



# LEARNINGWORKS

Consulting | Skills Development | Compliance

# Prospectus 2022

Driving transformation  
through skills and  
supplier development

Delivering a single holistic Broad-Based Black Economic Empowerment solution to our customers across all the elements of the scorecard. LearningWorks provides you certainty while enriching lives through sustainable transformation. We deliver cost-effective solutions across the essential compliance areas as required under the Amended Codes of Good Practice. We deliver value to our clients across the complexities of transformation.

[www.learningworks.co.za](http://www.learningworks.co.za)



# Training where you need it most

As LearningWorks Academy, is a private training provider and is accredited by the Services SETA – 12428, you gain assurance of our commitment to compliance.

We compile accredited skills programs aligned to our customer's needs as well as entrepreneurial development. We bring our training to you wherever you are in South Africa despite having main offices in Midrand and Cape Town.

Delivering learnerships and short skills programmes to our clients Nation-Wide through the following methods:



Face-to-face contact in workshop set-up or one-on-one coaching.



Additional benefits on the learning delivery mode include email and telephonic, for flexibility purposes.

## learning solutions and recruitment

**Accredited learning solutions:** We employ subject matter experts in facilitation and content development. We address skills gap and customise our offerings for our clients based on identified needs.

### **Recruitment:**

We recruit abled and disabled learners based on clients' needs at a minimal cost

LearningWorks is 51% black woman owned, designated group, with a Level 2 B-BBEE status. We are a business advisory practice in transformation consulting, skills development and compliance

management. As a designated Group, Exempt Micro Enterprise and an Empowering Supplier, any procurement with us is 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.



## QUALIFICATIONS LIST - LEARNERSHIPS

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	Occupational Certificate: Early Childhood Development Practitioner	NQF 4	131	QCTO
58375	National Certificate: Bookkeeping	NQF3	120	ICB
58376	FET Certificate: Bookkeeping (Entry Requirement: 58375)	NQF4	130	ICB
36213	National Diploma: Technical Financial Accounting(Entry Requirement: 58376)	NQF5	251	ICB
20366	National Diploma: Financial Accounting (Entry Requirement: 36213)	NQF6	280	ICB
23618	Certificate: Office Administration	NQF5	120	ICB
23619	Higher Certificate: Office Administration (Entry Requirement 23618)	NQF5	240	ICB
35958	Diploma: Office Administration (Entry Requirement 23619)	NQF6	360	ICB
61755	GET Certificate: Business Practise	NQF1	121	Services Seta
49648	National Certificate: New Venture Creation	NQF2	138	Services Seta
66249	FET Certificate: New Venture Creation	NQF4	149	Services Seta
57712	FET Certificate: Generic Management	NQF4	150	Services Seta
59201	FET Certificate: Generic Management	NQF5	162	Services Seta
67465	National Certificate: Business Administration Services	NQF3	120	Services Seta
61595	Further Education & Training Certificate: Business Administration	NQF4	140	Services Seta
50080	Further Education & Training Certificate: Project Management	NQF4	136	Services Seta





## SHORT SKILLS PROGRAMMES

SAQA ID	Description	Level	Credits	Days	Outcomes
<b>FACILITATION SKILLS</b>					
117871	Facilitate learning using a variety of given methodologies	NQF5	10	2	<ul style="list-style-type: none"> <li>Plan and prepare for facilitation</li> <li>Facilitate learning</li> <li>Evaluate learning and facilitation</li> </ul>
<b>ASSESSOR PROGRAMME</b>					
115753	Conduct Outcomes Based Assessments	NQF5	15	3	<ul style="list-style-type: none"> <li>Demonstrate understanding of outcomes-based assessment</li> <li>Prepare for assessments</li> <li>Conduct assessments</li> <li>Provide feedback on assessments</li> <li>Review assessments</li> </ul>
<b>MODERATION PROGRAMME</b>					
115759	Moderate Outcomes Based Assessments	NQF6	10	3	<ul style="list-style-type: none"> <li>Demonstrate understanding of moderation within the context of an outcomes-based assessment system</li> <li>Plan and prepare for moderation</li> <li>Conduct moderation</li> <li>Advise and support assessors</li> <li>Report, record and administer moderation</li> <li>Review moderation systems and processes</li> </ul>
<b>MENTORING PROGRAMME</b>					
114215	Mentor a colleague to enhance the individual's knowledge, skills, values and attitudes in a selected career path	NQF4	4	1	<ul style="list-style-type: none"> <li>Explaining the concept of mentoring</li> <li>Describing the characteristics of a good mentor</li> <li>Explaining the importance of knowledge in mentoring</li> <li>Applying the skills and techniques required of a mentor</li> </ul>



# Short Skills Programmes

- SKILLS DEVELOPMENT FACILITATOR PROGRAMME
- FINANCIAL MANAGEMENT
- BUSINESS ENTREPRENEURIAL SKILLS
- KNOWLEDGE MANAGEMENT
- HUMAN RESOURCE ADMINISTRATION
- OFFICE ADMINISTRATION AND BOOKKEEPING SKILLS
- LEADERSHIP SKILLS
- MOTIVATION AND TEAM DEVELOPMENT
- RECEPTIONIST SKILLS
- COMPUTER SKILLS
- WORKPLACE READINESS
- CONFLICT RESOLUTION

Please note, this is not a comprehensive list.

Do not hesitate to contact us with your specific need.

- EVENT MANAGEMENT
- CONDUCTING A MEETING
- TIME AND PRODUCTIVITY MANAGEMENT
- BASIC PROJECT MANAGEMENT SKILLS
- MARKETING SKILLS
- SECRETARIAL SKILLS
- BUSINESS WRITING SKILLS
- CUSTOMER MANAGEMENT
- NQF 3 LITERACY
- NQF 3 NUMERACY
- NQF4 LITERACY
- NQF4 NUMERACY





## SKILLS DEVELOPMENT FACILITATOR PROGRAMME

US ID	Description	Level	Credits	Days	Outcomes
15221	Provide information and advice regarding skills development and related issues	NQF5	4	1	<ul style="list-style-type: none"> <li>Provide information related to skills development, including relevant legislation, learning and assessment</li> <li>Advise an organisation concerning the alignment of skills development practices to the information provided</li> <li>Advise on the promotion of skills development</li> </ul>
123396	Define target audience profiles and skills gaps	NQF4	6	0.5	<ul style="list-style-type: none"> <li>Preparing for information gathering</li> <li>Gathering information on learners</li> <li>Carrying out a basic skills audit</li> <li>Compiling a report on the target audience and skills gaps</li> </ul>
15227	Conduct skills development administration in an organisation	NQF4	4	0.5	<ul style="list-style-type: none"> <li>Collate and store data related to skills development</li> <li>Provide information related to skills development</li> <li>Contribute to the improvement of systems and procedures related to processing skills development data</li> </ul>
15217	Develop an organisational training and development plan	NQF5	6	1	<ul style="list-style-type: none"> <li>Analyse current and required skills</li> <li>Develop a skills profile and define a skills gap</li> <li>Establish skills priorities</li> <li>Develop a training and development plan</li> </ul>
15232	Coordinate planned skills development interventions in an organisation	NQF5	6	1	<ul style="list-style-type: none"> <li>Identify and prioritise learners' learning requirements</li> <li>Plan and organise learning interventions</li> <li>Coordinate learning interventions</li> <li>Review and report on learning interventions</li> </ul>
15218	Conduct an analysis to determine outcomes of learning for skills development and other purposes	NQF6	4	1	<ul style="list-style-type: none"> <li>Plan and organise a skills analysis process</li> <li>Conduct an analysis to determine outcomes of learning needed for formal recognition</li> <li>Produce and verify a matrix of outcomes</li> </ul>

## FINANCIAL MANAGEMENT (FOR NON-FINANCIAL MANAGERS)

US ID	Description	Level	Credits	Days	Outcomes
7468	Personal and Business Budgeting	NQF 4	6	1	<ul style="list-style-type: none"> <li>Use mathematics to plan and control financial instruments including insurance and assurance, unit trusts, stock exchange dealings, options, futures and bonds</li> <li>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</li> <li>Investigate various aspects of costs and revenue including marginal costs, marginal revenue and optimisation of profit</li> <li>Use mathematics to debate aspects of the national and global economy, including tax, productivity and the equitable distribution of resources</li> </ul>
117156	Interpret basic financial statements	NQF 4	4	1	<ul style="list-style-type: none"> <li>Analysing the basic elements of an income and expenditure statement</li> <li>Analysing the basic elements of a balance sheet</li> <li>Compiling a personal assets and liabilities statement</li> <li>Using the evidence in financial statements to make a financial decision.</li> </ul>
263474	Manage Finances of a New Venture	NQF 4	6	2	<ul style="list-style-type: none"> <li>Explain financial aspects involved in running new venture</li> <li>Apply cash flow management in the running of a new venture</li> <li>Apply an accounting system to manage a new venture</li> <li>Analyse an income and expenditure statement.</li> <li>Analyse a balance sheet</li> <li>Make a financial decision based on financial statements</li> </ul>





## BUSINESS ENTREPRENEURIAL SKILLS

US ID	Description	Level	Credits	Days	Outcomes
119673	Entrepreneurial Ideas and Opportunities	NQF2	7	1	<ul style="list-style-type: none"> <li>Describing and discussing entrepreneurship</li> <li>Identifying own entrepreneurial strengths and weaknesses in relation to opportunity identified</li> <li>Identifying the characteristics of a typical entrepreneur</li> <li>Identifying entrepreneurial opportunities in own context</li> <li>Compiling entrepreneurial goal and personal growth plan</li> </ul>
119666	Determine the Financial Requirements of a New Business	NQF2	8	1	<ul style="list-style-type: none"> <li>Determining the financial and cash flow requirements of a new venture</li> <li>Determining income and expenditure of a new venture</li> <li>Implementing pricing and costing principles</li> <li>Identifying resources to obtain start-up capital</li> </ul>
119670	Produce a Business Plan	NQF2	8	1	<ul style="list-style-type: none"> <li>Identifying and demonstrating an understanding of the elements of a business plan</li> <li>Compiling an organisation structure for one's own business to determine how a business plan can best be integrated</li> <li>Identifying resources and information required to complete own business plan</li> <li>Compiling a business plan</li> </ul>
119672	Manage Marketing and Selling	NQF2	7	1	<ul style="list-style-type: none"> <li>Implementing marketing plan</li> <li>Negotiating a deal with a customer</li> <li>Outlining processes and principles for completing basic quotes</li> <li>Outlining processes and principles for completing tender documents</li> </ul>
119674	Manage Finances	NQF2	10	2	<ul style="list-style-type: none"> <li>Explaining financial controls for managing a business</li> <li>Identifying and applying accounting practices and procedures</li> <li>Managing business accounts and maintaining business records</li> <li>Utilising financial statements to identify business progress</li> </ul>
114593	Tender to Secure Business	NQF4	5	1	<ul style="list-style-type: none"> <li>Identify information resources of available business and new markets accessed through tendering processes</li> <li>Analyse tender documents for viability in the new venture context</li> <li>Demonstrate an understanding of the relationship between costs, revenue and profits in securing the tender</li> <li>Negotiate with suppliers and investigate new products/ services to apply competitive tender costing</li> </ul>

## KNOWLEDGE MANAGEMENT

US ID	Description	Level	Credits	Days	Outcomes
252044	Apply the Principles of Knowledge Management	NQF5	6	1	<ul style="list-style-type: none"> <li>Demonstrate knowledge and understanding of the concepts and components of knowledge management</li> <li>Analyse a unit according the entity's knowledge management policies and procedures</li> <li>Develop a knowledge management implementation plan for a unit</li> </ul>





## HUMAN RESOURCE ADMINISTRATION

US ID	Description	Level	Credits	Days	Outcomes
12140	Recruit and Select Candidates to fill Defined Positions	NQF5	9	1	<ul style="list-style-type: none"> <li>Plan and prepare for recruitment and selection</li> <li>Recruit applicants</li> <li>Select staff</li> </ul>
252041	Promote a Learning Culture in an Organisation	NQF5	5	1	<ul style="list-style-type: none"> <li>Investigate and analyse the status of the learning culture within the organisation</li> <li>Develop strategies for the promotion of a learning culture within the organisation</li> <li>Implement strategies to promote a learning culture</li> </ul>
252033	Demonstrate ways of dealing with the effects of dread diseases and HIV/Aids	NQF5	8	1	<ul style="list-style-type: none"> <li>Identify dreaded diseases and their impact on the unit</li> <li>Promote a non-discriminatory work environment and practices in relation to dreaded diseases</li> <li>Describe ways of dealing with the effects of dread diseases in a unit</li> </ul>
114212	Explain the Impact of Organisation Wellness on a Business Environment and Indicate a Strategy for a Business Unit	NQF4	3	1	<ul style="list-style-type: none"> <li>Explaining the factors that impact on wellness in a business environment</li> <li>Researching the corporate culture in a specific business unit or small organisation</li> <li>Explaining the benefits of wellness on an organisation</li> <li>Developing a strategy to improve organisational wellness in a business unit or small organisation</li> </ul>

## OFFICE ADMINISTRATION AND BOOKKEEPING SKILLS

US ID	Description	Level	Credits	Days	Outcomes
7878	Prepare and Maintain Financial Records and Statements	NQF5	12	1	<ul style="list-style-type: none"> <li>Explain the importance of keeping financial records and statements updated and secured</li> </ul>
12997	Prepare Financial Reports and Returns	NQF5	8	1	<ul style="list-style-type: none"> <li>Prepare and present periodic performance reports</li> <li>Prepare reports and returns for outside agencies</li> <li>Prepare VAT returns</li> <li>Demonstrate an understanding of the business and accounting environment</li> </ul>
10171	Manage the Capture, Storage and Retrieval of Human Resources Information	NQF5	3	1	<ul style="list-style-type: none"> <li>Organise the collation of information required for human resources management</li> <li>Organise, control and monitor the storing, recording, maintenance and retrieval of collated info</li> <li>Advise and inform the organisation by providing human resource information for the use of others</li> </ul>
11909	Monitor and Advise of Rights and Conditions of Employment	NQF5	5	1	<ul style="list-style-type: none"> <li>Identify rights and obligations in terms of statutes, contracts and agreements</li> <li>Ensure compliance with statutory and other conditions of employment</li> <li>Provide advice on the application of substantive conditions</li> </ul>







## LEADERSHIP SKILLS

US ID	Description	Level	Credits	Days	Outcomes
242822	<b>PLAN:</b> Employ a systematic approach to achieving objectives.	NQF4	10	1	<ul style="list-style-type: none"> <li>• Specifying objectives</li> <li>• Formulating a plan</li> <li>• Co-ordinating people and other resources</li> <li>• Implementing the plan to meet objectives</li> <li>• Evaluating results and making corrections and improvements</li> </ul>
242811	<b>ORGANISE:</b> Prioritise time and work for self and team.	NQF4	5	1	<ul style="list-style-type: none"> <li>• Creating, implementing and maintaining a personal and team task list</li> <li>• Using and maintaining a diary</li> <li>• Prioritizing personal and team tasks</li> <li>• Implementing and maintaining a task list</li> </ul>
242824	<b>LEAD:</b> Apply leadership concepts in a work context.	NQF4	12	1	<ul style="list-style-type: none"> <li>• Explain the concept of leadership</li> <li>• Differentiating between the concepts of leadership and management</li> <li>• Applying leadership techniques to individuals and teams within the work context</li> <li>• Evaluating the impact of leadership techniques applied</li> </ul>
242817	<b>CONTROL:</b> Solve problems, make decisions and implement solutions.	NQF4	8	1	<ul style="list-style-type: none"> <li>• Defining a problem</li> <li>• Investigating the problem</li> <li>• Generating problem solutions</li> <li>• Implementing problem solutions</li> <li>• Evaluating the effectiveness of the solution</li> </ul>

## MOTIVATION AND TEAM DEVELOPMENT

US ID	Description	Level	Credits	Days	Outcomes
252032	Create and Manage an Environment that Promotes Innovation	NQF5	6	1	<ul style="list-style-type: none"> <li>• Analysing own unit in terms of opportunities for innovation</li> <li>• Demonstrating understanding of the techniques that promote creativity</li> <li>• Developing a plan for creating an environment conducive to innovation</li> <li>• Leading a team through a creative thinking process</li> </ul>
252037	Build Teams to Achieve Goals and Objectives	NQF5	6	1	<ul style="list-style-type: none"> <li>• Demonstrating knowledge of and insight into the theory of teams and the importance of teams in workplace activities</li> <li>• Applying the theory of teams to team dynamics.</li> <li>• Explaining the process of building teams</li> <li>• Analysing the role of team leader in promoting team effectiveness</li> <li>• Evaluating the effectiveness of a team and propose ways to improve team effectiveness</li> </ul>
252027	Devise and Apply Strategies to Establish and Maintain Workplace Relationships	NQF5	5	1	<ul style="list-style-type: none"> <li>• Liaising and networking with internal and external stakeholders</li> <li>• Devising and applying a strategy to establish constructive relationships with team members in a unit</li> <li>• Devising and applying a strategy to establish constructive relationships with managers</li> <li>• Identifying and minimising personal conflict in the workplace</li> </ul>
252034	Monitor and Evaluate Team Members against Performance Standards	NQF5	8	1	<ul style="list-style-type: none"> <li>• Formulating performance standards for team members in a unit</li> <li>• Establishing systems for monitoring performance of team members</li> <li>• Preparing for a performance review of a team member</li> <li>• Conducting performance review interview</li> </ul>





## RECEPTIONIST SKILLS

US ID	Description	Level	Credits	Days	Outcomes
7790	Process incoming and outgoing telephone calls	NQF3	3	1	<ul style="list-style-type: none"> <li>All those operating in a business environment must be able to use the telephone effectively. This includes individual use as well as relaying the messages for others</li> </ul>
13928	Monitor and control reception area	NQF3	4	1	<ul style="list-style-type: none"> <li>Monitoring the maintenance of a clean and safe reception area as per organizational standards</li> <li>Monitoring presentation of reception area</li> <li>Control the monitoring and maintenance of stationery levels</li> </ul>

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The service rendered to date has been extremely professional, efficient and accommodating. LearningWorks has provided support and guidance through our skills development and transformation plan, and can highly recommend them as a partner of choice.

**Brownyn Arde**

Echo Service Provider  
Human Resources

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## COMPUTER SKILLS

US ID	Description	Level	Credits	Days	Outcomes
117924	<b>WORD BASIC TO ADVANVED</b>	NQF 2	5	1	<ul style="list-style-type: none"> <li>• Work with multiple documents</li> <li>• Format text</li> <li>• Format paragraphs</li> <li>• Format pages</li> <li>• Format a document</li> <li>• Templates are used and created</li> <li>• Create and edit a table</li> <li>• Format a table according to given requirements</li> <li>• Create and edit columns in a document</li> <li>• Format columns in a document</li> <li>• Describe the uses of merged documents</li> <li>• Create a merged document</li> </ul>
117923	<b>POWER POINT BASIC TO INTERMEDIATE</b>	NQF 2	5	1	<ul style="list-style-type: none"> <li>• Prepare and produce a presentation</li> <li>• Adjust settings to customise the view and preferences of the presentation application</li> <li>• Work with multiple presentations</li> <li>• Format a presentation</li> <li>• Use special presentation effects</li> <li>• Apply special formatting to a presentation</li> <li>• Customise a presentation for a specified purpose</li> <li>• Evaluate a presentation produced for a specified purpose</li> </ul>
116940	<b>EXCEL BASIC to INTERMEDIATE</b>	NQF 3	6	1	<ul style="list-style-type: none"> <li>• Demonstrate an understanding of the principles of spread sheets</li> <li>• Create, open and save spread sheets</li> <li>• Produce a spread sheet from a given specification. Edit a spread sheet</li> <li>• Format a spread sheet</li> <li>• Check spelling in a spread sheet</li> <li>• Prepare and produce a spread sheet to provide a solution to a given problem</li> <li>• Print a spread sheet using features specific to spread sheets</li> </ul>
116943	<b>EXCEL ADVANCED</b>	NQF 4	3	1	<ul style="list-style-type: none"> <li>• Adjust settings to customise the view and preferences of the spread sheet application</li> <li>• Work with multiple worksheets</li> <li>• Apply formulae to worksheets to provide alternative solutions to a problem</li> <li>• Apply simple built-in functions of the spread sheet application to the given problem</li> <li>• Create and edit a graph/chart</li> <li>• Load data from an external data source to produce a given spread sheet result</li> <li>• Insert and edit objects in a spread sheet</li> </ul>
116931	<b>INTERNET EXPLORER</b> - Use a Graphical User Interface (GUI)-based web-browser to search the Internet	NQF 2	4	1	<ul style="list-style-type: none"> <li>• Understand the concepts and terms of the Internet</li> <li>• Explain legal and ethical issues in relation to Internet use</li> <li>• Use a GUI-based browser to display a given Web Page</li> <li>• Adjust settings to customise the view and preferences of the browser application</li> <li>• Navigate on the Internet</li> <li>• Use a Search Engine to locate given information specifications</li> <li>• Obtain information from a Web site</li> </ul>
116945	<b>OUTLOOK</b> - Use electronic mail to send and receive messages	NQF 2	2	1	<ul style="list-style-type: none"> <li>• Understand the concepts and terms of electronic messaging</li> <li>• Create and send an E-mail message</li> <li>• Receive and respond to e-mails</li> <li>• Work with multiple E-mail messages</li> <li>• Adjust settings to customise the view and preferences of the E-mail application</li> </ul>





## WORKPLACE READINESS

US ID	Description	Level	Credits	Days	Outcomes
15091	Plan and Manage One's Time	NQF1	3	1	<ul style="list-style-type: none"> <li>Set realistic goals for tasks and activities</li> <li>Prioritise tasks and activities in order to plan time</li> <li>Draw up a plan/schedule to organise tasks and activities</li> <li>Carry out tasks and activities as planned</li> </ul>
243193	Practice Good Health and Grooming Habits	NQF1	4	1	<ul style="list-style-type: none"> <li>Deal with common health conditions to help prevent the spread of illness</li> <li>Practice good hygiene habits</li> <li>Practice good grooming and dress habits</li> </ul>
243189	Manage Personal Finances	NQF1	8	1	<ul style="list-style-type: none"> <li>Understand personal finance</li> <li>Plan and prepare a personal budget</li> <li>Operate a personal bank account</li> </ul>
256154	Interpret and Implement Instructions	NQF1	8	1	<ul style="list-style-type: none"> <li>Follow written instructions and convert pictorial instructions into words</li> <li>Carry out an instruction in several ways</li> <li>Identify and respond to the key words in an instruction</li> <li>Identify unclear instructions and illustrate how such instructions can be improved</li> <li>Show the importance of sequence in following instructions</li> </ul>
116938	MS Word Basic	NQF1	4	2	<ul style="list-style-type: none"> <li>Demonstrate an understanding of the principles of word processing</li> <li>Create, open and save documents</li> <li>Produce a document from given text</li> <li>Format a document</li> <li>Edit a document</li> <li>Check spelling and grammar in a document</li> <li>Adjust the display characteristics</li> </ul>
116935	MS Outlook / Email	NQF1	2	1	<ul style="list-style-type: none"> <li>Explain legal, ethical and organisational issues in relation to the use of E-mail</li> <li>Work with multiple E-mail messages</li> <li>Manage E-mail messages</li> <li>Use the address book facilities of an electronic mail application</li> </ul>

## CONFLICT RESOLUTION

US ID	Description	Level	Credits	Days	Outcomes
114226	Interpret and Manage Conflict in the Workplace	NQF5	8	1	<ul style="list-style-type: none"> <li>Describing the main sources of conflict</li> <li>Describing appropriate techniques to manage conflict</li> <li>Implementing a strategy to resolve conflict</li> <li>Developing the attributes of a good conflict manager</li> </ul>
252031	Emotional Intelligence	NQF5	4	1	<ul style="list-style-type: none"> <li>Demonstrating knowledge and understanding of the principles and concepts of emotional intelligence in respect of life and work relations</li> <li>Using the evidence in financial statements to make a financial decision.</li> <li>Analysing the impact of emotional intelligence on life and work interactions</li> <li>Evaluating own level of emotional intelligence in order to determine development areas</li> </ul>

Why us?

Learnships

Short Skills Programmes

Contact us





## EVENT MANAGEMENT

US ID	Description	Level	Credits	Days	Outcomes
13929	Co-ordinate Meetings, Minor Events and Travel Arrangements	NQF3	3	1	<ul style="list-style-type: none"> <li>Identifying a date, venue and time for meeting or event</li> <li>Liaising or negotiating with meeting attendees regarding availability</li> <li>Booking venues and catering</li> <li>Finalising meeting room arrangements</li> <li>Making travel, car hire and accommodation arrangements</li> <li>Notifying and confirming arrangements with attendees or stakeholders</li> <li>Processing and distributing all documentation required for the meeting or event</li> </ul>
13930	Receive Guests and Visitors	NQF3	2	1	<ul style="list-style-type: none"> <li>Overseeing the reception of visitors</li> <li>Ensuring that visitors are consulted according to organisational requirements</li> <li>Monitoring visitors` satisfaction</li> </ul>

## CONDUCTING A MEETING

US ID	Description	Level	Credits	Days	Outcomes
242816	Conduct a Structured Meeting	NQF4	5	1	<ul style="list-style-type: none"> <li>Preparing for a meeting</li> <li>Conducting a meeting</li> <li>Dealing with differing views in a meeting</li> <li>Distributing records of a meeting</li> </ul>
242819	Motivate and Build a Team	NQF4	10	1	<ul style="list-style-type: none"> <li>Explaining the importance of motivating a team</li> <li>Demonstrating an understanding of self and team members in a workplace</li> <li>Applying theories of motivation and group dynamics</li> <li>Implementing a plan of action to strengthen a team</li> <li>Providing feedback and recognising achievements</li> </ul>
242817	Solve Problems and Implement Solutions	NQF4	8	1	<ul style="list-style-type: none"> <li>Defining a problem</li> <li>Investigating the problem</li> <li>Generating problem solutions</li> <li>Implementing problem solution</li> <li>Evaluating the effectiveness of the solution</li> </ul>
242811	Prioritise Time for Self and Team	NQF4	5	1(	<ul style="list-style-type: none"> <li>Creating, implementing and maintaining a personal and team task list</li> <li>Using and maintaining a diary</li> <li>Prioritising personal and team tasks</li> <li>Implementing and maintaining a task list</li> </ul>
242822	Employ a Systematic Approach to Achieving Objectives	NQF4	10	1	<ul style="list-style-type: none"> <li>Specifying objectives</li> <li>Formulating a plan</li> <li>Co-ordinating people and other resources</li> <li>Implementing the plan to meet objectives</li> <li>Evaluating results and making corrections and improvements</li> </ul>

## TIME AND PRODUCTIVITY MANAGEMENT

US ID	Description	Level	Credits	Days	Outcomes
252032	Develop, Implement and Evaluate an Operational Plan	NQF5	6	1	<ul style="list-style-type: none"> <li>Developing an operational plan for a unit</li> <li>Implementing an operational plan</li> <li>Monitoring, measuring and evaluating the achievement of goals and objectives</li> </ul>





## BASIC PROJECT MANAGEMENT SKILLS

US ID	Description	Level	Credits	Days	Outcomes
252022	Develop and Implement a Project Plan	NQF5	8	1	<ul style="list-style-type: none"> <li>Selecting a work-based project for a unit</li> <li>Scoping a work-based project for a unit</li> <li>Developing a project plan</li> <li>Developing tools to measure key performance parameters</li> <li>Implementing the plan and evaluate project progress</li> </ul>
252039	Develop a Plan to Combat Corruption	NQF5	5	1	<ul style="list-style-type: none"> <li>Explaining corruption and its manifestations in the South African work environment</li> <li>Identifying the impact of corruption on the unit</li> <li>Analysing areas of potential risk in the unit</li> <li>Developing a plan to combat corruption in the unit</li> </ul>
252025	Monitor, Assess and Manage Risk	NQF5	8	1	<ul style="list-style-type: none"> <li>Demonstrating an understanding of business processes and potential risks to a unit</li> <li>Identifying potential risks and assessing the impact thereof in a unit</li> <li>Developing contingency plans for managing risk</li> <li>Testing and revising contingency plans</li> </ul>

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## MARKETING SKILLS

US ID	Description	Level	Credits	Days	Outcomes
115857	Marketing for SMME's	NQF5	6	1	<ul style="list-style-type: none"> <li>Identifying and defining marketing within the SMME environment</li> <li>Describing market segmentation and marketing segmentation processes for SMMEs</li> <li>Explaining positioning strategies for chosen segments</li> <li>Explaining the nature and the extent of the competitive environment for SMMEs</li> </ul>
263514	Understand Market Mechanisms of a Business	NQF4	5	1	<ul style="list-style-type: none"> <li>Explain the free market system in terms of perfect and imperfect competitive markets</li> <li>Analyse the interaction of demand and supply in price determination</li> <li>Analyse the factors that influence economic activity</li> <li>Describe the development and significance of markets</li> </ul>
123258	Foster and Maintain Customer Relationships	NQF3	10	1	<ul style="list-style-type: none"> <li>Describing organisational structures and products/services for specific contexts</li> <li>Operating within a customer service system according to context requirements</li> <li>Identifying customer needs and expectations within specific contexts</li> <li>Dealing with customer complaints according to specified procedures</li> <li>Choosing interpersonal behaviours appropriate for occupational situations</li> </ul>
242819	Motivate and Build a Team	NQF4	10	1	<ul style="list-style-type: none"> <li>Explaining the importance of motivating a team</li> <li>Demonstrating an understanding of self and team members in a workplace</li> <li>Applying theories of motivation and group dynamics</li> <li>Implementing a plan of action to strengthen a team</li> <li>Providing feedback and recognising achievements</li> </ul>
13948	Negotiate a Deal	NQF4	5	1	<ul style="list-style-type: none"> <li>Explaining the need for negotiation skills in business</li> <li>Explaining the steps in the negotiation process</li> <li>Applying the steps in the negotiation process to an authentic situation</li> <li>Explaining strategies that could be used in negotiation</li> </ul>

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## SECRETARIAL SKILLS

US ID	Description	Level	Credits	Days	Outcomes
13929	Co-ordinate meetings, minor events and travel arrangements.	NQF3	3	1	<ul style="list-style-type: none"> <li>Identifying a date, venue and time for a meeting or event</li> <li>Liaising or negotiating with meeting attendees regarding availability</li> <li>Booking venues and catering</li> <li>Finalising meeting room arrangements</li> <li>Making travel, car hire and accommodation arrangements</li> <li>Notifying and confirming arrangements with attendees or stakeholders</li> <li>Processing and distributing all documentation required for the meeting or event</li> </ul>
13934	Plan and prepare meeting communications.	NQF3	4	1	<ul style="list-style-type: none"> <li>Demonstrate an understanding of the agenda of meetings</li> <li>Explaining the purpose and objectives of minutes of meetings</li> <li>Taking minutes of meetings</li> </ul>



I hereby confirm that I have worked closely with LearningWorks during 2016 on the preparation for the B-BBEE verification process up to certification. Since then, we have still maintained a strong supportive relationship. Glenn Morgan is well respected and valued for his knowledge, innovative ideas, efficient implementation and delivery. I can recommend LearningWorks for all Transformation and Skills Development related solutions and services."

### Yolanda Roelofse

**DHL** Talent, Acquisition, L&D and  
Transformation Lead: Africa

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## BUSINESS WRITING SKILLS

US ID	Description	Level	Credits	Days	Outcomes
12155	Apply comprehension skills to engage written texts in a business environment (Note taking)	NQF4	5	1	<ul style="list-style-type: none"> <li>Identifying and responding to textual features specific to texts</li> <li>Recognizing information explicitly stated in a text</li> <li>Recalling from memory ideas and information explicitly stated in a text</li> <li>Analysing, synthesizing and organizing information explicitly in a text</li> <li>Using information explicitly stated in a text as well as his/ her industry or sector knowledge, intuition and personal experience as a basis for conjectures and hypotheses</li> <li>Making an evaluation judgement by comparing ideas presented in a text with external criteria from other written or oral sources and own experience and knowledge of the business sector</li> </ul>
12153	Use the writing process to compose texts required in the business environment (Business Writing)	NQF4	5	1	<ul style="list-style-type: none"> <li>Using textual features and conventions specific to texts</li> <li>Identifying the intended audience for the communication</li> <li>Identifying the purpose of a text, selecting the appropriate text type, format and layout for the purpose</li> <li>Organizing and structuring a technical text appropriately using appropriate grammar conventions</li> <li>Drafting and editing a technical text</li> <li>Recognizing errors and checking for accuracy</li> <li>Presenting the same information in different ways using plain language in business</li> </ul>
110023	Present information in report format (Report Writing)	NQF4	6	1	<ul style="list-style-type: none"> <li>Relating the purpose, content, form, frequency and recipients of a range of reports to the information needs of a selected business</li> <li>Identifying the information sources and organizational procedures for obtaining and distributing information relevant to a selected business function</li> <li>Compiling reports related to a selected business function, ensuring content and format are appropriate to information requirements and that reporting deadlines are met</li> <li>Liaising with relevant parties and verifying that reported information is in accordance with requirements and purpose of the report</li> </ul>

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## CUSTOMER MANAGEMENT

US ID	Description	Level	Credits	Days	Outcomes
252191	Identify internal and external stakeholders	NQF4	4	1	<ul style="list-style-type: none"> <li>Identifying internal and external stakeholders</li> <li>Describing stakeholder's relationship with the organisation</li> <li>Describing the stakeholder's relationship to each other</li> </ul>
10354	Contribute to a diverse working environment in a Contact Centre	NQF2	8	1	<ul style="list-style-type: none"> <li>Communicating within a diverse environment – internal and external</li> <li>Interacting within a diverse environment both within a Contact Centre and to external customers</li> </ul>
7836	Monitor Customer satisfaction	NQF4	3	1	<ul style="list-style-type: none"> <li>The learner must always ensure that the satisfaction of customers is maintained through effective communication</li> <li>This includes all aspects of customer care especially dealing with complaints and requests</li> </ul>

## NQF 3 LITERACY

SAQA ID	Description	Level	Credits	Days	Outcomes
9960	Communicate verbally and non-verbally in the workplace	NQF3	8	1	<ul style="list-style-type: none"> <li>Potential barriers to communication include cultural differences, word choice, voice modulation, language differences, not listening actively, etc.</li> <li>Communication includes verbally face-to-face, telephonic, written letter, facsimile, etc.</li> </ul>
119457	Interpret and use information from texts	NQF3	5	1	<ul style="list-style-type: none"> <li>Use a range of reading and viewing strategies to understand the literal meaning of specific texts</li> <li>Use strategies for extracting implicit messages in texts</li> <li>Respond to selected texts in a manner appropriate to the context</li> <li>Explore and explain how language structures and features may influence a reader/viewer</li> </ul>
119465	Write texts for a range of communicative contexts	NQF3	5	1	<ul style="list-style-type: none"> <li>Write/sign for a specified audience and purpose</li> <li>Use language structures and features to produce coherent and cohesive texts for a wide range of contexts</li> <li>Draft own writing/signing and edit to improve clarity and correctness</li> </ul>
119472	Accommodate audience and context needs in oral communication	NQF3	5	1	<ul style="list-style-type: none"> <li>Interact successfully in oral/signed communication</li> <li>Use strategies that capture and retain the interest of an audience</li> <li>Identify and respond to manipulative use of language</li> </ul>





## NQF 3 NUMERACY

SAQA ID	Description	Level	Credits	Days	Outcomes
252435	Perform Basic Business Calculations	NQF3	6	1	<ul style="list-style-type: none"> <li>Explaining items of expenditure and revenue</li> <li>Explaining fixed and variable costs</li> <li>Performing invoicing operations and post amounts to the appropriate accounts</li> <li>Reconciling and identifying individual transactions with statements of accounts</li> <li>Identifying and disbursing the items on behalf of the organisation to be recovered in the invoicing process</li> </ul>
9013	Describe, apply, analyse and calculate shape and motion in 2- and 3- dimensional space in different contexts	NQF3	5	1	<ul style="list-style-type: none"> <li>Measure, estimate, and calculate physical quantities in practical situations relevant to the adult in life or the workplace</li> <li>Explore describe and represent, interpret and justify geometrical relationships and conjectures to solve problems in two- and three-dimensional geometrical situations</li> </ul>
9012	Investigate life and work related problems using data and probabilities	NQF3	5	1	<ul style="list-style-type: none"> <li>Pose questions, collect and organise data</li> <li>Represent and interpret data using various techniques to investigate real life and work problems</li> <li>Use random events to explore and apply probability concepts in simple life and work-related situations</li> </ul>
9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	NQF3	2	1	<ul style="list-style-type: none"> <li>Convert numbers between the decimal number system and binary number system</li> <li>Work with numbers in different ways to express size/magnitude.</li> <li>Demonstrate the effect of error in calculations</li> </ul>
7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	NQF3	5	1	<ul style="list-style-type: none"> <li>Use mathematics to plan and control personal and/or household budgets and income and expenditure.</li> <li>Use simple and compound interest to make sense of and define a variety of situations including investments, stokvels, inflation, appreciation and depreciation</li> <li>Investigate various aspects of financial transactions including costs, prices, revenue, cost price, selling price, loss and profit.</li> </ul>

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## NQF4 LITERACY

SAQA ID	Description	Level	Credits	Days	Outcomes
119459	Write for a wide range of contexts	NQF4	5	1	<ul style="list-style-type: none"> <li>Write/sign for a specific purpose, audience and context</li> <li>Use grammatical structures and writing/signing conventions to produce coherent and cohesive texts for specific contexts</li> <li>Adapt language to suit context</li> <li>Draft and edit own writing/signing</li> </ul>
119462	Engage in sustained oral Communication and evaluate spoken texts.	NQF4	5	1	<ul style="list-style-type: none"> <li>Respond critically yet sensitively as a listener/ audience</li> <li>Analyse own responses to spoken/signed texts and adjust as required</li> <li>Use strategies to be an effective speaker/signer in sustained oral/signed interactions</li> <li>Evaluate spoken/signed discourse</li> </ul>
119469	Read analyse and respond to a variety of texts	NQF4	5	1	<ul style="list-style-type: none"> <li>Critically analyse texts produced for a range of purposes, audiences and contexts</li> <li>Identify and explain the values, attitudes and assumptions in texts</li> <li>Evaluate the effects of content, language and style on readers'/viewers' responses in specific texts</li> </ul>
12153	Use the writing process to compose texts required in the business environment	NQF4	5	1	<ul style="list-style-type: none"> <li>Using textual features and conventions specific to texts</li> <li>Identifying the intended audience for the communication</li> <li>Identifying the purpose of a text</li> <li>Selecting the appropriate text type, format and layout for the purpose</li> <li>Organising and structuring a technical text appropriately</li> <li>Using appropriate grammar conventions</li> <li>Drafting and editing a technical text recognising errors and checking for accuracy</li> <li>Drafting and editing a technical text recognising errors and checking for accuracy presenting the same information in different ways using plain language in business</li> </ul>





## NQF4 NUMERACY

SAQA ID	Description	Level	Credits	Days	Outcomes
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	NQF4	6	1	<ul style="list-style-type: none"> <li>Use mathematics to plan and control financial instruments including insurance and assurance, unit trusts, stock exchange dealings, options, futures and bonds</li> <li>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</li> <li>Investigate various aspects of costs and revenue including marginal costs, marginal revenue and optimisation of profit</li> <li>Use mathematics to debate aspects of the national and global economy, including tax, productivity and the equitable distribution of resources</li> </ul>
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	NQF4	6	1	<ul style="list-style-type: none"> <li>Critique and use techniques for collecting, organising and representing data</li> <li>Use theoretical and experimental probability to develop models, make predictions and study problems</li> <li>Critically interrogate and use probability and statistical models in problem solving and decision making in real-world situations</li> </ul>
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	NQF4	4	1	<ul style="list-style-type: none"> <li>Measure, estimate, and calculate physical quantities in practical situations relevant to the adult with increasing responsibilities in life or the workplace</li> <li>Explore analyse and critique, describe and represent, interpret and justify geometrical relationships and conjectures to solve problems in two- and three-dimensional geometrical situations</li> </ul>
12417	Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3-dimensional space in the life and workplace of adult with increasing responsibilities	NQF4	4	1	<ul style="list-style-type: none"> <li>Measure, estimate, and calculate physical quantities in practical situations relevant to the adult with increasing responsibilities in life or the workplace</li> <li>Explore analyse and critique, describe and represent, interpret and justify geometrical relationships and conjectures to solve problems in two and three-dimensional geometrical situations</li> </ul>





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