



PROSPECTUS

Full Qualifications

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skills development specialists

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ACCREDITED COURSES

Click on a qualification to navigate to the qualification details.

Please note: prices below exclude stipends that are payable in the case of Unemployed Learnership. Unemployed Learnership stipends are R4,000 per month.

SETA LEARNERSHIPS

1 YEAR LEARNERSHIP COST: R46,000 incl. VAT		SAQA ID	CREDITS	NQF LEVEL
National Certificate: Mixed Farming		48977	120	2
National Certificate: Fruit Packing and Grading Processes		48848	120	3
National Certificate: General Management		60296	162	TBA (Pre-2019: 5)
National Certificate: Customer Management		60273	162	TBA (Pre-2019: 5)
National Certificate: IT: End User Computing		61591	130	3



LEARNERSHIPS

6 MONTHS QUALIFICATIONS

COST: R23,000 incl. VAT

	SAQA ID	CREDITS	NQF LEVEL
Occupational Certificate: Store Person	99703	41	2
Occupational Certificate: Dispatching & Receiving Clerk	99446	34	3

1 YEAR LEARNERSHIP

COST: R46,000 incl. VAT

	SAQA ID	CREDITS	NQF LEVEL
Occupational Certificate: Retail Supervisor	99573	100	4

2 YEAR LEARNERSHIP

COST: R92,000 incl. VAT

Occupational Certificate: Training and Development Practitioner	101321	190	5
Occupational Certificate: Project Manager	101869	240	5
Occupational Certificate: Small Business Consultant	118741	244	5
Occupational Certificate: Safety, Health and Quality Practitioner (Occupational Health and Safety Practitioner)	99714	256	5

4 YEAR LEARNERSHIP

COST: R184,000 incl. VAT

Occupational Certificate: Office Administrator	102161	445	5
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3 YEAR QUALIFICATIONS

COST: R138,000 incl. VAT

Occupational Certificate: Management Assistant	101876	316	5
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NOTE: this is an accredited Management Assistant qualification, not a learnership.





SETA LEARNERSHIPS

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COURSES	UNIT STANDARDS
Fundamental Mathematics	<ul style="list-style-type: none"> • Apply knowledge of statistics and probability to influence the use of data and procedures to investigate real-life problems [9009] • Demonstrate an understanding of rational and irrational numbers and number systems [7480] • Measure, estimate and calculate physical quantities then explore, describe and represent geometrical relationships in 2-dimensions [12444]
Fundamental Communication	<ul style="list-style-type: none"> • Access and use information from texts [8963] • Maintain and adapt oral communication [8962] • Use language and communication in occupational learning programmes [8967] • Write for a defined context [8964]
Agricultural Practices	<ul style="list-style-type: none"> • Apply layout principles for conservation and infrastructure [116127] • Explain principles of human resources management and practices in agriculture [116113] • Monitor water quality [116077] • Utilise and perform minor repair and maintenance tasks on equipment and infrastructure [116060] • Recognise and identify the basic functions of the ecological environment [116064] • Participate in agri/ecotourism practices at both micro and meso levels to tourists [116069]
Agri-Business	<ul style="list-style-type: none"> • Apply marketing principles in agriculture [116126] • Control inputs and stock in an agricultural business [116122] • Identify and recognise factors influencing agricultural enterprise selection [116081] • Illustrate and understand the basic layout of financial statements [116083] • Operate and support a food safety and quality management system in the agricultural supply chain [116070]

COURSES	UNIT STANDARDS
<p>Plant Production</p>	<ul style="list-style-type: none"> • Apply crop protection and animal health products effectively and responsibly [116125] • Apply sustainable farming practices to conserve the ecological environment [116121] • Consider plant botany during the placement of bee hives [116123] • Define and understand production systems and production management [116115] • Control pests, diseases and weeds on all crops effectively and responsibly [116124] • Monitor the establishment of a crop [116079] • Apply plant manipulation methods [116128] • Understand basic soil fertility and plant nutrition [116053]
<p>Animal Production</p>	<ul style="list-style-type: none"> • Apply animal products harvesting procedures [116144] • Administer livestock processing treatments [116643] • Respond correctly to control defensive behaviour in animals [116063] • Understand animal nutrition [116055] • Explain basic pig husbandry practices [116120]

COURSES	UNIT STANDARDS
Fundamental Mathematics	<ul style="list-style-type: none"> • Demonstrate the use of number bases, measurement units and an awareness of error in the context of relevant calculations [9010] • Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts [9013] • Investigate life and work related problems using data and probabilities [9012] • Use mathematics to investigate and monitor the financial aspects of personal, business and national issues [7456] • Apply basic business principles [8000]
Fundamental Communication	<ul style="list-style-type: none"> • Interpret and use information from texts [119457] • Accommodate audience and context needs in oral/signed communication [119472] • Use language and communication in occupational learning programmes [8973] • Work as a project team member [10135]
Packaging & Grading of Fruit	<ul style="list-style-type: none"> • Grade fruit [115193] • Pack fruit [115178] • Palletise fruit [115179] • Receive fruit [115201] • Store fruit [115197]
Market & Product Characteristics	<ul style="list-style-type: none"> • Demonstrate an understanding of the basic requirements of different fruit markets [115190] • Explain product characteristics [115187] • Explain the cold chain process [115176]
Operational Functions	<ul style="list-style-type: none"> • Dispatch final product [115200] • Monitor fruit treatment process [115195] • Operate fruit packing line machine [115202] • Operate fruit sizing machine [115180]



GENERAL MANAGEMENT

NQF Level TBA: Pre-2009 was L5 | SAQA ID 60269

COURSES	UNIT STANDARDS
Leadership	<ul style="list-style-type: none"> Analyse leadership and related theories in a work context [120300] Build teams to achieve goals and objectives [252037] Empower team members by recognising strengths, encouraging participation in decision making and delegating tasks [15224]
Relationship Management	<ul style="list-style-type: none"> Devise and apply strategies to establish and maintain workplace relationships [252027] Apply the principles and concepts of emotional intelligence to the management of self and others [252031] Use communication techniques effectively [12433]
Diversity & Conflict Management	<ul style="list-style-type: none"> Manage a diverse work force to add value [252043] Conduct negotiations to deal with conflict situations [117853] Interpret and manage conflicts within the workplace [114226]
People Management	<ul style="list-style-type: none"> Recruit and select candidates to fill defined positions [12140] Lead people development and talent management [252029] Monitor and evaluate team members against performance standards [252034] Select and coach first-line managers [252035]
Financial Management	<ul style="list-style-type: none"> Apply mathematical analysis to economic and financial information [252036] Manage the finances of a unit [252040]
Best Practice Management	<ul style="list-style-type: none"> Evaluate current practices against best practice [252024] Apply the principles of ethics to improve organisational culture [252042] Apply the principles of knowledge management [252044]
Change Management	<ul style="list-style-type: none"> Formulate recommendations for a change process [252021] Create and manage an environment that promotes innovation [252020] Apply a systems approach to decision making [252026]
Results-Based Management	<ul style="list-style-type: none"> Develop, implement and evaluate an operational plan [252032] Monitor, assess and manage risk [252025] Develop, implement and evaluate a project plan [252022]





CUSTOMER MANAGEMENT

NQF Level TBA: Pre-2009 was L5 | SAQA ID 60273

COURSES	UNIT STANDARDS
Customer Sales Management	<ul style="list-style-type: none"> Identify product features, advantages and benefits to the customer [10045] Close a deal with a customer [10047] Develop customer needs and relationships [10067]
Leadership	<ul style="list-style-type: none"> Analyse leadership and related theories in a work context [120300] Build teams to achieve goals and objectives [252037]
Ethics & Knowledge Management	<ul style="list-style-type: none"> Apply the principles of ethics to improve organisational culture [252042] Apply the principles of knowledge management [252044]
Relationship Management	<ul style="list-style-type: none"> Devise and apply strategies to establish and maintain workplace relationships [252027] Manage a diverse work force to add value [252043] Use communication techniques effectively [12433]
Financial Management	<ul style="list-style-type: none"> Apply mathematical analysis to economic and financial information [252036] Manage the finances of a unit [252040]
People Management	<ul style="list-style-type: none"> Monitor handling of customer by frontline customer service [10052] Lead people development and talent management [252029] Monitor and evaluate team members against performance standards [252034] Select and coach first-line managers [252035]
Change Management	<ul style="list-style-type: none"> Formulate recommendations for a change process [252021] Create and manage an environment that promotes innovation [252020] Apply a systems approach to decision making [252026]
Results-Based Management	<ul style="list-style-type: none"> Develop, implement and evaluate an operational plan [252032] Monitor, assess and manage risk [252025] Develop, implement and evaluate a project plan [252022]



COURSES	UNIT STANDARDS
Computing Numeracy	<ul style="list-style-type: none"> • Use mathematics to investigate and monitor financial aspects [7456] • Investigate life and work-related problems using data and probabilities [9012] • Calculate shape and motion in 2-and 3-dimensional space [9013] • Number bases and measurement units [9010] • Perform basic business calculations [11241]
ICT in the Business Environment	<ul style="list-style-type: none"> • Concepts of ICT [117925] • Use generic computer functions [258883] • Work with simple databases [116936] • Work as a project team member [10135] • HIV/AIDS in a workplace [13915]
Spreadsheets	<ul style="list-style-type: none"> • Create and edit spreadsheets [116937] • Tables and columns [119078] • Enhance the functionality and apply graphs or charts to a spreadsheet [116943] • Use a spreadsheet application to solve a given problem [116940] • Change the appearance of a spreadsheet [258879]
Computing Communication	<ul style="list-style-type: none"> • Present information in report format [110023] • Write or present texts for a range of communicative contexts [119465/8970] • Accommodate audience and context needs in oral communication [119472/8968] • Use language and communication in occupational learning programmes [119467/8973]
Presentations	<ul style="list-style-type: none"> • Use a word processor to format documents [117924] • Review and create documents using a word processor [258898] • Use a word processor to create merged documents [116942]
Internet & E-Mail	<ul style="list-style-type: none"> • The principles of the Internet and the World-Wide-Web [115391] • Use a web-browser to search the Internet [116931] • Use electronic mail to send and receive messages [116945] • Enhance, edit and organise electronic messages and research a computer topic [116935 / 114076] • Electronic messaging and calendar application [258897]

COURSES

UNIT STANDARDS

Word Processing

- Use a word processor to format documents [117924]
- Review and create documents and create merged documents using a word processor [258898]
- Use a word processor to create merged documents [116942]



QCTO LEARNERSHIPS

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SECTION	MODULES
<p>KNOWLEDGE MODULES</p> <p>Module 833402000-KM 9 Credits</p>	<ul style="list-style-type: none"> • Concepts of moving and packing stock in a stock storage area (3 credits) • Concepts and methods of picking and counting stock (3 credits) • Principles of maintaining a stock storage area (3 credits)
<p>PRACTICAL SKILL MODULES</p> <p>Module 833402000-PM 13 Credits</p>	<ul style="list-style-type: none"> • Move stock in and out of stock storage areas (3 credits) • Pack stock in a stock storage area (3 credits) • Pick stock from a stock storage area (3 credits) • Count stock (2 credits) • Maintain the stock storage area (2 credits)
<p>WORK EXPERIENCE MODULES</p> <p>Module 833402000-WM 19 Credits</p>	<ul style="list-style-type: none"> • Processes and procedures for moving and packing different types of stock (9 credits) • Processes and procedures for picking and counting stock (6 credits) • Processes and procedures for performing housekeeping, maintaining a safe stock storage area (4 credits)

SECTION	MODULES
<p>KNOWLEDGE MODULES</p> <p>Module 432102000-KM 12 Credits</p>	<ul style="list-style-type: none"> • The receiving and dispatch environment (4 credits) • Concepts of shrinkage and losses (2 credits) • Principles of receiving and checking deliveries (4 credits) [optional for Dispatch Clerk part qualification] • Principles of dispatching stock (2 credits) [optional for Receiving Clerk part qualification]
<p>PRACTICAL SKILL MODULES</p> <p>Module 432102000-PM 7 Credits</p>	<ul style="list-style-type: none"> • Receive stock (2 credits) [optional for Dispatch Clerk part qualification] • Prepare items for dispatch (2 credits) [optional for Receiving Clerk part qualification] • Prevent shrinkage and losses (3 credits)
<p>WORK EXPERIENCE MODULES</p> <p>Module 432102000-WM 15 Credits</p>	<ul style="list-style-type: none"> • Processes and procedures for receiving stock (8 credits) [optional for Dispatch Clerk part qualification] • Processes and procedures for dispatching stock (7 credits) [optional for Receiving Clerk part qualification]



SECTION	MODULES
<p>KNOWLEDGE MODULES</p> <p>Module 334302001-KM 106 Credits</p>	<ul style="list-style-type: none"> • Concepts and principles of supervising Wholesale or Retail staff (10 credits). • Concepts and principles of monitoring and improving performance (4 credits). • Concepts and principles for the implementation and maintenance of retail or wholesale operations (3 credits). • Concepts and principles of enhancing customer service (3 credits).
<p>PRACTICAL SKILL MODULES</p> <p>Module 522201000-PM 20 Credits</p>	<ul style="list-style-type: none"> • Supervise retail or wholesale staff (6 credits). • Monitor and control the work performance of a team (6 credits). • Supervise operations (4 credits). • Supervise service to internal and external retail and wholesale customers (2 credits). • Resolve queries and complaints from internal and external retail and wholesale customers (2 credits).
<p>WORK EXPERIENCE MODULES</p> <p>Module 522201000-WM 60 Credits</p>	<ul style="list-style-type: none"> • Processes and procedures for supervising wholesale or retail staff (30 credits). • Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet (20 credits). • Processes and procedures for enhancing customer service in a wholesale or retail outlet (10 credits).

SECTION	MODULES
<p>KNOWLEDGE MODULES</p> <p>Module 242401001-KM 50 Credits</p>	<ul style="list-style-type: none"> • The statutory learning and development environment (8 credits). • Learning and development management functions (8 credits). • Organisational learning and development needs analysis (8 credits). • Facilitation of learning in an occupational context (8 credits). • Assessment principles and practices (4 credits). • Workplace learning and development planning, evaluation and reporting (8 credits). • Work-based learning (6 credits).
<p>PRACTICAL SKILL MODULES</p> <p>Module 242401001-PM 76 Credits</p>	<ul style="list-style-type: none"> • Manage and coordinate logistics, facilities and financial resources (8 credits). • Plan, conduct and report on a learning and development needs analysis (16 credits). • Plan the delivery of an occupational learning intervention (16 credits). • Facilitate different methodologies, training styles and techniques within an occupational learning context (12 credits). • Facilitate experiential work-based learning (8 credits). • Plan and conduct the assessment of learner competencies (8 credits). • Evaluate the impact of learning within an occupational context (8 credits).
<p>WORK EXPERIENCE MODULES</p> <p>Module 242401001-WM 64 Credits</p>	<ul style="list-style-type: none"> • Conduct learning and development management practices (12 credits). • Conduct skills development facilitation (SDF) processes as required for mandatory grant payments (8 credits). • Conduct learning and development planning and implementation processes (12 credits). • Facilitate an occupational learning session (8 credits). • Facilitate a work-based learning and development process (8 credits). • Conduct assessments of learner competence (8 credits). • Evaluate the impact of learning within an occupational context (8 credits).

SECTION	MODULES
<p>KNOWLEDGE MODULES</p> <p>Module 121905000-KM 80 Credits</p>	<ul style="list-style-type: none"> • Introductory Studies for Project Managers (4 credits). • Project Integration Management (4 credits). • Project Scope Management (8 credits). • Project Time Management (8 credits). • Project Cost Management (8 credits). • Project Quality Management (8 credits). • Project Human Resource Management (8 credits). • Project Communications Management (8 credits). • Project Risk Management (8 credits). • Project Procurement Management (8 credits). • Project Stakeholder Management (8 credits).
<p>PRACTICAL SKILL MODULES</p> <p>Module 121905000-PM 100 Credits</p>	<ul style="list-style-type: none"> • Initiate a project (4 credits). • Plan and develop a project management approach and scope statement (8 credits). • Plan and develop a project timeline and schedule (8 credits). • Plan for and project the cost of a project (8 credits). • Plan project management systems (8 credits). • Monitor and control the scope of a project (8 credits). • Control the project delivery schedules and costs (8 credits). • Control the project quality (8 credits). • Manage and control the human resources of a project (8 credits). • Conduct and control project communication and stakeholder interaction (8 credits). • Manage and control project risks (8 credits). • Manage and control project procurement activities (8 credits). • Manage and control project close-out activities (8 credits).
<p>WORK EXPERIENCE MODULES</p> <p>Module 121905000-WM 60 Credits</p>	<ul style="list-style-type: none"> • Attend to project initiation management processes (10 credits). • Attend to project planning processes (20 credits). • Attend to project execution and control processes (20 credits). • Attend to project close out processes (10 credits).

SECTION	MODULES
<p>KNOWLEDGE MODULES</p> <p>Module 242101-000-00-KM 93 Credits</p>	<ul style="list-style-type: none"> • Regulatory and Legislative Framework (5 credits). • Compliance Audit (5 credits). • Fundamentals of Entrepreneurial Profiles (4 credits). • Business Consulting Development (5 credits). • Strategic and Operational Plans (5 credits). • Professional Business Success Factors (5 credits). • Principles of Marketing (5 credits). • Business Finance (5 credits). • Principles of Costing and Pricing to a Business Venture (5 credits). • Risk Profiling (5 credits). • Principles of Tendering (4 credits). • Business Appraisal (5 credits). • Business Requirements and Business Rescue Strategies (5 credits). • Effective Communication (5 credits). • Principles of Ethics in Business (3 credits). • Strategies for Behaviour Change and Coaching (3 credits). • Principles of Change Management (5 credits). • Introductory Studies for Project Managers (5 credits). • Application of Contract Documentation (4 credits). • Evaluation of Influences in Value Chain (5 credits).
<p>PRACTICAL SKILL MODULES</p> <p>Module 242101-000-00-PM 55 Credits</p>	<ul style="list-style-type: none"> • Evaluate Personal Capability for Performing Business Consulting Services (8 credits). • Carry Out Due Diligence and Check Compliance with Relevant Legislation (8 credits). • Monitor Methods of Appraisal of Business Owner, Business Performance and Activities (8 credits). • Provide Strategic and Operational Consulting Services (10 credits). • Develop and Implement Change Management Framework (5 credits). • Develop Project Implementation Approach (8 credits). • Interpret the Influences of Key Components in The Value Chain on Business Efficiency (8 credits).

SECTION	MODULES
<p>WORK EXPERIENCE MODULES</p> <p>Module 242101-000-00-WM 96 Credits</p>	<ul style="list-style-type: none"> • Procedures to Evaluate Personal Capability for Performing Business Consulting Services (10 credits). • Processes and Procedures for Carrying Out and Checking Due Diligence Compliance with Relevant Legislation (15 credits). • Process to Monitor Methods of Appraisal of Business Owner, Business Performance and Activities (15 credits). • Procedures to Provide Strategic and Operational Consulting Service (20 credits). • Process to Develop and Implement a Change Management Framework (10 credits). • Process and Procedures to Develop Project Approach (15 credits). • Procedures to Interpret the Influences of Key Components in The Value Chain on Business Efficiency (11 credits).



SECTION	MODULES
<p>KNOWLEDGE MODULES</p> <p>Module 226302001-KM 76 Credits</p>	<ul style="list-style-type: none"> • Fundamentals of Occupational Health and Safety (9 credits). • Fundamentals of Communication (6 credits). • Occupational Health and Safety applications (17 credits). • Occupational Health and Safety Management (38 credits). • Operations Management and Supervision (6 credits).
<p>PRACTICAL SKILL MODULES</p> <p>Module 226302001-PM 62 Credits</p>	<ul style="list-style-type: none"> • Represent the needs of employees with regard to Occupational Health and Safety matters (8 credits). • Inspect workplaces, identify hazards and risks and take immediate action to ensure health and safety in the workplace (4 credits). • Consult with employees and raise their needs and issues at (4 credits). • Inspect workplaces and environments to identify occupational health and safety hazards and determine the risks associated with the work (16 credits). • Coordinate the work activities of Occupational Health and Safety representatives (6 credits). • Develop a risk profile and legal register for a designated work area (6 credits). • Establish, maintain and improve the health and safety documentation and reporting systems, controls and processes (4 credits). • Advise on the establishment maintenance and improvement of emergency response and preparedness (8 credits). • Manage the effectiveness of operational Occupational Health and Safety systems (6 credits).
<p>WORK EXPERIENCE MODULES</p> <p>Module 226302001-WM 118 Credits</p>	<ul style="list-style-type: none"> • Exposure to the workplace examination processes (12 credits). • Exposure to the processes of representing the Occupational Health and Safety needs of employees (4 credits). • Exposure to Occupational Risk Management processes (12 credits). • Exposure to the processes of selecting, appointing and managing Occupational Health and Safety representatives (8 credits). • Exposure to the processes of developing and implementing Occupational Health and Safety systems (48 credits). • Exposure to the processes of monitoring and improving Occupational Health and Safety systems (34 credits).

SECTION	MODULES
<p>KNOWLEDGE MODULES</p> <p>Module 334102002-KM 132 Credits</p>	<ul style="list-style-type: none"> • Effective office administration and management (10 credits). • Business communication and customer services (8 credits). • Office protocol, deportment and etiquette (8 credits). • Apply End User Computing (6 credits). • Social media and digital literacy (5 credits). • Introductory project management (2 credits). • Computerised Project Management (15 credits). • Basic business calculations (5 credits). • Resource and procurement management (15 credits). • Tender and procurement processes, and procedures (5 credits). • Document management and record keeping (15 credits). • Staffing and people support (15 credits). • Principles of the National Qualifications Framework (NQF) in relation to Skills Development and Workplace Skills Plan (WSP) administration (12 credits). • Public relations, marketing and advocacy (6 credits). • Ready for work standards (5 credits).
<p>PRACTICAL SKILL MODULES</p> <p>Module 334102002-PM 155 Credits</p>	<ul style="list-style-type: none"> • Communication and effective customer relationships (10 credits). • Manage, coordinate and assist in the administration and clerical support of resources to facilitate smooth and effective operational activities within the organisation (15 credits). • Assist in the administration and preparation of the process of tendering of contracts (15 credits). • Manage meetings (15 credits). • Payroll processing and pay administration (15 credits). • Support the recruitment, selection, and induction of staff (15 credits). • Classify, identify, register, track and dispose of records and information (15 credits). • Assist in the administration and preparation of the Workplace Skills Plan (WSP) (15 credits). • Provide administrative support to the Marketing/Public Relations division (20 credits). • Prepare, install and dismantle exhibition elements (10 credits). • Manage a small project (credits 10).

SECTION	MODULES
<p>WORK EXPERIENCE MODULES</p> <p>Module 334102002-WM 158 Credits</p>	<ul style="list-style-type: none"> • Perform administrative and meeting support functions to support management (12 credits). • Handle customer and client's queries and liaison in an office (8 credits). • Marketing/Public Relations and administrative support (25 credits). • Assist in planning and coordinating at least two special events/ conferences (20 credits). • Procure and allocate resources (15 credits). • Solicit tender offers in terms of a set of procedures (10 credits). • Manage a paperless office (20 credits). • Supervision, and training of administration staff (15 credits). • Assist in developing a Workplace Skills Plan according to employee training needs (8 credits). • Apply ready for work standards to everyday work activities (25 credits).

SECTION	MODULES
<p>KNOWLEDGE MODULES</p> <p>Module 334302001-KM 106 Credits</p>	<ul style="list-style-type: none"> • Document management and record-keeping (15 credits). • Computerised Information Processing (25 credits). • Resource and procurement management (5 credits). • Social media and digital literacy (5 credits). • Office protocol, deportment and etiquette (10 credits). • Business communication and customer services (8 credits). • Ready for work standards (5 credits). • Basic business calculations (5 credits). • Apply End User Computing (6 credits). • Business documentation and design (10 credits). • Meeting administration (10 credits). • Introductory project management (2 credits).
<p>PRACTICAL SKILL MODULES</p> <p>Module 334302001-PM 75 Credits</p>	<ul style="list-style-type: none"> • Create a trip itinerary (15 credits). • Address protocol requirements (5 credits). • Determine, acquire and allocate resources for the secretarial unit (10 credits). • Design and develop complex text documents (5 credits). • Manage a small project (10 credits). • Support the recruitment, selection and induction of secretarial staff (10 credits). • Apply communication and effective customer relationships (10 credits). • Organise meetings (10 credits).
<p>WORK EXPERIENCE MODULES</p> <p>Module 334302001-WM 135 Credits</p>	<ul style="list-style-type: none"> • Perform administrative and meeting support functions to support management (12 credits). • Apply ready-for-work standards to everyday work activities (25 credits). • Handle customer and client queries and liaison in an office (8 credits). • Assist in planning and coordinating at least two special events/ conferences (20 credits). • Procure and allocate resources (15 credits). • Manage a paperless office (20 credits). • Apply supervisory skills to coordinate and direct clerical staff activities (20 credits). • Prepare a trip itinerary (15 credits).



Contact us for more information:



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