

## PUBLIC TRAINING SCHEDULE

### Cape Town and Johannesburg

### 2019

EDUCATION, TRAINING AND DEVELOPMENT														
WORKSHOP	DURATION	COST	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Introduction to Outcomes-Based Education	1	R1 200		05		23		04		06		08		03
Assessor	4	R4 400		05-08		23-26		04-07		05-08		08-11		03-06
Facilitate Learning	3	R4 050		20-22			14-16		16-18		17-19		05-07	10-12
Moderator	2	R3 360		12-13			21-22		29-30		10-11		12-13	
Skills Development Facilitator	4	R5 500			06-07, 19-20			11-12, 26-27			03-04, 25-26			
Design & Development of Learning Programmes	4	R4 250	23-25, 31			10-12, 30			09-11, 31			01-03, 24		
Assessment Tool Design	2	R3 360					29-30				12-13			
Qualification: National Certificate in ODETDP	1 Year	R16 800			23									
Qualification: National Diploma in ODETDP	1 Year	R22 000			23									

For more information or to make a booking please [contact us](#).

**Kindly note:** all costs are quoted exclusive of VAT.

There is a **minimum and maximum number** of delegates that would be accommodated to proceed with a workshop.

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CONTACT CENTRE PROGRAMMES														
WORKSHOP	DURATION	COST	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Customer Experience Management (Level 4)	4	R4 500		12-15				25-28			16-19			17-20
Sales Management (Level 4)	4	R4 500	30-31				14-17				2-5			2-5
Service Level Management (Level 4)	4	R4 500				1-4				26-29				9-12
Coaching & Performance Management (Level 4)	4	R4 700				15-18					9-12		18-21	
Quality Assurance and Calibration	2	R3 200			18-19			19-20		1-2			5-6	
Telephone Etiquette (Level 2)	1	R1 800		11				10			23		1	
Debt Collections (Level 2)	2	R3 200		20-21			20-21				26-27		27-28	
Sales Conversations (Level 2)	4	R4 500				9-12		11-14				14-17	11-14	

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GENERIC MANAGEMENT PROGRAMMES														
WORKSHOP	DURATION	COST	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
LP1: Planning as a Management Function (Level 4)	4	R4 625	15-18	12-15				11-14	22-25	19-22				
LP2: Organizing as a Management Function (Level 4)	4	R4 625	22-25				14-17			5-8	2-5			
LP3: Leading as a Management Function (Level 4)	4	R4 625			12-15	15-18	21-24				9-12	21-24		
LP4: Controlling as a Management Function (Level 4)	4	R4 625			26-29							15-18	11-14	

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