



## WORKSHOPS 2010

<u>Course Title</u>	<u>US ID, NQF Level, Credits</u>	<u>Duration</u>
Assessor Training	US 115753, NQF 5 – 15 credits	5-days
Assertiveness	US 9506, NQF 4 – 4 credits	2-days
Assessment Tool Design	US 115755, NQF 6 -10 credits	3-days
Basic Finance	US 117156, NQF 4 - 4 credits US 119913, NQF 2 – 3 Credits	3-days
Business Protocol & Etiquette	US 14359, NQF 2 – 5 credits	2-days
Change Management	US 15214, NQF 5 – 3 credits	2-days
Communication Skills	US 9324, NQF 2 – 4 credits	2-days
Customer Care	US 246740, NQF 4 – 3 credits	2-days
Emotional Intelligence	US 120308, NQF 2 – 3 credits	2-days
Facilitation Skills	US 117871, NQF 5 – 10 credits	3-days
Finance for non-financial Managers	US 252023, NQF 5 – 8 credits	3-days
Human Resources	US 252029 & US 12140, NQF 5 – 17 credits	3-days
Labour Law	US 13952, NQF 4 – 8 credits	3-days
Labour Relations	US 10170, NQF 3 – 3 credits	1-day
Leadership (Supervisory)	US 113845, NQF 3 – 10 credits	3-days
Leadership (Management)	US 120300, NQF 5 – 8 credits	3-days
Managing Diversity	US 116720, NQF 3 – 3 credits	2-days
Managing Team Performance	US 13912, NQF 3 – 5 credits	2-days
Mentoring & Coaching	US 117877 & US 114215 – 7 credits	3-days
Moderator Training	US 115759, NQF 6 – 10 credits	2-days
Minutes of Meetings	US 13934, NQF 3 – 4 credits	2-days
Occupational Health, Safety & Env. Principles	US 113852, NQF 3 – 10 credits	3-days
PA/Office Management	US 13929, NQF 3 – 3 credits	2-days
Performance Management	US 252034, NQF 5 – 8 credits	2-days
Problem Solving	US 14927 & US 9533 NQF 3/4 – 7 credits	2-days
Principles of Ethics	US 242042, NQF 5 – 5 credits	2-days
Report Writing	US 12153, NQF 4 – 5 credits	2-days
Time Management	US 242811, NQF 4 - 5 credits	2-days
Total Quality Management	US 252024, NQF 5 - 4 credits	2-days