

Skills Programmes and Courses 2019

| COURSE | Quarter 1 | | | Quarter 2 | | | Quarter 3 | | | Quarter 4 | | | Duration |
|---|------------------------|-----|-----|----------------------------|-----|-----|----------------------------|-----|-----|---------------------------|-----|-----|----------|
| | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | |
| OJETDP/ ETDp | | | | | | | | | | | | | |
| ASSESSOR (US 115753)AND MODERATOR (US 115759) | 28 Jan -1 Feb | | | | | | 29 Jul - 2 Aug | | | 28 Oct - 1 Nov | | | 5 Days |
| | 25 Feb - 1 Mar | | | 27 - 31 May | | | 26 - 30 Aug | | | 25 - 29 Nov | | | |
| | 25 - 29 Mar | | | 24 - 28 Jun | | | | | | | | | |
| FACILITATOR (US 117871) OR MASTER FACILITATOR (US 117871; 123397) | 18 - 22 Feb | | | 8 - 12 April | | | 15 - 19 Jul | | | 18 - 22 Nov | | | 5 Days |
| | | | | 10 - 14 Jun | | | 12 - 16 Aug | | | | | | |
| ASSESSOR (US 115753) | 28 - 29 Jan | | | | | | 29 - 30 Jul | | | 28 - 29 Oct | | | 2 Days |
| | 25 - 26 Feb | | | 27 - 28 May | | | 26 - 27 Aug | | | 25 - 26 Nov | | | |
| | 25 - 26 Mar | | | 24 - 25 Jun | | | | | | | | | |
| MODERATOR (US 115759) | 30 Jan - 1 Feb | | | | | | 31 Jul - 2 Aug | | | 30 Oct - 1 Nov | | | 3Days |
| | 27 Feb - 1 Mar | | | 29 - 31 May | | | 28 - 30 Aug | | | 27 - 29 Nov | | | |
| | 27 - 29 Mar | | | 26 - 28 Jun | | | | | | | | | |
| SKILLS DEVELOPMENT FACILITATOR US 15217; 15218; 15227; 15221; 15232 | 18 - 22 Mar | | | 13 - 17 May '3 - 7 Jun | | | 16 - 20 Sep | | | 2 - 6 Dec | | | 5 Days |
| CONFLICT MANAGEMENT (US 114226) | 17 - 18 Jan 7 - Mar | | | 16 - 17 May | | | 18 - 19 Jul 12 - 12 Sep | | | 14 - 15 Nov | | | 2 Days |
| POLICY DEVELOPMENT (US 230448) | 14 - 15 Feb | | | 25 - 26 Apr 20 - 21 Jun | | | 22 - 23 Aug | | | 10 - 11 Oct 5 - 6 Dec | | | 2 Days |
| OJETDP INTAKE DATES | 21-Jan | | | | | | 15-Jul | | | | | | 6 Months |
| RPL (Recognition of prior learning) | | | | | | | | | | | | | 1 Day |
| PROJECT MANAGEMENT | | | | | | | | | | | | | |
| INTRODUCTION TO PROJECT MANAGEMENT (US 120372, 120385) | 5 - 8 Feb | | | 23 - 26 Apr 18 - 21 Jun | | | 5 - 8 Aug | | | 22 - 25 Oct 9 - 12 Dec | | | 4 Days |
| PROJECT INITIATION, PLANNING & IMPLEMENTATION (US 120373, 120384, 120374, 120375, 120383) | 25 - 29 Mar | | | 21 - 24 May | | | 23 - 26 Jul | | | 19 - 22 Nov | | | 4 Days |
| PROJECT TEAMWORK (US120379, 242819) | 5 - 8 Feb | | | 18 - 21 Jun | | | 17 - 20 Sep | | | 22 - 25 Oct | | | 3 Days |

BUSINESS ADMINISTRATION

| | | | | | |
|--|--|--|--|-------------------------------|--------|
| WORK & CAREER ORIENTATION (US 110021, 10022, 10135, 15234) | 14 - 18 Jan | 5 - 7 Jun | 14 - 16 Aug | 5 - 9 Nov | 5 Days |
| ADMINISTRATION (US 110009, 110003, 13929, 9244) | 25 Feb - 1 Mar | 27 - 31 May | 29 Jul - 2 Aug | 8 - 12 Oct | 5 Days |
| FINANCE FOR OFFICE ADMINISTRATION (US13945, 13945, 110026, 13943) | 21 -25 Jan | 4 - 8 Jun | 13 - 17 Aug | 28 Oct - 1 Nov | 5 Days |
| CUSTOMER CARE (US 7791, 7790, 13928, 7836, 10999, 14552) | 11 -15 Feb | 7 - 10 May 4 - 7 Jun | 23 - 26 Jul 13 - 16 Aug | 9 - 13 Oct | 5 Days |
| THE BUSINESS ENVIRONMENT (US 14357, 7786, 7796) | | 29 April - 3 May | 16 - 20 Sep | 25 - 29 Nov | 4 Days |
| BUSINESS RECEPTION (US 13928, 113930, 7790) | 5 - 8 Feb 12 - 15 Mar | 7 - 10 May 4 - 7 Jun | 23 - 26 Jul 13 - 16 Aug | 8 - 11 Oct 5 - 8 Nov | 4 Days |
| BUSINESS ADMINISTRATION (US 13937, 13931, 13933, 7706) | 25 Feb - 1 Mar | 27 - 31 May | 29 Jul - 2 Aug | 28 Oct - 1 Nov | 5 Days |
| BUSINESS COMMUNICATION (US 8974, 8975, 8976, 12153, 110023) | 4 - 8 Mar | 5 - 7 Jun | 14 - 16 Aug | 9 - 11 Oct | 5 Days |
| RECEPTION AND SWITCHBOARD SKILLS (US 13928, 7790) | 6 - 8 Feb 13 - 15 Mar | 8 - 10 May 5 - 7 Jun | 24 - 26 Jul 14 - 16 Aug | 9 - 11 Oct 6 - 8 Nov | 3 Days |
| PC SKILLS (US 7576, 7570) | 21 - 25 Jan 25 Feb - 1 Mar 25 - 29 Mar | 29 April - 3 May 27 - 31 May 24 - 28 Jun | 29 Jul - 2 Aug 26 - 30 Aug 16 - 20 Sep | 28 Oct - 1 Nov 25 - 29 Nov | 5 Days |
| MEETING ADMINISTRATION (US 13929, 13934) | 21 - 25 Jan 25 - 29 Mar | 27 - 31 May | 29 Jul - 2 Aug | 28 Oct - 1 Nov | 5 Days |
| TEAMWORK SKILLS (US 10170, 8420, 7860, 9533) | 5 - 8 Feb | 18 - 21 Jun | 17 - 20 Sep | 22 - 25 Oct | 5 Days |

CALL CENTRE

| | | | | | |
|--|-------------|------------------|--------------|-------------|--------|
| INBOUND CONTACT CENTRE SKILLS (US 13885, 10350, 10349, 10353, 10358) | 21 - 25 Jan | 6 - 10 May | 5 - 9 August | 9 - 11 Oct | 5 Days |
| ORIENTATION TO CONTACT CENTRE (US 13872, 10354) | 5 - 8 Feb | 18 - 21 Jun | 17 - 20 Sep | 22 - 25 Oct | 5 Days |
| OUTBOUND CONTACT CENTRE (US 13833) | | 29 April - 3 May | 1 - 5 July | 6 - 10 Nov | 5 Days |
| SERVICE EXCELLENCE (US 10348, 13873) | 13 - 15 Mar | 3 - 7 June | 26 - 30 Aug | 25 - 29 Nov | 5 Days |

GENERIC MANAGEMENT

| | | | | | |
|---|--|----------|--|--|--------|
| LEADING AND MOTIVATING A TEAM (US 242824, 242819) | | 6-10 May | | | 5 Days |
|---|--|----------|--|--|--------|

| | | | | | |
|--|-------------|------------|-----------------|--|--------|
| CODE OF CONDUCT & CUSTOMER SERVICE (US 242816, 242815, 242829) | | 3 - 7 June | | | 5 Days |
| TIME MANAGEMENT (US 242811, 242822) | | | 1 - 5 July | | 5 Days |
| ROLE OF A MANAGER (US 242818, 242821, 13952) | | | 5 - 9 August | | 5 Days |
| PERFORMANCE MANAGEMENT (US 242813, 11473) | 11 - 15 Mar | | 2 - 6 September | | 5 Days |
| BUDGETING (US 242810, 7468) | | | 5 - 9 August | | 5 Days |

| COURSE | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | | Duration |
|---|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--|----------|
| MS OFFICE - Basic to Intermediate Level | | | | | | | | | | | | | |
| Access | | 25 - 27 | 18 - 20 | 8 - 10 | 27 - 29 | 24 - 26 | 8 - 10 | 05 - 07 | 25 - 27 | 28 - 30 | 25 - 27 | | 3 Days |
| Excel | 15 - 17 | 4 - 6 | 4 - 6 | 1 - 3 | 13 - 15 | 10 - 12 | 22 - 24 | 19 - 21 | 16 - 18 | 7 - 9 | 11 - 13 | | 3 Days |
| Internet & Outlook | 22 - 24 | 11 - 13 | 11 - 13 | 16 - 18 | 29 - 31 | 19 - 21 | 10 - 12 | 5 - 7 | 25 - 27 | 2 - 4 | 25 - 27 | | 3 Days |
| Power Point | 23 - 25 | 11 - 13 | 11 - 13 | 16 - 18 | 6 - 8 | 18 - 20 | 15 - 17 | 12 - 14 | 9 - 11 | 21 - 23 | 18 - 20 | | 3 Days |
| Word | 29 - 31 | 18 - 20 | 25 - 27 | 8 - 10 | 20 - 22 | 3 - 5 | 1 - 3 | 26 - 28 | 2 - 4 | 14 - 16 | 25 - 27 | | 3 Days |
| MS OFFICE - Advance Level | | | | | | | | | | | | | |
| Excel | 28 - 30 | 6 - 8 | 6 - 8 | 3 - 5 | 15 - 17 | 12 - 14 | 24 - 26 | 21 - 23 | 18 - 20 | 9 - 11 | 13 - 15 | | 3 Days |
| Power Point | 16 - 18 | 13 - 15 | 13 - 15 | | 8 - 10 | | 17 - 19 | 14 - 16 | 11 - 13 | 23 - 25 | 20 - 22 | | 3 Days |
| Word | 23 - 25 | 20 - 22 | 27 - 29 | 10 - 12 | 22 - 24 | 5 - 7 | 3 - 5 | 28 - 30 | 4 - 6 | 16 - 18 | 27 - 29 | | 3 Days |
| MS OFFICE COMBO - Basic to Advance Level | | | | | | | | | | | | | |
| Computer Literacy | 7 - 11 | 4 - 8 | 25 - 29 | 1 - 5 | 6 - 10 | 3 - 7 | 8 - 13 | 12 - 16 | 16 - 20 | 21 - 25 | 4 - 8 | | 5 Days |
| Excel | | 4 - 8 | 4 - 8 | 1 - 5 | 13 - 17 | 10 - 14 | 22 - 26 | 19 - 23 | 16 - 20 | 7 - 11 | 11 - 15 | | 5 Days |
| Power Point | | 11 - 15 | 11 - 15 | | 6 - 10 | | 15 - 19 | 12 - 16 | 11 - 13 | 21 - 25 | 18 - 22 | | 5 Days |
| Word | | 18 - 22 | 25 - 29 | 8 - 12 | 20 - 24 | 3 - 7 | 1 - 5 | 26 - 30 | 2 - 6 | 14 - 18 | 25 - 29 | | 5 Days |