

Programmes Schedule 2020

COURSE	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Duration
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	
ODETDP/ ETDp													
ASSESSOR & MODERATOR (US 115753 & US 115759)	27 - 31 Jan			20 - 24 Apr			27 - 31 Jul			26 - 30 Oct			5 Days
	24 - 28 Feb			25 - 29 May			24 - 28 Aug			23 - 27 Nov			
	23 - 27 Mar			22 - 26 Jun			28 Sep - 2 Oct						
FACILITATOR (US 117871) OR MASTER FACILITATOR (US 117871; 123397)	17 - 21 Feb			18 - 22 May			17 - 21 Aug			19 - 23 Oct			5 Days
	9 - 13 Mar			8 - 12 Jun						16 - 20 Nov			
ASSESSOR (US 115753)	27 - 28 Jan			20 - 21 Apr			27 - 28 Jul			26 - 27 Oct			2 Days
	24 - 25 Feb			25 - 26 May			24 - 25 Aug			23 - 24 Nov			
	23 - 24 Mar			22 - 23 Jun			28 - 29 Sep						
MODERATOR (US 115759)	29 - 31 Jan			22 - 24 Apr			29 - 31 Jul			28 - 30 Oct			3 Days
	26 - 28 Feb			27 - 29 May			26 - 28 Aug			25 - 27 Nov			
	25 - 27 Mar			24 - 26 Jun			30 Sep - 2 Oct						
SKILLS DEVELOPMENT FACILITATOR US 15217; 15218; 15227; 15221; 15232	16 - 20 Mar			1 - 5 Jun			14 - 18 Sep			30 Nov - 4 Dec			5 Days
ODETDP INTAKE DATES	20 - 24 Jan			22 - 26 Jun			14 - 18 Sep			23 - 27 Nov			6 Months
RPL (Recognition of prior learning)													1 Day
INTRODUCTION TO PROJECT MANAGEMENT (US 120372, 120385)	4 - 7 Feb			6 - 9 Apr 2 - 5 Jun			4 - 7 Aug			6 - 9 Oct			4 Days
PROJECT INITIATION, PLANNING & IMPLEMENTATION (US 120373, 120384, 120374, 120375, 120383)	3 - 6 Mar			5 - 8 May			6 - 10 Jul			3 - 6 Nov			4 Days
PROJECT TEAMWORK (US120379, 242819)	18 - 21 Feb			8 - 10 Jun			1 - 3 Sep			12 - 14 Oct			3 Days
BUSINESS ADMINISTRATION													
WORK & CAREER ORIENTATION (US 110021, 10022, 10135, 15234)	13 - 17 Jan			8 - 12 Jun			3 - 7 Aug			2 - 6 Nov			5 Days
ADMINISTRATION (US 110009, 110003, 13929, 9244)	10 - 14 Feb			11 - 15 May			20 - 24 Jul			12 - 16 Oct			5 Days
FINANCE FOR OFFICE ADMINISTRATION (US13945, 13945, 110026, 13943)	20 - 24 Jan			22 - 26 Jun			17 - 21 Aug			30 Nov - 4 Dec			5 Days

CUSTOMER CARE (US 7791, 7790, 13928, 7836, 10999, 14552)	17 - 21 Feb	20 - 24 Apr	13 - 17 Jul	12 - 16 Oct	5 Days
THE BUSINESS ENVIRONMENT (US 14357, 7786, 7796)	27 - 31 Jan	6 - 9 Apr	1 - 4 Sep	10 - 13 Nov	4 Days
BUSINESS RECEPTION (US 13928, 113930, 7790)	24 - 28 Feb, 16 - 20 Mar	25 - 29 May	24 - 27 Aug	30 Nov - 4 Dec	4 Days
BUSINESS ADMINISTRATION (US 13937, 13931, 13933, 7706)	3 - 7 Feb	2 - 5 Jun	20 - 24 Jul	19 - 23 Oct	5 Days
BUSINESS COMMUNICATION (US 8974, 8975, 8976, 12153, 110023)	23 - 27 Mar	20 - 24 Apr	24 - 28 Aug	16 - 20 Nov	5 Days
RECEPTION AND SWITCHBOARD SKILLS (US 13928, 7790)	17 - 21 Feb, 9 - 13 Mar	22 - 24 Apr	7 - 9 Sep	30 Nov - 4 Dec	3 Days
PC SKILLS (US 7576, 7570)	13 - 17 Jan	18 - 22 May	17 - 21 Aug	23 - 27 Nov	5 Days
MEETING ADMINISTRATION (US 13929, 13934)	24 - 28 Feb	2 - 5 Jun	14 - 18 Sep	26 - 30 Oct	5 Days
TEAMWORK SKILLS (US 10170, 8420, 7860, 9533)	9 - 13 Mar	6 - 9 Apr	14 - 18 Sep	16 - 20 Nov	5 Days

CALL CENTRE

INBOUND CONTACT CENTRE SKILLS (US 13885, 10350, 10349, 10353, 10358)	20 - 24 Jan	8 - 12 Jun	17 - 21 Aug	12 - 16 Oct	5 Days
ORIENTATION TO CONTACT CENTRE (US 13872, 10354)	10 - 14 Feb	11 - 15 May	13 - 17 Jul	2 - 6 Nov	5 Days
OUTBOUND CONTACT CENTRE (US 13833)	17 - 21 Feb	20 - 24 Apr	20 - 24 Jul	23 - 27 Nov	5 Days
SERVICE EXCELLENCE (US 10348, 13873)	23 - 27 Mar	18 - 22 May	14 - 18 Sep	30 Nov - 4 Dec	5 Days

GENERIC MANAGEMENT

LEADING AND MOTIVATING A TEAM (US 242824, 242819)	10 - 14 Feb	11 - 15 May	17 - 21 Aug	30 Nov - 4 Dec	5 Days
CODE OF CONDUCT & CUSTOMER SERVICE (US 242816, 242815, 242829)	20 - 24 Jan	20 - 24 April	20 - 24 Jul	16 - 20 Nov	5 Days
TIME MANAGEMENT (US 242811, 242822)	17 - 21 Feb	2 - 5 Jun	24 - 28 Aug	23 - 27 Nov	5 Days
ROLE OF A MANAGER (US 242818, 242821, 13952)	16 - 20 Mar	18 - 22 May	14 - 18 Sep	26 - 30 Oct	5 Days
PERFORMANCE MANAGEMENT (US 242813, 11473)	24 - 28 Feb	20 - 24 Apr	13 - 17 Jul	12 - 16 Oct	5 Days

BUDGETING (US 242810, 7468)	13 - 17 Jan	8 - 12 Jun	3 - 7 Aug	2 - 6 Nov	5 Days
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SHORT COURSES

Computerised Bookkeeping	17 - 19 Mar	14 - 16 Apr	24 - 28 Aug	5 - 9 Oct,	5 Days
Emotional Intelligence	20 - 21 Jan	18 - 19 May	17 - 18 Aug	12 - 13 Oct	2 Days
Finance for Non-Financial Managers	17 - 19 Feb	20 - 22 Apr	24 - 26 Aug	23 - 25 Nov	3 Days
Total Quality Control	24 - 28 Feb	25 - 29 May	20 - 24 Jul	26 - 30 Oct	5 Days
Supervision	30 - 31 Jan	26 - 27 Mar	30 - 31 Jul	26 - 27 Oct	2 Days
Risk Management	19 - 21 Feb	13 - 15 May	19 - 21 Aug	18 - 20 Nov	3 Days
Recruitment & Selection	23 - 27 Mar	8 - 12 Jun	13 - 17 Jul	30 Nov - 4 Dec	5 Days
Public Finance Management Act	23 - 27 Mar	8 - 12 Jun	13 - 17 Jul	30 Nov - 4 Dec	5 Days

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MS OFFICE - Basic to Intermediate Level

Access	22 - 24	12 - 14	11 - 13	1 - 3	6 - 8	3 - 5	1 - 3	5 - 7	2 - 4	7 - 9	4 - 6	3 Days
Excel	29 - 31	19 - 21	25 - 27	22 - 24	27 - 29	24 - 26	22 - 24	19 - 21	16 - 18	14 - 16	18 - 20	3 Days
Internet & Outlook	22 - 24	12 - 14	11 - 13	1 - 3	6 - 8	3 - 5	1 - 3	5 - 7	2 - 4	7 - 9	4 - 6	3 Days
Power Point	29 - 31	19 - 21	25 - 27	22 - 24	27 - 29	24 - 26	22 - 24	19 - 21	16 - 18	14 - 16	18 - 20	3 Days
Word	15 - 17	26 - 28	18 - 20	15 - 17	13 - 15	10 - 12	8 - 10	12 - 14	9 - 11	21 - 23	11 - 13	3 Days

MS OFFICE - Advanced Level

Excel	21 - 24	11 - 14	3 - 6	14 - 17	5 - 8	9 - 12	7 - 10	4 - 7	8 - 11	6 - 9	17 - 20	3 Days
Power Point	14 - 17	11 - 14	10 - 13	14 - 17	12 - 15	23 - 26	14 - 17	18 - 21	15 - 18	20 - 23	3 - 6	3 Days
Word	28 - 31	27 - 31	17 - 20	21 - 24	19 - 22	2 - 5	21 - 24	25 - 28	1 - 4	27 - 30	24 - 27	3 Days

MS OFFICE COMBO - Basic to Advanced Level

Computer Literacy	20 - 24	17 - 21	23 - 27	20 - 24	25 - 29	22 - 26	20 - 24	17 - 21	14 - 18	19 - 23	16 - 20	5 Days
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