retain customers.
POE Build-up Day + Summative Assessment				1	
TOTALS			10	2	

NON-ACCREDITED

FAIS REGULATORY EXAMS RE1 OR RE5: WORKSHOP AND E-LEARNING

There are two different **Workshop Options** available:

- **Two-day Workshop:** this is suited for people who are experienced or have previous exposure to the financial services industry.
- **Two and a ½ day Workshop:** this is recommended for people who are new to the industry, have limited exposure to other areas in the industry, and/or who would benefit from working through practice questions.

E-Learning and Classroom include the following:

- **Plain language manual:** the plain language manual contains all key information as well as additional explanations to help with understanding. Sections are cross referenced with the legislation and information has been grouped together for ease of study, e.g. role players are discussed together.
- **Summary of time periods:** this document summarises the various time lines found in the legislation and notices. These are important to learn as delegates will get questions on these in the exam.
- **Exam preparation and strategy:** this provides information on tasks to undertake when studying and preparing for the exam, types of questions that will arise and strategies on how to tackle the different types of questions covered.
- **Mock exams:** two exams set on the same basis as the actual exams are provided as well as answer explanations. The explanations assist in developing knowledge and understanding and go a long way to improving exam results.
- **Answer sheet:** print out and use to record answers for each exam.
- **Preparation checklist:** a checklist to guide study activities and tasks needed to be successful in the exam.

COMPUTER SKILLS TRAINING (ALSO AVAILABLE AS MICT ACCREDITED TRAINING)

	COURSE	Outcome
MSWORD	WORD BASIC TO ADVANVED	Work with multiple documents. Format text. Format paragraphs. Format pages. Format a document. Templates are used and created. Create and edit a table. Format a table according to given requirements. Create and edit columns in a document. Format columns in a document. Describe the uses of merged documents. Create a merged document.
POWER POINT	POWER POINT BASIC TO INTERMEDIATE	Prepare and produce a presentation Adjust settings to customise the view and preferences of the presentation application. Work with multiple presentations. Format a presentation. Use special presentation effects. Apply special formatting to a presentation. Customise a presentation for a specified purpose. Evaluate a presentation produced for a specified purpose.
MS EXCEL	EXCEL BASIC to INTERMEDIATE	Demonstrate an understanding of the principles of spread sheets. Create, open and save spread sheets. Produce a spread sheet from a given specification. Edit a spread sheet. Format a spread sheet. Check spelling in a spread sheet. Prepare and produce a spread sheet to provide a solution to a given problem. Print a spread sheet using features specific to spread sheets.
MS EXCEL FOR MANAGERS	EXCEL ADVANCED	Adjust settings to customise the view and preferences of the spread sheet application. Work with multiple worksheets. Apply formulae to worksheets to provide alternative solutions to a problem. Apply simple built-in functions of the spread sheet application to the given problem. Create and edit a graph/chart. Load data from an external data source to produce a given spread sheet result. Insert and edit objects in a spread sheet.

Internet & OUTLOOK Skills Set	INTERNET EXPLORER - Use a Graphical User Interface (GUI)-based web-browser to search the Internet	Understand the concepts and terms of the Internet. Explain legal and ethical issues in relation to Internet use. Use a GUI-based browser to display a given Web Page. Adjust settings to customise the view and preferences of the browser application. Navigate on the Internet. Use a Search Engine to locate given information specifications. Obtain information from a Web site.
	OUTLOOK INTRO - Use electronic mail to send and receive messages	Understand the concepts and terms of electronic messaging. Create and send an E-mail message. Receive and respond to e-mails. Work with multiple E-mail messages. Adjust settings to customise the view and preferences of the E-mail application.
	OUTLOOK INTERMEDIATE - Enhance, edit and organise electronic messages using a Graphical User Interface (GUI)-based messaging application	Explain legal, ethical and organisational issues in relation to the use of E-mail. Work with multiple E-mail messages. Manage E-mail messages. Use the address book facilities of an electronic mail application.

FINANCE AND ECONOMICS

HIGH IMPACT SHORT COURSES:

BUSINESS ENTREPRENEURIAL SKILLS

Description	Days	Outcomes
Business Plans Produce a business plan for a new venture	2	Identifying and demonstrating an understanding of the elements of a business plan Compiling an organisation structure for one's own business to determine how a business plan can best be integrated Identifying resources and information required to complete own business plan Compiling a business plan
Identify and demonstrate entrepreneurial ideas and opportunities	2	Describing and discussing entrepreneurship. Identifying own entrepreneurial strengths and weaknesses in relation to opportunity identified. Identifying the characteristics of a typical entrepreneur. Identifying entrepreneurial opportunities in own context. Compiling entrepreneurial goal and personal growth plan.
Marketing skills Match new venture opportunity to market needs	1	Identifying and describing what marketing is in relation to new venture opportunities. Conducting market research. Identifying market segments in relation to own venture opportunity. Incorporating market research into a marketing plan. Exploring product/service life cycle.
Manage business operations	2	Implementing an action plan for business operations Mobilising resources for a new venture Managing own time productively Monitoring productivity in a business venture Implementing and managing a basic quality system in a new venture
TENDERS Tenders for business or work in selected new venture	2	All the processes involved for the submission of a tender.
Selling skills Manage marketing and selling processes of a new venture	2	The processes of turning marketing opportunities into profitable sales.

KNOWLEDGE MANAGEMENT

Description	Days	Outcomes
Plan, monitor and control an information system in a business environment	1	Planning and implementing a storage and retrieval system Monitoring the booking of items in and out of systems Classifying and cross-referencing complex information Updating storage and retrieval systems

FINANCES FOR NON-FINANCIAL MANAGERS

Manage finances of a new venture-	1	<p>Explain financial aspects involved in running new venture.</p> <p>Apply cash flow management in the running of a new venture.</p> <p>Apply an accounting system to manage a new venture.</p> <p>Analyse an income and expenditure statement.</p> <p>Analyse a balance sheet.</p> <p>Make a financial decision based on financial statements.</p>
Interpret basic financial statements	1	<p>Analysing the basic elements of an income and expenditure statement.</p> <p>Analysing the basic elements of a balance sheet.</p> <p>Compiling a personal assets and liabilities statement.</p> <p>Using the evidence in financial statements to make a financial decision.</p>
Apply the principles of costing and pricing to a business venture	1	<p>Explain the criteria of a price setting policy for a new venture.</p> <p>Analyse internal and external factors that impact upon pricing decisions.</p> <p>Demonstrate an understanding of the relationship between costs, revenue and profits.</p>

HUMAN RESOURCE AND MANAGEMENT

HIGH IMPACT SHORT COURSE:

CORPORATE GOVERNANCE

Description	Days	Outcomes
Investigate and explain the structure of a selected workplace or organization	2	<p>Explaining the various core functions of an organisation.</p> <p>Explaining the support functions of an organisation.</p> <p>Explaining the role of a selected work unit in an organisation, in relation to the core business.</p> <p>Investigating and explaining the difference between line and support functions in an organisation.</p>
Apply leadership concepts in a work context	2	<p>Explaining the concept of leadership.</p> <p>Differentiating between the concepts of leadership and management.</p> <p>Applying leadership techniques to individuals and teams within the work context.</p> <p>Evaluating the impact of leadership techniques applied.</p>
Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	1	<p>Identifying legislation that regulates employment issues.</p> <p>Understanding of the main aspects of the Labour Relations Act (LRA) as amended, that relate to the management of a business unit.</p> <p>Explaining the requirements of the LRA in respect of interviews.</p> <p>Understanding the main aspects applicable to labour legislation.</p>

CONDUCTING A MEETING

Conduct a formal meeting	1	<p>Preparing for a meeting.</p> <p>Conducting a meeting.</p> <p>Dealing with differing views in a meeting.</p> <p>Distributing records of a meeting.</p>
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LEADERSHIP SKILLS

	Description	Days	Outcomes
Plan	Employ a systematic approach to achieving objectives	1	<p>Specifying objectives.</p> <p>Formulating a plan.</p> <p>Co-ordinating people and other resources.</p> <p>Implementing the plan to meet objectives.</p> <p>Evaluating results and making corrections and improvements.</p>
Organize	Prioritize time and work for self and team	1	<p>Creating, implementing and maintaining a personal and team task list.</p> <p>Using and maintaining a diary.</p> <p>Prioritising personal and team tasks.</p> <p>Implementing and maintaining a task list.</p>
Lead	Apply leadership concepts in a work context	1	<p>Explaining the concept of leadership.</p> <p>Differentiating between the concepts of leadership and management.</p> <p>Applying leadership techniques to individuals and teams within the work context.</p> <p>Evaluating the impact of leadership techniques applied.</p>
Control	Solve problems, make decisions and implement solutions	1	<p>Defining a problem.</p> <p>Investigating the problem.</p> <p>Generating problem solutions.</p> <p>Implementing problem solution.</p> <p>Evaluating the effectiveness of the solution.</p>

MOTIVATION AND TEAM DEVELOPMENT

Description	Days	Outcomes
Apply leadership concepts in a work context	2	Explaining the concept of leadership. Differentiating between the concepts of leadership and management. Applying leadership techniques to individuals and teams within the work context. Evaluating the impact of leadership techniques applied.
Identify responsibilities of a team leader in ensuring that organisational standards are met	1	Explaining the role of a team leader. Explaining the purpose of a team. Contracting with a team to obtain commitment. Monitoring the achievement of team objectives.
Motivate and Build a Team	2	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.

HR MANAGEMENT

Description	Days	Outcomes
Induct a new member into a team	1	Preparing to receive a member on a team. Introducing a new member. Explaining how performance is monitored. Creating awareness of career opportunities in an organisation.
Investigate and explain the structure of a selected workplace or organisation	2	Explaining the various core functions of an organisation. Explaining the support functions of an organisation. Explaining the role of a selected work unit in an organisation, in relation to the core business. Investigating and explaining the difference between line and support functions in an organisation.
Identify and keep the records that a team manager is responsible for keeping	1	Explaining why organisations record and keep information. Identifying and describing the type of records a team leader is required to keep. Recording team performance against agreed targets. Recording performance data.

TIME MANAGEMENT

Description	Days	Outcomes
Manage time and the work process in a business environment	1	Creating, implementing and maintaining a personal and team task list. Using and maintaining a diary. Prioritising personal and team tasks. Implementing and maintaining a task list.
Apply efficient time management to the work of a department/ division/ section	1	Identifying time management profiles Understanding the principles of time management Drawing up time efficient work plans to carry out department/division/ section work functions Implementing time efficient work plans.

HEALTH AND SAFETY

SHE REP Apply occupational health, safety and environmental principles	2	Identifying hazards Evaluating hazards Controlling hazards Explaining and using relevant legislation and regulations Gathering and organising occupational health, safety and environmental information from the workplace Carrying out occupational health and safety training
OHS ACT Demonstrate knowledge and understanding of the Occupational Health and Safety Act 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	1	Explaining the basic principles of the Act and accompanying Regulations. Explaining the requirements for minimum compliance stipulated in the Act. Interpreting the management controls required to achieve compliance. Explaining the obligations of managers in terms of communication and training.

HEALTH AND SAFETY

<p>OHS in the workplace</p> <p>Apply health and safety to a work area</p>	<p>1 day</p>	<p>Identify potential hazards in the work area. Limit damage to persons or property in the case of an emergency Follow procedures that apply to illness or injury in the work area</p>
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BASIC PROJECT MANAGEMENT SKILLS

Description	Days	Outcomes
<p>Explain fundamentals of project management</p>	<p>1</p>	<p>Explaining the nature of a project. Explaining the nature and application of project management. Explaining the types of structures that are found in a project environment. Explaining the application of organisation structures in a project environment. Explaining the major processes and activities required to manage a project.</p>
<p>Develop a simple schedule to facilitate effective project execution</p>	<p>2</p>	<p>Identifying, explaining and describing the purpose and process of scheduling project activities. Defining and gathering project activities from technical experts and within own field expertise. Developing a simple schedule for a project or part thereof.</p>
<p>Apply a range of project management tools</p>	<p>2</p>	<p>Demonstrating an understanding of project management tools. Using a range of project management tools. Applying corrective action steps where project management tools and techniques usage problems occur.</p>

THE PROJECT TEAM

Description	Days	Outcomes
<p>Explain fundamentals of project management</p>	<p>1</p>	<p>Explaining the nature of a project. Explaining the nature and application of project management. Explaining the types of structures that are found in a project environment. Explaining the application of organisation structures in a project environment. Explaining the major processes and activities required to manage a project.</p>
<p>Work as a project team member</p>	<p>2</p>	<p>Demonstrating an understanding of the criteria for working as a member of a team. Collaborating with other team members to improve performance. Participating in building relations between team members and other stakeholders. Respecting personal, ethical, religious and cultural differences to enhance interaction between team members. Using a variety of strategies to deal with potential or actual conflict between team members.</p>
<p>Evaluate and improve the project team's performance</p>	<p>2</p>	<p>Explaining and using a given team performance reference framework (Performance monitoring). Evaluating team performance using the given team performance reference framework. Maintaining records resulting from evaluation of team performance. Facilitating team performance improvements using assessment findings.</p>
<p>Supervise a project team of a developmental project to deliver project objectives</p>	<p>2</p>	<p>Undertaking the management activities, from start to end, for a small project. Supervising and monitoring a team working on a small project. Reporting progress on a small project. Identifying and rectifying problems occurring in a project.</p>

PROJECT MANAGEMENT SKILLS

Description	Days	Outcomes
<p>Explain fundamentals of project management</p>	<p>1</p>	<p>Explaining the nature of a project. Explaining the nature and application of project management. Explaining the types of structures that are found in a project environment. Explaining the application of organisation structures in a project environment. Explaining the major processes and activities required to manage a project.</p>
<p>Contribute to project initiation, scope definition and scope change control</p>	<p>2</p>	<p>Contributing to the identification and co-ordination of stakeholders, their roles, needs and expectations. Contributing to the identification, description and analysis of the project needs, expectations, constraints, assumptions, exclusions, inclusions and deliverables.</p>

		Contributing to preparing and producing inputs to be used for further planning activities. Contributing to monitoring the achievement of the project's scope.
Participate in the estimation and preparation of cost budgets for an element of work and monitor and control actual cost against budget	1	Identifying elements and resources to be costed through interpreting the project scope statement, work breakdown structure and other project data. Participating in the preparation and production of a cost budget. Contributing to the monitoring and controlling of cost budget performance by maintaining records and communicating.
Implement project administration processes according to requirements	1	Executing processes and standards to support project change control Updating and communicating status of change requests Administering the project library / repository to support change to affected items Maintaining project organisational information
Conduct project documentation management to support project processes	1	Using a paper based and / or electronic filing system for a project Using standardised processes for identifying, securing and finding documents Providing project templates to team members Preparing project documents for handover at the end of the project Describing and explaining project documentation management processes
Plan, organise and support project meetings and workshops	1	Explaining the purpose, objective and scope of project meetings and / or workshops. Planning for a project meeting and / or workshop. Arranging and supporting a project meeting and / or workshop.
Identify, suggest and implement corrective actions to improve quality	1	Describing and explaining how quality management impacts on a project. Identifying and recording corrective actions of improvement to project work. Disseminating corrective actions to appropriate stakeholders. Implementing corrective actions to improve quality of project work.
Provide assistance in implementing and assuring project work is conducted in accordance with the project quality plan	1	Describing and explaining the need for consistent processes and standards to achieve quality. Suggesting actions, within own field of expertise, in support of the development of quality project deliverables. Conducting tests as per test plan and communicating test results.
Schedule project activities to facilitate effective project execution	2	Compiling and processing procurement requests to required standards and needs. Sourcing suppliers/sellers to meet procurement requirements. Receiving and evaluating proposals and making recommendations. Maintaining and administering procurement records.
Contribute to the management of project risk within own field of expertise	1	Identifying and recognising potential risks that could affect project performance. Contributing to the assessment of the impact and likelihood of identified risks. Contributing to the development of risk management statements and plans. Monitoring and controlling the project risks.
Monitor , evaluate and communicate project schedules	1	Describing and explaining a range of project schedule control processes and techniques. Monitoring actual project work versus planned work (baseline). Recording and communicating schedule changes.

LEADERSHIP DEVELOPMENT

US Title	Outcomes
Communication strategies Apply communication principles, strategies and processes in a leadership role	To equip the qualifying learner with the skills required to undertake an important role in community development and will enhance the employability of the qualifying learner in both community development-related initiatives.
Policies and compliancy Explain and apply legislation and policies applicable to leadership in a specific sector	Describing a specific sector in relation to provincial and national government with regard to the leader's role. Analysing the legislative framework impacting on leadership in a specific sector. Applying creative problem-solving techniques to resolve sector policy issues. Differentiating between the roles of the leader and the official in policy development and implementation.
Knowledge Management Apply the concept and principles of knowledge management to leadership	Describing a specific sector in relation to provincial and national government with regard to the leader's role. Analysing the legislative framework impacting on leadership in a specific sector. Applying creative problem-solving techniques to resolve sector policy issues. Differentiating between the roles of the leader and the official in policy development and implementation.
Management Skills Apply leadership skills to relationship management	Explaining leadership strategies to deal with managing a variety of role-players and stakeholders. Creating an optimum advice environment. Enhancing institutional accountability in managing relations with stakeholders and communities. Demonstrating an understanding of the varying dynamics in managing relationships. Developing a sound communications strategy to enhance relations with key stakeholders and communities.

Service Excellence Develop and apply a service culture to a leadership role	Explaining service excellence from a leadership perspective. Planning service excellence in a local government leadership context. Compiling and implementing a service excellence plan. Evaluating service delivery efficacy.
Motivation Explain and apply the concept, principles and theories of motivation in a leadership context	Explaining the concept of motivation and its importance in enhancing performance levels. Explaining and apply theories of motivation in a leadership context. Applying techniques to enhance self-motivation and leadership performance. Applying strategies to motivating others in a leadership context.
Strategy Apply visionary leadership to develop strategy	Explaining the purpose of visionary thinking in a leadership context Analyse current context and trends to develop strategy Compiling scenario plans Apply selected scenarios into strategic and business planning processes Evaluate scenario planning
Emotional Intelligence Analyse the role that emotional intelligence plays in leadership	Explain the concept of emotional intelligence and how this impacts on leadership. Analysing the relationship between emotional intelligence and self-awareness in relation to leadership. Analysing the relationship between emotional intelligence and self-management in relation to leadership. Analysing the relationship between emotional intelligence and social awareness in relation to leadership. Applying techniques for responding to situations in an emotionally intelligent manner
Leadership Theories Analyse leadership and related theories in a work context	Explaining the concept of leadership. Differentiating between leadership and management. Analysing and comparing leadership theories. Applying the different roles and qualities of leadership in a work context.
Management Functions Describe and apply the management functions of an organization	Describing the management activities involved in running a successful business. Explaining the basic activities involved in the management process. Identifying and explaining the main tasks required of managers. Applying the decision making process to make a management decision. Analysing the application of the general management functions in a selected organisation.
Risk Management Apply principles of risk management	Explaining risk management in the public sector. Analyse potential risks and the impact thereof on the specific sector. Developing and implementing risk management procedures. Monitoring and assessing risk management procedures.
Accounting Apply accounting principles and procedures in the preparation of reports and decision making	Demonstrating an understanding of accounting principles and reporting requirements and nature of functions in the public sector Using accounting techniques and approaches to process financial information Applying end of period accounting procedures in the preparation of financial statements Applying procedures necessary for control over cash transactions and balances Utilising procedures for reporting and recording accounts receivables Utilising procedures for recording and reporting on liabilities in the public sector
Human Resources Manage the development and performance of human capital in the public sector	Demonstrating an understanding of human resources principles and legislation and its applications to the public sector Compiling human resources plan Managing performance of individuals within a team Recruiting and selecting staff Managing the training and development of individuals within a team
Social Responsibility Co-ordinate the development and implementation of organisational social responsibility strategies	Communicate effectively (at least NQF level 4) Understand organisational structures Understand programme planning and implementation in generic terms Apply basic evaluative instruments to ensure an effective project.
Transformation management01 Establish how a value system underpins organisational transformation	Recognise the importance of value systems within an organisation Understand how proper value systems underpin transformation Develop approaches and processes that establish the centrality of value systems in organisations Explain the concepts and principles relating to Organisational Transformation and Change Management (OT&CM)
Transformation management02 Implement a value system to effect organisational transformation	Discuss a particular socio-psychological operating system Provide input on the term "organisational conversation" Develop a transformation framework Integrate the rational, emotional and change management processes Demonstrate relationship between a level of trust and the appropriation of resources in an organisation Assist in building trust Develop processes leading to the adoption of organisational values Relate the learning gained in achieving this Unit Standard to Organisational Transformation and Change Management (OT&CM)
Transformation management03 Apply advanced principles of complexity theory to organisational transformation	Understand the reductionist view of the world Recognise the role systems play at all levels of society Analyse communities of practice Realise that complex systems can affect and effect change Apply advanced principles of complexity theory Relate the learning gained in achieving this Unit Standard to Organisational Transformation and Change Management (OT&CM)
Diversity Management Implement a programme of	Discuss the ideology of superiority. Detail various factors manifested as discrimination.

diversity management in the workplace	The roles of institutional and personal power in diversity issues. Complete research and facilitation on diversity and the management thereof. Develop tools to counter discrimination. Prepare a framework to manage diversity in the workplace. Promote a culture of equality. Relate the learning gained in achieving this unit standard to Organisational Transformation and Change Management (OT&CM).
Budgeting Apply the principles of budgeting within a municipality	Explain the various approaches to budgeting within their organisation Ensure the strategic objectives of their organisation are achieved. Contribute to the efficient allocation of resources at municipalities Ensure that municipal funds are used effectively and efficiently.
Issue Management Apply the basic principles of issue management	Assisting in the identification of project related issues and following the appropriate process to register the issue. Assisting a senior consultant in the resolution of the identified project issue Assisting to provide constant feedback on the status of the issue resolution
Value Chain Apply and explain the generic business process and value chain model	Explaining the underlying principles and theory that underpin a functional area. Explaining the best-practice business process associated with an ERP functional area. Comparing the client's business processes with best practice business processes. Drawing a basic business process flow.
Conflict resolution Interpret and manage conflicts within the workplace	Describing the main sources of conflict Describing appropriate techniques to manage conflict Implementing a strategy to resolve conflict Developing the attributes of a good conflict manager

MARKETING AND COMMUNICATIONS

HIGH IMPACT SHORT COURSE:

CUSTOMER MANAGEMENT

Description	Days	Outcomes
Handle a range of customer complaints	1	Identifying customer's problem. Committing to solving the customer complaint. Arranging correct planning and solution to the customer's problems. Communicating with all stakeholders. Providing practical business solutions.
Liaise with a range of customers of a business	1	Explaining the benefits of customer liaison. Initiating contact with a range of customers. Maintaining contact with a range of customers. Administering contact with a range of customers.
Identify internal and external stakeholders	1	Identifying internal and external stakeholders. Describing stakeholder's relationship with the organisation. Describing the stakeholder's relationship to each other.
Supervise Customer Service Standards	2	Identify areas of service impact, analyse existing service standards and compare them to organisational service requirements. Draw up and implement action plans to improve service standards.
Conduct follow-up with customers to evaluate satisfaction levels	2	Monitoring the recording of customers order verbally. Monitoring the acceptance and recording of customer's written order. Monitoring the completion and administering order procedures and documentation. Monitoring the confirmation and distribution of orders. Ensuring sales teams follow up on orders placed. Ensuring overall customer satisfaction and relationships.
Describe features, advantages and benefits of products and services	1	Demonstrating an understanding of features, advantages and benefits (FABs). Identifying FABs of different products and services. Recording FABs. Communicating FABs to prospects and customers.

MARKETING SKILLS

Description	Days	Outcomes
Describe features, advantages and benefits of products and services	1	Demonstrating an understanding of features, advantages and benefits (FABs). Identifying FABs of different products and services. Recording FABs. Communicating FABs to prospects and customers.
Supervise customer service standards	1	Identify areas of service impact, analyse existing service standards and compare them to organisational service requirements. Draw up and implement action plans to improve service standards.
Conduct follow-up with customers to evaluate satisfaction levels	1	Monitoring the recording of customers order verbally. Monitoring the acceptance and recording of customer's written order. Monitoring the completion and administering order procedures and documentation. Monitoring the confirmation and distribution of orders. Ensuring sales teams follow up on orders placed. Ensuring overall customer satisfaction and relationships.

PROMOTION AND PRODUCT BRANDING

Description	Days	Outcomes
Identify potential and existing customers of the business	1	Demonstrating an understanding of the importance of accurate customer information. Demonstrating an understanding of the marketing database. Identifying prospective and existing customers. Collecting customer information in accordance with database.
Deal with brand, product and service promotions	1	Evaluating brand, product and service promotion opportunities. Co-ordinating brand, product and sales promotions. Evaluating the brand, product or service promotions.
Demonstrate an understanding of product positioning	1	Describing and explaining product positioning strategies. Explaining position of the product in relation to the market. Explaining and describing product life cycles.
Demonstrate an understanding of the competitive environment and product positioning	1	Collecting information on the competitors' products or services. Explaining the nature of the competitive environment. Describing product positioning. Explaining the stages of the product life cycles.

MARKETING COMMUNICATIONS

Demonstrate an understanding and define the nature and role of marketing communications	1	Defining and explaining marketing communications. Explaining how marketing communications works and how it is classified. Defining and explaining persuasive communication. Identifying and explaining the role of marketing communications in the overall marketing process.
Demonstrate an understanding of creative principles of marketing communications	1	Describing the history and nature of copywriting. Describing the practice of copywriting. Interpreting the characteristics and constraints of the various media. Explaining the nature and role of the various creative elements available.
Describe features, advantages and benefits of products and services	1	Demonstrating an understanding of features, advantages and benefits (FABs). Identifying FABs of different products and services. Recording FABs. Communicating FABs to prospects and customers.

CONFLICT RESOLUTION

Description	Days	Outcomes
Use communication skills to handle and resolve conflict in the workplace	1	Identify a conflict situation and communicate in such a way that the conflict can be resolved in a constructive manner.

E-LEARNING COURSES

Our Current E-learning covers a range of short courses, as well as critical Qualifications.

Online Learning Qualifications:

57608	National Certificate: Wealth Management	NQF5	120	INSETA
97542	Curriculum Title: Occupational Certificate: Occupational Certificate: Early Childhood Development Practitioner (OFO)	NQF 4	131	QCTO

The Short Courses Topics that can currently be covered are the following:

- Visionary Leadership to develop Strategy
- Apply Leadership Concepts in the Work Context
- Comply with Organizational Ethics
- Conflict Management
- Business Writing
- Customer Management
- Debtors Management
- Identify Potential and Existing Customers
- Manage Marketing and Selling Processes

Method of E-learning Delivery:

Each Candidate receives secure login details and a private account to view marks and financial accounts. Each Candidate will be given dead-lines for topics and when the projects need to be completed.

We apply blended learning- Each individual will receive the information via various methods of impact with the candidate. This can include whiteboard animation clips, Storylines to express the message clearer. Audio and Video Clips explaining certain concepts better. The information will also be given via Text, and free Learner Guides. The testing of the training will also include essays, quizzes, multiple choice questions, single choice questions, fill in the missing blank, match columns of definitions, discussions, and more.

*For any more information regarding our E-learning please do not hesitate to e-mail training@sdp.edu.za, or simply call our landline at 051 447 5882.