

ONLINE LEARNING PROSPECTUS



WELCOME TO THE PERITUM ONLINE LEARNING EXPERIENCE

E-learning is the use of Information Technology to provide a learning experience to students in your organization anywhere and at any time convenient to them. More so, upskilling can happen at a just-in-time-pace in nugget format to ensure that competence is constantly aligned to organizational demands.

Online training provides a virtual classroom. Students are given information, they can do internet research, watch training videos, complete activities, do online quizzes, projects, assignments and various types and levels of assessment. Students take ownership for their learning and development and can control their pace.

FEATURES OF ONLINE TRAINING



- Modern and easy to use Interface
- Scroll and click
- Simple navigation
- Theatre of learning / Multiple activities and methodologies



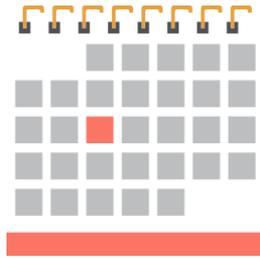
- Assessment implementation
- Pre-assessment
- Post assessment
- Topical assessment
- Coach review
- Set your threshold
- Attempts setting
- Immediate grades



- Easily view logs & reports
- Enrolment report
- Progress report
- Course feedback report
- Activity log
- Customized reporting
- At cost: exports/import options



- Computer, tablet and mobile application friendly
- Convenience in after-hours/out-of-office access
- Own pace
- Login: Username & Password



- Personalised calendars and upcoming learning events
- Import option to outlook calendar



- Collaboration management e.g. live chat, Wikis, internal messaging
- Structure for coaching discussions
- Raise employee engagement
- Promote self-worth and accountability



- Flexibility
- Use in combination with contact training (cut cost and raise effectiveness)



- Secure with no guest access
- Login driven with detailed monitoring
- Privacy settings



- Helpdesk Support
- 24hr lead-time guaranteed
- Dedicated system administrator at Peritum



- Attractive as employer of choice



- Cost-efficiency (save up to 90% on training cost)

PERITUM UNIQUE OFFERING

PAGE 4: JOB ESSENTIALS

The Job Essential course is designed to give you a solid introduction to essential skills needed in the workplace. The courses are user-friendly, especially for employees with restricted educational background. What is unique to these courses is that it builds the self-worth of entry level workers and enhance engagement within your company. These courses are designed to be short and self-managed with high impact potential.

PAGE 10: EMPLOYEE EFFECTIVENESS

These courses are aimed at all levels of employment as they consist of basic, fundamental competencies that enable effective behaviour at work on operational, supervisory and management levels. Often, skills gaps in the workplace can relate back to a basic competence that was not mastered.

PAGE 16: AGRI ADVANTAGE

These courses are aimed at employees that operate within the agricultural environment. These employees must be equipped with fundamental skills to enable them to function in a highly specialised environment.

PAGE 19: SUPERVISORY SKILLS

The short courses in Supervisory Skills provide the necessary knowledge and insights to become successful in any supervisory position by focusing on and improving important managerial skills and enhancing effectiveness within the company. As developing leaders within the company, they need to enhance their skills to play an effective role.

PAGE 21: MANAGEMENT SKILLS

The Management Skills for the Workplace course will teach you essential workplace skills that will help managers to be more effective and successful. Being part of the management team of the company, employees on this level need to be developed to enhance and to confirm their ability to act as influential leaders. This course will be great of interest to existing managers or those wishing to move into the managerial level and who would like to develop core managerial skills.

PAGE 25: HUMAN RESOURCES

These Human Resource courses will give you a better understanding of the human resource industry and equip you with the skills to take on the role and responsibilities of a human resource manager.

The employees of a company are an invaluable asset. It is therefore important that the HR division of a company is skilled with the knowledge on handling difficult situations. During the course you will become familiar with more advanced topics of the system approach to human resources management; planning; recruitment and selection processes; job analysis; design and evaluation; internal staffing and career management; performance management; training and development practices; competency-based human resources management; managing compensation and value-added benefits; employee health and safety; and applicable labour relations.

PAGE 27: STATUTORY TRAINING

Statutory Training are training required by law. Mostly, they are safety related, which means that they can ensure that you have a safe workforce that's not particularly at risk from accidents, and you can avoid the loss of productivity that comes with it. Workplace injuries cost the country and business millions each year, and statutory training is designed to prevent both the cost associated with health and safety incidents as well as the trauma it causes to all involved.

Our Statutory Training offering are fully accredited courses, which are now offered through the formal partnership that Peritum Agri Institute entered into with the SHEGROUP, an accredited and professional health, safety and environmental operator which are also a corporate member of SAIOH, SAIOSH and MBA.

JOB ESSENTIALS

E/LMS 001: HIV / AIDS

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none">• What is AIDS and the common myths and realities thereof• What is HIV and the transmission routes• Testing for HIV• Symptoms of HIV and AIDS• What if the test result is HIV negative or HIV positive?• Sexually transmitted diseases• HIV and pregnancy• Treatment for HIV/AIDS• What does a healthy lifestyle entail?	<p>DURATION: 30 Minutes</p> <p>LEVEL: NQF 2</p>
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E/LMS 002: PERSONAL FINANCE

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none">• List the benefits of understanding how money works• Your attitude towards money• Differentiate between types of money• Identify sources of personal income and expenditure• Why personal budgeting is important• What is debt• What saving entails• Investing in property	<p>DURATION: 30 Minutes</p> <p>LEVEL: NQF 2</p>
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E/LMS 003: WORK VALUES AND ETHICS

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • The impact of values • What ethics are • Ethics in the workplace • Defining an organization's values and ethics • Defining your ethics • Consumer interaction • What values are • What beliefs are • The importance of workplace values • Seven work ethics and values that help employees grow 	<p>DURATION: 30 Minutes</p> <p>LEVEL: NQF 2</p>
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E/LMS 004: UNDERSTANDING DISCIPLINE

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Why discipline in the workplace? • Three parties to the employment relationship • Fundamental rights applicable to labour law and labour relations • The code of good practice and the employer's right to discipline • Misconduct and incapacity • What is a dismissal? • The right of the employee not to be unfairly dismissed • There are three fair reasons for dismissal • Classification of offences • Transgressions that may justify dismissal for a first offence 	<p>DURATION: 30 Minutes</p> <p>LEVEL: NQF 2</p>
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E/LMS 005: BASIC CUSTOMER SERVICE

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Customers are important • Customers and customer service • Service is only as good as the customer's perception • How do customers perceive service? • How do I interact with customers? • Service quality • A customer service attitude • Phone-in customers • Walk-in customers 	<p>DURATION: 30 Minutes</p> <p>LEVEL: NQF 2</p>
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E/LMS 006: LIFE SKILLS

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none">• Taking control of your emotions• Handling authority• Building self-esteem• Handling criticism• Handling difficult people• Controlling temper• Interacting with co-workers• Your attitude towards customers• Listening to customers	<p>DURATION: 30 Minutes</p> <p>LEVEL: NQF 2</p>
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E/LMS 007: THE GOOD COMMUNICATOR

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none">• Why is communication important?• The communication process• Factors that influence the communication process• Intercultural barriers• Listening have an influence on communication• What is effective listening?• Barriers to effective listening• Listening techniques	<p>DURATION: 30 Minutes</p> <p>LEVEL: NQF 2</p>
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E/LMS 008: DEALING WITH PEER PRESSURE

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none">• What is peer pressure?• How does peer pressure generally affect adults?• Examples of peer pressure for adults• Negative and positive peer pressure• Resistance to peer pressure as adults• How negative peer pressure affects your mental health• How to handle adult peer pressure• Types of peer pressure• Workplace bullying	<p>DURATION: 30 Minutes</p> <p>LEVEL: NQF 2</p>
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E/LMS 009: HEALTH AND SAFETY INDUCTION

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • The environmental elements • Sources of environmental pollution • Applying sustainable environmental health and safety • Sustainability: relationship to Safety, Health and Environment (she) • Environmental elements in your workplace • Safety, Health, the Environment and you • Health and Safety measures required in the workplace • Maintenance and utilisation equipment and gear • Personnel regulations, communication with workers and non-authorized workers • Understanding the labelling of chemicals and designated areas 	<p>DURATION: 30 Minutes</p> <p>LEVEL: NQF 2</p>
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E/LMS 010: JOB ESSENTIALS

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • What is productive work? • Steps to productivity • What is efficiency? • How to be efficient • Co-ordinate with fellow employees • Following directions at work • Decision-making • Seven steps in decision-making • Basic guidelines for workplace behaviour • Basic skills every employee should have 	<p>DURATION: 30 Minutes</p> <p>LEVEL: NQF 2</p>
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E/LMS 011: TEAMWORK

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Importance of teamwork in the workplace • The difference between groups and teams • Benefits of teamwork in the workplace • What makes an effective team? • Respect and tolerance for the differences in every team member • Communication among all team members • Build trust with everyone on the team • Don't let little things become big things • Live with imperfection and the unknown 	<p>DURATION: 30 Minutes</p> <p>LEVEL: NQF 2</p>
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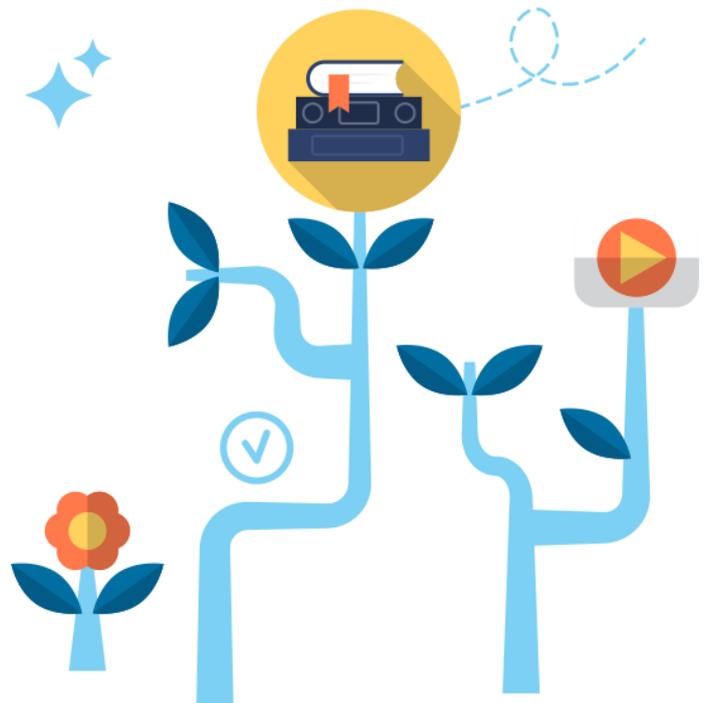
E/LMS 012: SEXUAL HARASSMENT

After completion, the employee will be able to understand:

- What is sexual harassment
- What is gender harassment?
- What is sexual coercion?
- What is sexual assault and rape?
- Handling sexual harassment as a victim
- Decide on the course of action to take
- Lodging a formal complaint
- So, what can you do if you're experiencing sexual harassment at work?

DURATION:
30 Minutes

LEVEL: NQF 2



EMPLOYEE EFFECTIVENESS

E/LMS 100: MOTIVATING TEAMS TO BE EFFECTIVE

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Definitions of motivation • Motivational theories • The person and his/her needs • The factors in the work environment that influence an employee's motivation • The factors in the job that influence an employee's motivation • The different phases of team growth • The importance of communication and organizational design in teamwork • Team communication and team roles • The elements of high-performance teams • The principles of team effectiveness 	<p>DURATION: 6 Hours</p> <p>LEVEL: NQF 5</p> <p>ALIGNED TO US: 242819 Motivate and build a team</p>
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E/LMS 101: EFFECTIVE BUSINESS WRITING

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • What is communication • What are the elements of communication? • The function of communication in a business • Formal vs informal communication networks • Communication profiles and styles • Style and tone of writing • Process of business writing • Compiling business documents • Effective meeting procedures • Effective presentations 	<p>DURATION: 8 Hours</p> <p>LEVEL: NQF 5</p> <p>ALIGNED TO US: 12433 Use communication techniques effectively</p>
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E/LMS 102: INTERPERSONAL EFFECTIVENESS

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Understands diversity • Impact of values and benefits • Communication • Factors that influence communication • Importance of listening skills • Effective feedback in the workplace • Handling of conflict in the work environment 	<p>DURATION: 8 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 103: CUSTOMER SERVICE

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Customers and customer service • Positive thinking for a customer service mindset • Reinforce relationships with known customers • The challenge of customer service via the telephone or walk in customers • Ways of delivering outstanding service • Establish and address customer needs 	<p>DURATION: 8 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 104: TIME MANAGEMENT

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • What is time management • Principle of balance in your life • Current time management techniques and processes • The top time wasters that impact on the organisation's productivity are identified • The external forces that effect time utilization is identified • The 80/20 principle in identifying key tasks is explained with examples • How to delegate effectively • Prioritising as a technique to manage the work of a team • Proactive measures to minimize time wasting 	<p>DURATION: 5 Hours</p> <p>LEVEL: NQF 5</p> <p>ALIGNED TO US: 5234 Apply efficient time management to the work of a department/division/section</p>
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E/LMS 105: PROFESSIONAL CONDUCT FOR ADMINISTRATORS/SECRETARIES

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Professionalism as part of personal effectiveness • Principals for productiveness • How your attitude influences the way you interact with the customers • Apply the steps to productive work within your work team • Ethical behaviour in the workplace • Develop a customer mindset • What a professional image entail 	<p>DURATION: 11 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 106: BASIC FINANCIAL UNDERSTANDING

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Benefits of financial knowledge • How to organise your personal finances for a successful life • How the financial side of your company works • Describe the difference between income and expenditure • Explain the difference between Assets, liability and equity • Budgeting 	<p>DURATION: 6 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 107: PROBLEM-SOLVING

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Define problem-solving as a process • Demonstrate an understanding of the importance of the whole brain function for problem-solving • Demonstrate an understanding of information processing in the brain • Demonstrate an understanding of the emotional state and thinking • Identify and apply the most applicable thinking strategy or strategies to solve a problem • Define a problem specifically and arrive at causes by examining symptoms • Describe the levels of awareness involved in solving problems 	<p>DURATION: 11 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 108: DECISION-MAKING

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Analysing decision-making • The different types of decision-making styles • Determine the underlying objectives in making decisions • Individual decision-making • Code of ethics and decision rules 	<p>DURATION: 6 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 109: ASSERTIVENESS

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Holistic model of the person • Importance of assertive behaviour • What is assertiveness • Benefits of assertiveness for the individual and the organisation • Aspects and misconceptions of assertiveness • Aggressive vs passive-assertive behaviour • Steps in assertive behaviour • Types of assertive responses • Assertive techniques and strategies • Importance of feedback 	<p>DURATION: 12 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 110: NEGOTIATING

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • How negotiation is defined • Success criteria for all parties • Differentiating between tangible and emotional negotiables • Different parties in negotiation and the various approaches to negotiation • The various styles negotiators take on • The two key types of negotiation • The twelve guidelines to win-win negotiation • The steps followed during negotiation • Dealing with stalled negotiations 	<p>DURATION: 9 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 111: PERSONAL BRANDING

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • The concept of branding and corporate brands • Your company's corporate brand • Link your personal brand with the company's • Be a brand ambassador • How customers perceive service • Professional service delivery • Put your brand to work at work • Selling the company 	<p>DURATION: 8 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 112: EMOTIONAL INTELLIGENCE

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • How self-disclosure can enhance personal growth • Describe your personal purpose and vision • How your preferences influence your interaction with the world around you • The concept of locus of control and the impact of positive thinking • Apply different techniques to enhance internal locus of control • Know the benefits of emotional control • How values, beliefs and irrational thoughts impact on emotions. • Your conscious and sub-conscious reaction to events • Know how to apply emotional control 	<p>DURATION: 8 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 113: DIVERSITY IN WORK TEAMS

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Understanding cultures • Diversity defined in terms of differences • Diversity explored as a potential source of discrimination • Cultural biases, stereotypes and perceptions are identified together with the influence they can have on dealing with diversity • Demonstrate an understanding of managing diversity in the workplace • Demonstrate an understanding of the business case for diversity management • Demonstrate an understanding of managing diversity on organisational, managerial and interpersonal level 	<p>DURATION: 6 Hours</p> <p>LEVEL: NQF 5</p> <p>ALIGNED TO US: 252043 Manage a diverse work force to add value</p>
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E/LMS 9024: MONEY WISE

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • COVID-19 and the economy • COVID-19 Impacting on the SA economy • Responsible management of your personal finances in the years to come • Reset your money mindset • Financial capability • Your attitude towards money • Having a financial plan for every stage of your life • Involve the family in your financial planning – especially in tough times • Budget management • Budgeting in 7 easy steps • Apply the Warren 50/20/30 rule for personal financial planning • Budgetary discipline • Coping with unexpected expenses • How to manage cashflow during financially strenuous times • Guidelines for financial stability during turbulent financial times • What to do if you are in financial distress • Managing debt in times of financial turmoil • The real cost of debt • Manage credit cards wisely • What to look out for when incurring debt • A structured approach to prioritize and paying down debt • Financial planning and investment in times of financial turmoil • Review of your financial plan 	<p>DURATION: 8 Hours</p> <p>LEVEL: NQF 4</p>
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AGRI ADVANCE

E/LMS 200: INTRODUCTION TO AGRICULTURE IN SA

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Introduction to agriculture in South Africa • Value chains in agriculture and economic indicators • Reason for analysing economic indicators in agriculture • Introduction to agricultural production • Agricultural production • Production regions in South Africa • Types of production units • Challenges that primary producers face • Introduction to Agri-processing and opportunities for Agri-processing in South Africa • Critical components for successful Agri-processing 	<p>DURATION: 11 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 201: MERCHANDISING PRINCIPLES

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Consumer shopping habits • Multi-sensory experience • Merchandise to enter and capture the consumer mind and soul • How to encourage consumers to make impulse purchases • Global trends in merchandising • Latest visual merchandising and store ideas • Marketing vs. merchandising • Merchandising fixtures and equipment • Product placement strategies and guidelines • Why displays are important 	<p>DURATION: 9 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 202: SELLING FOR PORTFOLIO MANAGERS

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • What is selling • A selling attitude • Communication factors • Feedback guides you • Creating mutual trust • Importance of listening skills • Barriers to selling • Steps in the selling process • Negotiations in selling • How to close a deal 	<p>DURATION: 8 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 203: INVENTORY AND STOCK MANAGEMENT IN AGRI RETAIL

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Inventory management • Storekeeping, stock control and store management • Managing stock movement • Ways to fix inventory turnover challenges • Stockroom management • Stock control and stocktaking • Stockroom safety • Risk management 	<p>DURATION: 8 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 204: MARKETING IN AGRI SERVICE ENVIRONMENT

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Marketing strategy • Market analysis • How to formulate a strategy • Targeting, positioning and brand strategy • Product development and innovation • Marketing plan • Prospecting methods • Importance of branding 	<p>DURATION: 9 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 205: SOIL SCIENCE

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Design a soil systems management strategy • Importance of soil in crop production • Physical properties of soil • Chemical soil properties • Geology and soils • Soil classification • Soil erosion • Soil conservation 	<p>DURATION: 11 Hours</p> <p>LEVEL: NQF 5</p> <p>ALIGNED TO US: 116371 Manage soil systems</p>
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E/LMS 207: SELLING FOR WALK-IN CUSTOMERS

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • What is advanced selling • A selling attitude • Conquer the fear of selling • Customer service vs. selling • Sales process steps • Upselling and cross-selling 	<p>DURATION: 6 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 210: UNDERSTAND AGRI-RETAIL

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • What is retail? • Functions of retailers • Organised and unorganised retailing • How goods can be purchased in retail • New trends that will shape consumer behaviour • Agri-retail defined • Five trends and their implications on Agri-retail • Implications for Agri-retail • Consumer behaviour • Retail store management 	<p>DURATION: 6 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 6800: ADVANCED EQUIPMENT OPERATOR

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Legal requirements for a tractor operator • Starting up and driving your tractor • Safe operations of a tractor and implements • General safety tips • General maintenance of machinery • Malfunction • Basic maintenance procedures • Cleaning your tractor • Agri technology and precision farming 	<p>DURATION: 8 Hours</p> <p>LEVEL: NQF 2</p> <p>ALLIGNED TO US: 116820 Drive a Tractor</p> <p>CREDITS: 10</p>
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SUPERVISORY SKILLS

E/LMS 300: SUPERVISORY ESSENTIALS

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Define the role and functions of a supervisor • Define planning and organising • Define delegating • Define problem-solving as a process • Know why coaching is important • Manage stress • Effectively deal with difficult people • Effectively deal with prejudice in the workplace 	<p>DURATION: 14 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 301: SUPERVISING WORKPLACE ADMINISTRATION

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • What is performance management • Who is responsible for performance management? • Identify performance objectives and goals • The performance management cycle • Developing a performance agreement • The performance management discussion • How to obtain commitment from the employee • Performance monitoring • Executing the performance review • Remedial action planning 	<p>DURATION: 9 Hours</p> <p>LEVEL: NQF 5</p> <p>ALLIGNED TO US: 252034 Monitor and evaluate team members against performance standards</p>
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E/LMS 302: SUPERVISORY LEADERSHIP

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none">• Understand the role of the supervisor in the organizational hierarchy• Management vs. leadership• Leadership process• Leadership in supervision• Supervisory communication• Ethics in supervision• Supervising a division• Improving efficiency• Team dynamics• Understand high-performance teams	<p>DURATION: 8 Hours</p> <p>LEVEL: NQF 5</p>
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MANAGEMENT SKILLS

E/LMS 316: MANAGE CHANGE

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • The context and meaning of change • The human side of change • Stages of transition • Leading individuals and teams through the change curve • The role of the change agents in organizations • Managing resistance to change • Managing the change process 	<p>DURATION: 16 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 400: MANAGE CUSTOMER SERVICE

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Identify the strategic impact of customer service on your business • Understand Customer Experience Management (CEM) • Understand who the customer is • Understand the influences on consumer behaviour • Identify service standard • The importance of customer service • Communicating with customers • Positioning your business • Implementing a customer retention management process 	<p>DURATION: 11 Hours</p> <p>LEVEL: NQF 5</p> <p>ALIGNED TO US: 10052 Monitor handling of customers by frontline customer service</p> <p>10054 Identify and manage areas of customer service impact</p> <p>10066 Manage customer relations</p>
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E/LMS 402: STRESS MANAGEMENT

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Understand the impact of the modern world and stress • A basic understanding of the holistic approach to wellbeing and stress • Define stress and eustress • The physiology of stress • Understand the thinking process in stressful situations • Analyse your personal stress symptoms • Stress at work • Basic understanding of holistic interventions to stress relief • Be aware of various mental coping skills • Apply positive self-talk • Improve self-esteem 	<p>DURATION: 20 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 403: INSPIRATIONAL LEADERSHIP

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • What inspirational leadership is • How inspirational leadership will enhance leadership • Being anchored in values and driven by a personal mission • Being powered by self-responsibility and a winning attitude • Leadership with integrity and passion • Leadership through service • Cultivate leaders 	<p>DURATION: 6 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 404: GENERIC MANAGEMENT SKILLS

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • The difference between management and leadership behaviour • The different levels of management • The management processes • The definition of planning • Setting performance standards • Developing action plans • The definition of decision-making • The potential fears related to delegating work • The problem-solving model • The basic principles for leadership action 	<p>DURATION: 12 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 405: COACHING AND MENTORING

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • What is coaching • What it takes to be a coach • The process for on-the-job coaching • Record keeping of coaching • Feedback • Mentoring in the workplace 	<p>DURATION: 9 Hours</p> <p>LEVEL: NQF 5</p> <p>ALIGNED TO US: 252035 Select and coach first line managers</p>
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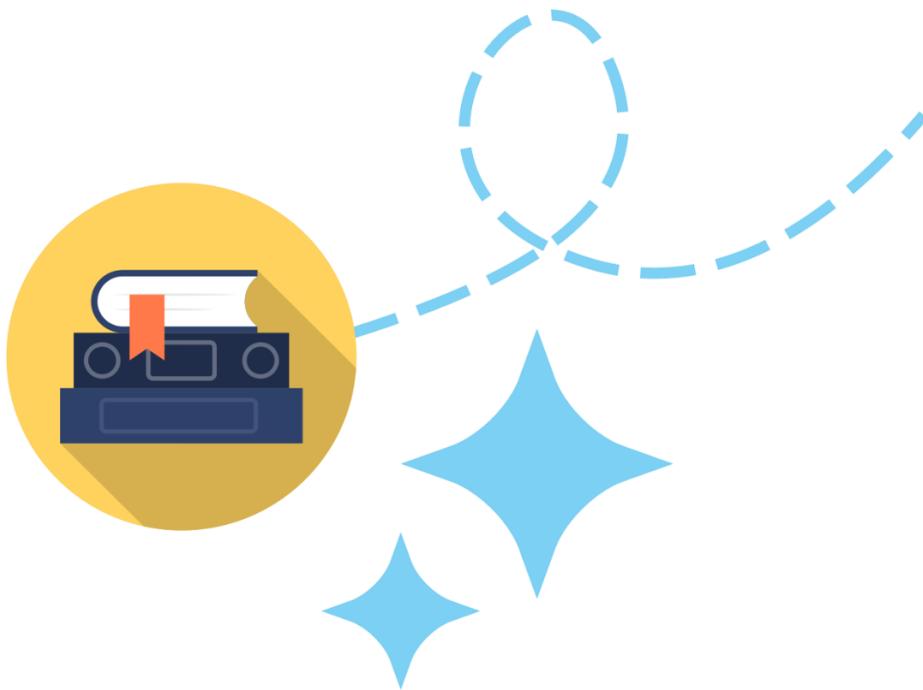
E/LMS 406: LEADERSHIP COMMUNICATION

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Explain the importance of leadership communication • The communication process • Connect to your respondent's frame of reference • Seek to understand and be understood by your employees • Building information capacity • Translating vision and strategy • Keep the organization's strategy alive • Facilitate cross-functional teamwork • Establish meaningful relations • Unite teams towards one goal • Understand the value of building networks 	<p>DURATION: 8 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 90225: PEOPLE DYNAMICS

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • What Is an Employer-Employee Relationship? • Effective Management <ol style="list-style-type: none"> 1. Monitoring 2. Planning 3. Delegating • Three Approaches to Delegating • Steps to Effectively Delegate Tasks • Give Clear, Understandable Instructions to Staff • Time Management Applied • Coaching Your Employees to Success <ol style="list-style-type: none"> 1. GROW Model • Giving Feedback 	<p>DURATION: 24 Hours</p> <p>LEVEL: NQF 5</p>
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- Feedback about Dissatisfying Behaviour
- Feedback Model
- Dealing with Poor Performance
- What is Underperformance?
- Willing and Able Matrix
- Common Causes of Poor Employee Performance
- Handling Poor Employee Performance
- Discipline Do's and Don'ts
- Having Courageous Conversations
- Having a Courageous Conversation with Anyone
- Listening Techniques
- Assertive Responses
- Emotional Control
- STOPP Model
- Constructive Disagreement



HUMAN RESOURCES

E/LMS 500: INSTITUTING DISCIPLINE

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Impact of the Constitution on labour law and relations • Fundamentals rights applicable to labour law and labour relations • The origin of the employer's right to discipline • Discipline and common law • Misconduct and incapacity • What is a dismissal • Procedural Fairness • Was dismissal the appropriate sanction • The interpretation of Disciplinary Codes • Disciplinary Hearing Procedure 	<p>DURATION: 15 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 501: INTERVIEWING SKILLS

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Introduction to recruitment and selection • Legislative overview • Implications for employers • Interviewing and discrimination • The recruitment process • Effective selection process • Targeted selection method of interviewing • Collecting evidence and using dimensions • How to judge the responses during the interview • Decision-making and reaching consensus on each dimension rating 	<p>DURATION: 12 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 502: DEALING WITH GRIEVANCES

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • The employer’s right to discipline (Schedule 8 of the LRA) • Facilitating grievances • Grievance procedure • Action when contract is violated • Procedure for dealing with grievances • Complaints not related to contractual violations 	<p>DURATION: 2 Hours</p> <p>LEVEL: NQF 5</p> <p>ALIGNED TO US: 24744 Administer disciplinary and grievance policy and procedure</p>
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E/LMS 503: MANAGE PERFORMANCE

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Defining performance management • Purpose of manage performance • Translating vision and strategy • Strategy into operational objectives • Cascading the strategic plan • Formulation of divisional plan • Individual performance plan • The performance cycles 	<p>DURATION: 14 Hours</p> <p>LEVEL: NQF 5</p>
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E/LMS 602: CONDUCT OUTCOME-BASED ASSESSMENTS

<p>After completion, the employee will be able to understand:</p> <ul style="list-style-type: none"> • Defining performance management • Purpose of manage performance • Translating vision and strategy • Strategy into operational objectives • Cascading the strategic plan • Formulation of divisional plan • Individual performance plan • The performance cycles 	<p>DURATION: 24 Hours</p> <p>LEVEL: NQF 5</p> <p>ALIGNED TO US: 115753 Conduct outcome-based assessments</p> <p>CREDITS: 15</p>
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STATUTORY TRAINING



Please note that the time spent indicated includes the completion of the Portfolio of Evidence:

E/LMS 30001: SHEREP

<p>After completion, the employee will be able to: Apply basic health and safety legislation in the form of standards and procedures governing health and safety in the workplace, to ensure that they contribute to a safe, healthy environment for self and others. This includes:</p> <ul style="list-style-type: none"> • Identify potential hazards in the work area • Limit damage to persons or property in the case of an emergency • Follow procedures that apply to illness or injury in the work area. 	<p>DURATION: 30 Hours</p> <p>LEVEL: NQF 2</p> <p>ALIGNED TO US: 9964</p> <p>CREDITS: 3</p>
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E/LMS 30002: LEGAL LIABILITY

<p>After completion, the employee will be able to understand: The basic principles of relevant current health and safety legislation and the consequences of non-compliance</p> <ul style="list-style-type: none"> • Demonstrate knowledge and understanding of the basic principles of the relevant legislation • Explain the requirements for compliance as stipulated in the current legislation • Determine the management controls required under legislation to achieve compliance • Demonstrate knowledge and understanding of record keeping required by the legislation • Explain the legal obligations of the employer in terms of training and communication. 	<p>DURATION: 40 Hours</p> <p>LEVEL: NQF 4</p> <p>ALIGNED TO US: 120344</p> <p>CREDITS: 4</p>
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E/LMS 30003: INCIDENT INVESTIGATION

<p>After completion, the employee will be able to:</p> <ul style="list-style-type: none"> • Explain the specified requirements pertaining to investigating workplace incidents • Prepare to gather data for the investigation • Gather and evaluate data • Perform post-investigation functions. 	<p>DURATION: 50 Hours</p> <p>LEVEL: NQF 3</p> <p>ALIGNED TO US: I20335</p> <p>CREDITS: 5</p>
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E/LMS 30004: RISK ANALYSIS (HIRA)

<p>After completion, the employee will be able to:</p> <ul style="list-style-type: none"> • Explain the legal and specified requirements for conducting continuous risk assessments • Prepare to conduct a continuous risk assessment • Conduct a continuous risk assessment • Initiate remedial action and follow up on Continuous Risk Assessment. 	<p>DURATION: 40 Hours</p> <p>LEVEL: NQF 3</p> <p>ALIGNED TO US: I20330</p> <p>CREDITS: 4</p>
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E/LMS 30005: BASIC FIREFIGHTING IN AN OFFICE ENVIRONMENT

<p>After completion, the employee will be able to:</p> <ul style="list-style-type: none"> • Discuss and explain procedures for dealing with fires in the workplace • Identify the type of fire, its context and select the appropriate firefighting procedure • Identify, select, and check appropriate firefighting and safety equipment • Fight containable/extinguishable fires • Retreat from fire site and hand over to appropriate personnel • Report/record status of fire and equipment 	<p>DURATION: 40 Hours</p> <p>LEVEL: NQF 2</p> <p>ALIGNED TO US: I2484</p> <p>CREDITS: 4</p>
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E/LMS 30006: PLANNED TASK OBSERVATIONS IN A WORKPLACE

<p>After completion, the employee will be able to:</p> <ul style="list-style-type: none"> • Demonstrate knowledge of how to prepare for planned task observation at a working place • Conduct a planned task observation at a working place • Record and follow-up 	<p>DURATION: 20 Hours</p> <p>LEVEL: NQF 3</p> <p>ALIGNED TO US: 120337</p> <p>CREDITS: 2</p>
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E/LMS 30007: HEALTH AND SAFETY MANAGEMENT PROGRAMMES IN THE WORKPLACE

<p>After completion, the employee will be able to:</p> <ul style="list-style-type: none"> • Explain the requirements for the implementation of a safety and health management programme in the workplace • Implement the procedures for evaluating safety and health performance in a workplace, as required by the safety and health management programme • Evaluate performance of workplace safety activities required by the safety and health management programme. 	<p>DURATION: 20 Hours</p> <p>LEVEL: NQF 2</p> <p>ALIGNED TO US: 259601</p> <p>CREDITS: 2</p>
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E/LMS 30008: HIV/AIDS

<p>After completion, the employee will be able to:</p> <ul style="list-style-type: none"> • Explain and discuss HIV/AIDS facts and figures • Identify behaviours that may create a risk of HIV transmission • Explain the rights and responsibilities of employees in the workplace regarding HIV/AIDS • Identify and apply relevant policies and procedures for dealing with HIV/AIDS in the workplace 	<p>DURATION: 30 Hours</p> <p>LEVEL: NQF 2</p> <p>ALIGNED TO US: 12463</p> <p>CREDITS: 3</p>
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E/LMS 30009: WORK IN CONFINED SPACES

<p>After completion, the employee will be able to:</p> <ul style="list-style-type: none"> • Identify the hazards of working in confined spaces • Identify appropriate protective clothing or equipment • Identify training requirements for unskilled workers working in confined spaces & train the workers • Plan and Implement emergency procedures. 	<p>DURATION: 20 Hours</p> <p>LEVEL: NQF 2</p> <p>ALIGNED TO US: 15034</p> <p>CREDITS: 2</p>
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E/LMS 30010: HAZARDOUS SUBSTANCES (HAZCHEM)

<p>After completion, the employee will be able to:</p> <ul style="list-style-type: none"> • Monitor, advise and report on the scope and understanding of the specified requirements as regards to hazardous substances in a workplace • Demonstrate knowledge pertaining to the application of methods in preventing exposure to hazardous substances in a workplace • Demonstrate knowledge pertaining to the classification, physical state, health effects and disposal methods of hazardous substances in a workplace 	<p>DURATION: 30 Hours</p> <p>LEVEL: NQF 4</p> <p>ALIGNED TO US: 120370</p> <p>CREDITS: 3</p>
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E/LMS 30011: CONVEY DANGEROUS GOODS BY ROAD

<p>After completion, the employee will be able to:</p> <ul style="list-style-type: none"> • Comply with relevant legal documentation requirements • Apply safety and standard operating procedures during loading and off-loading in terms of SANS 10231 • Apply safety procedures in the event of an incident • Comply with the requirements of SANS 10231 in terms of behaviour on route. 	<p>DURATION: 40 Hours</p> <p>LEVEL: NQF 3</p> <p>ALIGNED TO US: 123259</p> <p>CREDITS: 4</p>
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E/LMS 30012: PREPARE A FALL PROTECTION PLAN

<p>After completion, the employee will be able to:</p> <ul style="list-style-type: none"> • Perform a risk assessment of the worksite where work is to be done at height • Demonstrate knowledge of fall arrest rescue equipment and advanced fall arrest rescue techniques • Develop a fall protection plan and fall arrest plan • Manage safety of personnel working at heights. 	<p>DURATION: 30 Hours</p> <p>LEVEL: NQF 4</p> <p>ALIGNED TO US: 229994</p> <p>CREDITS: 3</p>
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E/LMS 30013: STACKING AND STORING

<p>After completion, the employee will be able to understand how to:</p> <ul style="list-style-type: none"> • Requisition construction materials • Receive and verify quantity and quality of construction materials • Store construction materials • Issue and reconcile construction materials • Supervise the use of materials. 	<p>DURATION: 80 Hours</p> <p>LEVEL: NQF 4</p> <p>ALIGNED TO US: 263284</p> <p>CREDITS: 8</p>
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E/LMS 30014: SUPERVISE CONSTRUCTION TEAMS

<p>After completion, the employee will be able to</p> <ul style="list-style-type: none"> • Identify labour requirements • Recruit, select and induct team members • Supervise work team and monitor performance • Train, coach and develop team members. 	<p>DURATION: 50 Hours</p> <p>LEVEL: NQF 4</p> <p>ALIGNED TO US: 262845</p> <p>CREDITS: 5</p>
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E/LMS 30015: OCCUPATIONAL HEALTH, SAFETY AND ENVIRONMENTAL LEGISLATION (OHS Act)

<p>After completion, the employee will be able to:</p> <ul style="list-style-type: none">• Demonstrate knowledge and understanding of the basic principles of the Act and Regulations• Explain the requirements for minimum compliance stipulated in the Act.• Conduct inspections to identify hazards.• Demonstrate knowledge and understanding of the National Environment Management Act.• Demonstrate knowledge and understanding that conforms to set criteria of the Environment Conservation Act.	<p>DURATION: 30 hours</p> <p>LEVEL: NQF 4</p> <p>ALIGNED TO US: 246667</p> <p>CREDITS: 3</p>
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