

SIYB TRAINING BUZZ

AUGUST 2009



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DID YOU KNOW?

The WEDGE South Africa project is funding the participation of one (1) women entrepreneur to a women's entrepreneurship forum in Cairo from the 26th to the 28th October 2009. The forum is a symposium on women's entrepreneurship development and the current global economic crisis.

The entrepreneur selected will be expected to:

1. Actively participate in the symposium for 3 days.
2. Have a understanding of women's entrepreneurship development.
3. Must be a growth orientated entrepreneur.
4. Will need to be vocal in the symposium.
5. Will need to produce a short report (5 pages) for the women's entrepreneurship associations on lessons learnt at the symposium.
6. Arrange and pay for a Visa to Egypt, (the ILO will provide the necessary documentation).

The WEDGE project will fund the entrepreneur's flight from Johannesburg to Cairo (in economy class), 4 night accommodation and a basic allowance to cover food and transport.

If you are interested in applying to attend the symposium, please complete the application form accompanied with your company profile and email it to Carmen Armstrong (Armstrong@ilo.org) by the 28th August 2009.

If you have any questions you are welcome to contact Carmen Armstrong (National Project Coordinator for WEDGE - South Africa) at the International Labour Organization.

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Draft Preferential Procurement Regulations, 2009 published for comment: Draft regulations on preferential procurement (Notice 1103 of 2009, National Treasury) have been published for public comment by 14 September 2009.

These regulations will apply to all organs of state – national and provincial government departments and municipalities, etc, as well as public utilities such as Transnet and Eskom. They are set to provide greater clarity relating to preferential procurement requirements for firms that do business with government entities.

The draft Preferential Procurement Regulations, 2009 is aligned with the prescripts of the Broad-Based Black Economic Empowerment Act, No 53 of 2003 and its related strategy. Its purpose is to ensure that government's preferential procurement procedures are aligned with the aims of the BBBEE Act, 2003 and the associated Codes of Good Practices.

Amongst others, the new Regulations will replace the awarding of tender bids that was previously done on the basis of HDI status and the promotion of RDP goals with the BEE rating of a bidder.

Interested persons may submit their written comments on the Draft Regulations to The Director-General, National Treasury, Private Bag X115, Pretoria, 001, marked for the attention of Mr Jan Breytenbach or Mr HML Malinga. Representations can either be posted to the above-mentioned address, faxed to (012) 315-5343 / 012 315-5355 or be sent per e-mail to jan.breytenbach@treasury.gov.za or henry.malinga@treasury.gov.za.

Source: Proudly South African Campaign

SIYB TOT seminar: Epilepsy South Africa has entered into an agreement with the South African Federation for Mental Health (SAFMH) to jointly host an SIYB TOT seminar in Johannesburg from 8 to 20 November 2009. For more information contact

- Bharti Patel, Deputy Director at SAFMH on (011) 781-1852 / bharti@safmh.org; or
- Marina Clarke, National Economic Development Manager at Epilepsy SA on (021) 447-3014 / economicdev.no@epilepsy.org.za.

ILO SETYSA Programme: Andile Ntiyana (SIYB Master Trainer) has been appointed as the ILO's Social Enterprise National Project Co-ordinator / Social Enterprise Development Office at the ILO office in Pretoria.

SETYSA is a project implemented by the ILO in collaboration with various South African institutions. The project seeks to support the ILO's constituents and partners in their efforts to promote social enterprise development in South Africa, supporting progress towards a conducive enabling environment and the development of appropriate business development service products for potential social entrepreneurs, with a particular focus on youth entrepreneurs. The project defines social enterprises as those which create **sustainable market-based solutions to social problems**. The project is delivered in the context of the ILO's Decent Work agenda and the Decent Work Country Programme for South Africa. It follows the ILO's systemic approach to enterprise development and will build on the ILO's existing range of enterprise development tools.

For more information contact Andile on (012) 818-8000.

IS YOUR BUSINESS READY FOR THE CPA?

The new Consumer Protection Act 68 of 2008 (CPA), which was gazette on 29 April 2009, and which is scheduled for implementation in two phases, will put more power in the hands of consumers.

As an affirmation of the strategic partnership in promoting responsible business practice, the Proudly South African Campaign, together with CGF (Corporate Governance Framework) Research Institute (Pty) Ltd, a strategic partner and member of Proudly South African, have again joined forces to sensitise businesses on the importance of coming to grips with the provisions of the CPA in ensuring sustainable business development and growth.

"A lack of knowledge in applying the Act could cost a business dearly. Courts are given comprehensive powers to grant orders dealing with any contravention of the Act. Should a business be convicted for contravening the act, it may face a hefty fine or even imprisonment! Service or product delivering businesses, amongst others, are likely to require specialist advice to ensure that they are complying with the provisions of the CPA", says Terry Booysen, CEO of CGF Research Institute (Pty) Ltd.

Proudly South African encourages members, and all companies that are committed to the Campaign's empowering and uplifting ethos, to ensure that they come to grips with and implement the provisions of the CPA, in the interest of fairness and transparency and in the spirit of building our participatory democracy.

To read more, follow this link <http://www.proudlysa.co.za/area/partners/cgf/CPA.pdf> to the full media statement.

Source: Proudly South African newsletter, August 2009

DISABILITY RECRUITMENT STRATEGY

PAG has launched a recruitment strategy for people with disabilities in order to increase the number of job opportunities available to them, while at the same time helping companies meet their employment equity targets.

In terms of the Employment Equity Act of 1998, a Code of Good Practice was approved to encourage equal opportunities and fair treatment of people with disabilities. The Act recognises many disabling conditions including arthritis, brain injury, cancer, chronic pain, cumulative trauma disorders, HIV/AIDS, multiple chemical sensitivity, sight impairments, development disabilities, diabetes, epilepsy, hearing loss, heart conditions, multiple sclerosis, psychiatric impairment and wheelchair users.

It is estimated that between 5.9% and 12% of South Africa's total population is made up of people with disabilities. PAG's Disability Recruitment Division focuses on the development of individualised and flexible recruitment strategies for candidates with disabilities on behalf of corporate South Africa. PAG is committed to assist its clients in successfully reaching their employment equity requirements.

PAG will conduct a thorough needs analysis with clients in order to source candidates with disability ideally suited to specific client needs.

PAG's service offering includes:

- Workplace assessments
- Reasonable accommodation assessments: identification and elimination proposals
- Pre and post placement assistance
- Team sensitisation workshops
- Disability awareness training

To contact PAG's Disability Recruitment Division, please email disability@pag.co.za

DRAFT GOVERNMENT POLICY RECONCILES PPPFA AND B-BBEE ACT

EconoBEE welcomes the announcement that the National Treasury has issued a draft document aimed at reconciling the PPPFA with the B-BBEE codes.

The Broad Based BEE act is an ingenious act designed to encourage greater black participation in the SA economy. One major flaw has always existed, implementation. Government and businesses in general implemented B-BBEE as if Ownership and Management were the only criteria for implementation. This incorrect implementation of B-BBEE, more specifically called Narrow Based BEE caused much discomfort and even hatred of BEE as it did not achieve what the Broad Based BEE Act originally set out to achieve. Narrow Based BEE opened a very unfortunate avenue for companies to take on a black partner without truly empowering black people.

Broad Based BEE implementation is changing. Narrow Based BEE deals cannot continue while South Africa needs true empowerment. The impact of a newly revived Broad Based BEE scorecard as well better implementation in particularly on Governments side will cause B-BBEE to develop SA as it was intended.

Our president Jacob Zuma recently addressed members of the Confederation of Black Business Organisations (CBBO) and was quoted as saying;

"Government needs to improve the implementation of Broad-Based Black Economic Empowerment (B-BBEE) in South Africa's business sector. Government is of the view that the B-BBEE framework should reinforce skills and rural development, enterprise and social development while it must also attend to issues of job creation through procurement and entrepreneurship."

The National Treasury has now issued a draft notice reconciling the PPPFA with the B-BBEE codes. This is a landmark achievement for Broad Based Black Economic Empowerment. Once complete, the reconciliation will remove a major barrier to B-BBEE implementation and encourage more businesses to participate in a genuine way while also giving a true incentive to improve ones' Broad Based BEE scorecard points.

The "old" PPPFA (Preferential Procurement Policy Framework Act) dictates how government should issue, adjudicate and award tenders. It is based on an 80/20 split for tenders below R500 000 or 90/10 principle for above that limit. Using this principle a tender would be evaluated by allocating 80 points to the tender itself - price, product, service, guarantees etc. 20 points would be allocated by using "HDI status and the achievement of the RDP goals". Effectively it meant that tenders were awarded using the old narrow based method. A company's BEE status meant nothing - only ownership and management were taken into account.

The draft regulations now state that those 10 points or 20 points are based only on your BEE level. Now all companies can be measured equally and will only need to comply with one piece of legislation when implementing B-BBEE. They have also increased the 80/20 threshold to R1 million. So, if a company tenders for government business and it has achieved level 4, then it is automatically allocated 12 points out of the 20. If it is non-compliant then it earns zero points on the tender adjudication but importantly is not disqualified from the tender. On the other hand if it is level 1 then it earns 20 points on that tender. For tenders above R1 million the 90/10 principle applies. The 10 points are allocated based on BEE level. A level 1 company earns 10 points, a level 4 gets 5 points and a non-compliant gets zero points.

"With minor exceptions, this is exactly what we have been asking for more than 4 years. The main difference is that a company's B-BBEE score is now used in evaluating their tenders, rather than the unscientific and arbitrary manner, usually based on the now discredited narrow based format.

"A good scorecard will now become more important, and more useful to businesses, many of which had to try to comply with contradictory requirements." Now more than ever before B-BBEE Points = Business and = Government Business.

"This will have the effect of encouraging businesses to become B-BBEE compliant and get a good scorecard based on broad-based principles because those companies will now see the opportunity of getting business that was previously denied to them. A good scorecard now means a lot more than simply having black ownership, since black ownership on its own does not ensure a good broad-based score. It will certainly mean that more majority white owned companies do get government business, but only those with good broad-based scores. The B-BBEE score is a good indication of how much transformation has taken place in a company, and we believe that those companies that have genuinely made an effort and succeeded do deserve to get the credit for their sustainable actions.

This positive move should motivate businesses, and start removing the stigma that BEE is only about enriching a few at the expense of the rest.

Broad Based BEE, The DTI and The Treasury can be praised for developing a system that is measurable through an objective scorecard which can be achieved through many different elements and compared fairly from one organization to another.

It is now time to support the correct implementation of Broad Based BEE to make a lasting, genuine contribution to true empowerment. The alternative could be far worse.

Source: EconoBEE newsletter, August 2009

BREAKING BEE NEWS

The minister has listened to us! The many persistent BEE Verification problems have forced the dti into action. The dti's current Minister Rob Davies has issued a new notice ([gazette 32467](#)) repealing the old notice relating to the validity of BEE verification certificates issued by accredited agencies.

The dti minister has issued a notice that extends the period for obtaining a valid verified certificate to 1st February 2010. He states: "All verification certificates issued by non-accredited verification agencies before 1st February 2010, will remain valid for 12 months from date of issue.

The new notice now effectively delays the 1st August 2009 deadline to 1st February 2010.

This also solves the sector code problem that we highlighted a month ago. It means that an entity is entitled to use a non-accredited verification agency until 1st February 2010 to produce their sector code verification.

In effect a company no longer needs to use an accredited agency to do their verification prior to 1st February 2010.

The verification agency industry pushed very hard for this piece of legislation, which would guarantee them business. They rushed this process leaving many vital errors. In the end many of the same agencies actively campaigned to delay the deadline as many of them were unable to become accredited and faced prospects of closing their business down. Worse though is the effect that this has caused on the market, many businesses rushed to get a verification when now it turns out that they did not have any need to do so. This will have unfortunately resulted in many companies achieving lower than intended scores but were unable to argue their case nor able to prepare entirely as they needed their scorecard signed before the deadline passed.

This is also quite disturbing - the original notice was dated April 2009 and gave a four month period before which accredited verification was required. The extension is for a further 6 months - 2 months longer than the original period and nearly a full year after the first batch of accreditations.

Furthermore the minister does not define a "non-accredited verification agency". Is it one that tries to follow the guidelines for verification, and if so how do we confirm that? Especially since the agency has not yet been accredited? Is it an agency that has applied to SANAS for accreditation, or one that intends applying for accreditation? Is it simply a BEE consultancy that consults and verifies at the same time? Is it a competent independent assessment agency, like an accountant that has verified a company's scorecard?

The lack of verification standardization left the dti no choice but to repeal the previous notice. We could not have a situation where the dti or SANAS are bending rules.

I do foresee lots of arguments over this - between accredited or non-accredited, in possession of a pre-assessment letter or only applied, a member of ABVA or only a consultant!

Our position remains; we are consultants helping our clients with B-BBEE.

This new notice has far reaching consequences on Preferential Procurement. Join us in October to ensure you are not caught out. [More info...](#)

Standards! What Standards?

The aim of verification is to ensure that two different agencies will come to the same conclusion if presented with the same information.

The job of SANAS should be to ensure standards - after all they are an ISO accredited agency whose job is to ensure standards.

In reality we are continuing to see differing standards. We have currently a specific issue where one agency will happily penalize their client by up to 14 points over the decision of another agency. Imagine two verification agencies looking at the same information from the same client: the first one will award 32 points, the second will award 46 points - a difference between level 8 and level 6.

What types of standards are these? We have tried to speak to the dti - they do not respond. We talk to SANAS - they say interpretation is in the hands of the dti. If we receive any interpretation from the dti the verification agency may still ignore this in favour of their own interpretation.

This is not acceptable! SANAS is the organisation ensuring standards are followed. If the codes are not explanatory enough, or are too open to interpretation, then SANAS cannot ensure standardization.

SANAS cannot simply wash their hands off the issue by suggesting the dti is responsible for writing the codes. Yes, it is true that the dti is responsible for writing the codes, but if the codes are written in such a way that standardization cannot be achieved, then SANAS owes it to the industry by refusing to accredit any agency until such time everyone follows the same calculations to arrive at the same number. SANAS have indicated that their job is to ensure standard methodology, but I think they have forgotten their true mission - to ensure standards in outcomes. If they did their job properly there would not ever be such a huge discrepancy between agencies.

Sure, SANAS have ensured that all agencies follow a strict methodology - all agencies ask all attendees at a meeting to fill in an attendance register. All agencies worry about filling in all the forms, but SANAS does not care if the agency can do a simple maths calculation or not. SANAS does not care that there is a potential 14 point discrepancy between two agencies, as long as both have a signed attendance register.

This is not what ISO wanted to achieve when it was created way back in 1947.

Source: EconoBEE newsletter, August 2009

ACCREDITATION OF THE SIYB PROGRAMME WITH THE SERVICES SETA

Epilepsy South Africa, in partnership with Comsec PE and the South African Master Trainers Association have embarked on a process to accredit the SIYB Programme with the Services SETA in terms of the New Venture Creation qualification.

This project will be carried out in 5 phases:

Phase 1: Research and Development

- Objective 1: Researching the existing SIYB Programmes (GYBI, SASB, IYB and the Game)
- Objective 2: Researching the existing New Venture Creation qualification Level 4 and the TOT skills programme Level 5
- Objective 3: Developing a comprehensive Learning Matrix and Learning Map

Phase 2: Programme Alignment

- Objective 4: Comprehensive Gap Analysis to determine top-up training and developing appropriate material to fill the gaps
- Objective 5: Alignment of all material against unit standards and the NVC qualification

Phase 3: Development of Assessment and Moderation tools

- Objective 6: Developing a Learning Map
- Objective 7: Developing Formative and Summative assessment tools
- Objective 8: Developing an Assessment Guide, including portfolio building instructions
- Objective 9: Developing Moderator and Verification infrastructure
- Objective 10: Developing a sustainable Document Management System linked to QMS, NLRD and certification

Phase 4: QMS

- Objective 11: Reviewing the existing QMS and identifying gaps
- Objective 12: Developing new material to address the gaps

Phase 5: Accreditation

- Objective 13: Obtaining programme accreditation aligned with SETA requirements
- Objective 14: Obtaining accreditation as a training provider aligned with SETA requirements

Phase 1 of the project has already been completed and it is anticipated that a submission will be made to the Services SETA by mid-October 2009.

KEY TO EVENTS		
Events in Johannesburg	Events in Cape Town	Events in KZN
Events in the Eastern Cape		Events in the Free State
Events in Mpumalanga and Limpopo		Events in Pretoria

SEPTEMBER 2009 – WEEK 1

<i>Monday (31/08)</i>	<i>Tuesday (01/09)</i>	<i>Wednesday (02/09)</i>	<i>Thursday (03/09)</i>	<i>Friday (04/09)</i>
Managing Time for Results, Durban, (011) 704-0720/4	Implementing and Maintaining BRC, Cape Town, (021) 872-7322		Ethics, Johannesburg, (011) 678-2443	Effective Sales, Cape Town, (011) 678-2443
	Mentoring & Coaching, Johannesburg, (011) 678-2443			
The Complete PA: Step Up and Stand Out, Johannesburg, 0861 BIZTECH		How to target and use the correct Salary Surveys and to develop a market related pay scale, Johannesburg, (011) 453-0080	Negotiating Skills, Johannesburg, (011) 485-2150	Leadership – Influencing People under your Direction, Johannesburg, (011) 485-2150
Business Writing: The Unwritten Rules, Johannesburg, 0861 BIZTECH			Supervisory Management Skills, Cape Town, (021) 685-7726	
			EQ in Leadership, Cape Town, (011) 704-0720/4	
Analytical Thinking and Creative Problem Solving, Johannesburg, (021) 683-4506	Project Management for Non-Project Managers, Johannesburg, (011) 704-0720/4		Quality Customer Service, Pretoria, (011) 704-0720/4	
	Professional Report Writing Skills, Durban, (011) 704-0720/4		Communication & Presentation Skills, Johannesburg, (011) 678-2443	
Team Building, Johannesburg, (011) 678-2443		HIV/AIDS Peer Educator, Cape Town, (011) 678-2443		
	QCTO Workshop, Durban, (021) 685-0451	Chairing & Managing Business Meetings, Cape Town, (011) 704-0720/4	Performance Management: Getting Results through your People, Johannesburg, (021) 979-5172	
EE Workshop, Johannesburg, (011) 726-3040				Quality Management, Cape Town, 086 111 VETTA (83882)
Graphs, Statistics and Numerical Reporting, Johannesburg, 0861 BIZTECH		Professional Development for Secretaries and PA's, Johannesburg, (011) 431-1533		
		Project Management for Non-Project Managers, Johannesburg, 0861 ASTROT (278 768)		
		Internal Consulting Skills, Cape Town, (021) 462-7902		
		The High Performance PA or Administrator: Essential Skills, Johannesburg, 0861 ASTROT (278 768)		
		Corporate Governance – Complying with King, Johannesburg, 0861 ASTROT (278 768)		
		Supervisory Management, Johannesburg, (011) 678-2443		
		Effective Business Writing Skills, Durban, (011) 678-2443		
		The Management Development Programme, Johannesburg, (011) 771-7000		
		Assessor Training, Cape Town, (021) 957-6823		
	Managing Generation Y Workers: Best Practices for Line Managers, Johannesburg, (021) 979-5172		QCTO & Medium Term Strategic Plan Framework, Port Elizabeth, (021) 685-0451	Quality Management, Johannesburg, 086 111 VETTA (83882)
		Diploma in IS Project Management, Johannesburg, (021) 683-4506	EE Reporting Workshop, Johannesburg, (011) 726-3040	
		Principles of Professional Project Administration, Cape Town, (021) 683-4506	The Art of Effective Telephone Skills, Johannesburg, (016) 986-3888	
		NSDS III, Port Elizabeth, (021) 685-0451		Flexible Working Practices for Organisations: Best Practices, Johannesburg, (021) 979-5172
		Small Business Tax Seminar, Durban, (011) 304-4390	Coaching and Mentoring, Cape Town, 086 111 VETTA (83882)	

SEPTEMBER 2009 – WEEK 1 (continued)

<i>Monday (31/08)</i>	<i>Tuesday (01/09)</i>	<i>Wednesday (02/09)</i>	<i>Thursday (03/09)</i>	<i>Friday (04/09)</i>
		Office Effectiveness, Johannesburg, (016) 986-3888		
		Preferential Procurement, Johannesburg, (011) 442-2433	Coaching and Mentoring, Johannesburg, 086 111 VETTA (83882)	
	Measuring ROI in training, Johannesburg, (011) 880-8540			
	B-BBEE Champions Course, Johannesburg, (011) 442-2433			
			Enterprise Development and B-BBEE, Johannesburg, (011) 442-2433	
			Professional Sales Skills, Cape Town, (011) 787-6781	
			Supervisory Management Certificate Course, Johannesburg, 0861 123 779	
			Enterprise Development and BEE, Johannesburg, (011) 442-2433	

SEPTEMBER 2009 – WEEK 2

<i>Monday (07/09)</i>	<i>Tuesday (08/09)</i>	<i>Wednesday (09/09)</i>	<i>Thursday (10/09)</i>	<i>Friday (11/09)</i>
Recruitment & Selection, Johannesburg, (011) 678-2443	Managing Time for Results, Pretoria, (011) 704-0720/4	Business Image & Corporate Etiquette, Johannesburg, (011) 704-0720/4	The Secret to Success, Johannesburg, (011) 704-0720/4	
A Practical Introduction to Project Management Johannesburg, (011) 431-1533			New in Business – Now What?, Cape Town, (011) 485-2150	Professional Business Behaviour, Cape Town, 086 111 VETTA (83882)
Diversity Management, Johannesburg, (011) 678-2443		Project Management for Non-Project Managers, Cape Town, 0861 ASTROT (278 768)		
Mastering Confidence, Influence and Assertiveness, Johannesburg, 0861 BIZTECH		Project Management, Johannesburg, (011) 678-2443		
Graphs, Statistics and Numerical Reporting, Johannesburg, 0861 BIZTECH		The High Performance PA or Administrator: Essential Skills, Durban, 0861 ASTROT (278 768)		
		Mastering the Art of Training, Johannesburg, 0861 ASTROT (278 768)		
		New in Business – Now What?, Cape Town, (011) 485-2150	Innovative Retention Strategies for Generation X and Y, Cape Town, (021) 979-5172	

SEPTEMBER 2009 – WEEK 2 (continued)

<i>Monday (07/09)</i>	<i>Tuesday (08/09)</i>	<i>Wednesday (09/09)</i>	<i>Thursday (10/09)</i>	<i>Friday (11/09)</i>
Auditing Food Safety System, Cape Town, (021) 872-7322			QCTO & Medium Term Strategic Plan Framework, East London, (021) 685-0451	Telephone Skills and E-mail Correspondence, Cape Town, 086 111 VETTA (83882)
The 3-day MBA, Johannesburg, 0861 ASTROT (278 768)				
Influencing People Under Your Direction and Care, Cape Town, (011) 485-2150	How to target and use the correct Salary Surveys and to develop a market related pay scale, Pretoria, (011) 453-0080	Succeeding as a First Time Supervisor, Cape Town, (011) 485-2150	Innovative Retention Strategies for Generation X and Y, Cape Town, (021) 979-5172	
		Financial Management for Project & Contract Managers, Johannesburg, (011) 726-3040		Professional Business Behaviour, Johannesburg, 086 111 VETTA (83882)
	Emotional Intelligence, Johannesburg, (011) 678-2443		Human Resource Management, Cape Town, 086 111 VETTA (83882)	Telephone Skills and E-mail Correspondence, Johannesburg, 086 111 VETTA (83882)
Polished Presentations, Cape Town, (021) 685-7726	Project Management for Business People, Johannesburg, (021) 683-4506			
	Performance Management - Unlocking Productivity, Cape Town, (011) 485-2150	Talent Management and Succession Planning, Cape Town, (021) 979-5172		Cross Border Venture Creation, Midrand, (011) 652-0345/0311
		Project Management for Business People, Johannesburg, (021) 683-4506		
Talent Management and Succession Planning, Johannesburg, (021) 979-5172			Human Resource Management, Johannesburg, 086 111 VETTA (83882)	
Presentations that Work, Benoni, (011) 442-4334	Small Business Tax Seminar, Cape Town, (011) 304-4390	NSDS III, East London, (021) 685-0451		Company Tax for Small to Medium Size Businesses, Johannesburg, (016) 986-0267
		Financial Management for Project and Contract Managers, Johannesburg, (011) 726-3040		
Office Effectiveness, Cape Town, (016) 986-3888	Building a BBBEE Scorecard & Verification Preparation, Johannesburg, (011) 442-2433	The Art of Effective Telephone Skills, Cape Town, (016) 986-3888	Certificate Course in Office Management, Johannesburg, 0861 123 779	
	Submitting Winning Tenders, Durban, (011) 454-5505	Project Management for Non-Project Managers, Johannesburg, (016) 986-3888		Sell, Don't Tell, Johannesburg, (011) 485-2150
	Project Management for Non-Project Managers, Johannesburg, (016) 986-3888			
	Building Your BEE Scorecard and Verification Preparation, Johannesburg, (011) 442-2433	Basic Principles of Accounting, Johannesburg, (016) 986-3888		
		Presentation Skills, Johannesburg, (016) 986-3888		
		Report Writing Skills, Johannesburg, (016) 986-3888		
	Talent Management & Succession Planning, Cape Town, (021) 979-5172			Draft PPPF Regulations Breakfast, Pretoria, (011) 726-3040
	The Supervisor, Cape Town, 086 111 VETTA (83882)			
	The Supervisor, Johannesburg, 086 111 VETTA (83882)			
	Draft PPPF Regulations Breakfast, Johannesburg, (011) 726-3040	Professional Sales Skills, Johannesburg, (011) 787-6781		
		Talent Manager (HR competency), Johannesburg, (011) 880-8540		
	Salary Structuring & Total Package, Johannesburg, (011) 880-8540			
	Success to Significance: "The calling from your core", Johannesburg, (011) 880-8540			
	Submitting Winning Tenders, Cape Town, (011) 454-5505			

SEPTEMBER 2009 – WEEK 2 (continued)

<i>Monday (07/09)</i>	<i>Tuesday (08/09)</i>	<i>Wednesday (09/09)</i>	<i>Thursday (10/09)</i>	<i>Friday (11/09)</i>
		Recruitment & Selection Conference, Johannesburg, (011) 880-8540		
		Build and Execute Your BEE Strategy with the Transcend BEE Masters Course, Johannesburg, (011) 442-2433		

SEPTEMBER 2009 – WEEK 3

<i>Monday (14/09)</i>	<i>Tuesday (15/09)</i>	<i>Wednesday (16/09)</i>	<i>Thursday (17/09)</i>	<i>Friday (18/09)</i>
Writing Effective Reports, Johannesburg, (011) 431-1533	TV & Radio Interviewing Skills, Johannesburg, (011) 678-2443	The Psychology of Customers Service, Johannesburg, (011) 485-2150	Managing Time for Results, Cape Town, (011) 704-0720/4	Writing Effective Reports, Cape Town, (011) 431-1533
Telephone Etiquette, Johannesburg, (011) 678-2443	Manager's Mistakes, Johannesburg, (011) 485-2150		Diversity Management, Durban, (011) 678-2443	
Practical Project Management for PA's, Johannesburg, (011) 582-3300	Mastering Minutes and Meeting Protocol, Johannesburg, 0861 BIZTECH	Labour Relations and Labour Law, Johannesburg, 0861 ASTROT (278 768)		
The Total Team Leader, Johannesburg, 0861 BIZTECH		The High Performance PA or Administrator: Essential Skills, Johannesburg, 0861 ASTROT (278 768)		
	Practical Project Management for PA's and Administrators, Johannesburg, 0861 BIZTECH	Effective Business Writing Skills, Johannesburg, (011) 678-2443		
Project Management, Durban, (011) 678-2443		The High Performance PA or Administrator: Essential Skills, Cape Town, 0861 ASTROT (278 768)		
	People Management & Leadership, Cape Town, (011) 704-0720/4		Junior Office Support, Cape Town, 086 111 VETTA (83882)	Professional Report Writing Skills, Pretoria, (011) 704-0720/4
Professional Business Writing Skills, Cape Town, (021) 683-4506	Time Management for Office Professionals, Johannesburg, (011) 431-1533	Chairing Disciplinary Hearings, Johannesburg, 086 111 VETTA (83882)	Emotional Intelligence, Cape Town, (011) 678-2443	
Conflict Management, Benoni, (011) 442-4334	Change Management for System Implementation: Skills for a Change Manager, Johannesburg, (011) 447-7077		Management for New Managers, Johannesburg, 0861 ASTROT (0861 278 768)	
Handling Meetings Effectively, Johannesburg, (016) 986-0267	Supervisory Skills, Pretoria, (011) 704-0720/4	Career Development Strategies for HR Professionals, Johannesburg, (021) 979-5172		
Situational Leadership, Benoni, (011) 442-4334	Time and Stress Management, Cape Town, (021) 685-7726	Telesales, Cape Town, 086 111 VETTA (83882)		Customer Service, Cape Town, 086 111 VETTA (83882)
	Change Management for System Implementation: Skills for a Change Manager, Johannesburg, (011) 447-7077	Telesales, Johannesburg, 086 111 VETTA (83882)		Customer Service, Johannesburg, 086 111 VETTA (83882)
	Supervisory Skills, Pretoria, (011) 704-0720/4	Stress and Anger Management, Johannesburg, 086 111 VETTA (83882)		Professional Sales Skills, Durban, (011) 787-6781
	Time & Stress Management, Cape Town, (021) 685-7726	The Manager, Port Elizabeth, 086 111 VETTA (83882)		
	Competency-Based Recruitment and Interviewing Skills, Johannesburg, (021) 979-5172	Excellence in Customer Service & Support, Johannesburg, (016) 986-0267		
	Negotiating with Unions, Kempton Park, (041) 776-1189	Finance for Non-Financial Managers, Johannesburg, (016) 986-0267		
	Project Management for Non-Project Managers, Cape Town, (016) 986-3888	Cross Border Venture Creation, Cape Town, (011) 652-0345/11		
Presentation Skills, Cape Town, (016) 986-3888		Line Leadership, Johannesburg, (016) 986-3888		

SEPTEMBER 2009 – WEEK 3 (continued)

<i>Monday (14/09)</i>	<i>Tuesday (15/09)</i>	<i>Wednesday (16/09)</i>	<i>Thursday (17/09)</i>	<i>Friday (18/09)</i>
	Competency-based Recruitment and Interviewing Skills with new module on Employing People with Disabilities, Johannesburg, (021) 979-5172		Operational Executor (HR competencies), Johannesburg, (011) 880-8540	
	Stock Control, Cape Town, 086 111 VETTA (83882)	Reception and E-mail Correspondence, Port Elizabeth, 086 111 VETTA (83882)	BEE for Human Resource Professionals, Cape Town, (011) 442-2433	
	Stock Control, Johannesburg, 086 111 VETTA (83882)	Preferential Procurement, Cape Town, (011) 442-2433	Draft PPPF Regulations Breakfast, Cape Town, (011) 726-3040	
	Stock Control, Port Elizabeth, 086 111 VETTA (83882)			
	Management Development, Johannesburg, (011) 887-8885			
	B-BBEE Champions Course, Cape Town, (011) 442-2433			
	The Art of Effective Telephone Skills, Johannesburg, (016) 986-0267	Destination Marketing, Cradle of Manking, Gauteng, (011) 880-8540		
	Business English, Johannesburg, (016) 986-0267			
	Submitting Winning Tenders, Johannesburg, (011) 454-5505	Professional Sales Skills, Johannesburg, (011) 787-6781		
	Job/Role Evaluation, Johannesburg, (011) 880-8540			
	Leadership and Self-deception, Johannesburg, (011) 880-8540			
	Organisational Design, Johannesburg, (011) 880-8540			
	Selling with Confidence, Port Elizabeth, 086 111 6121			
	Draft PPPF Regulations Breakfast, Durban, (011) 726-3040	Preferential Procurement, Cape Town, (011) 442-2433		
	B-BBEE Champions Course, Cape Town, (011) 442-2433			

SEPTEMBER 2009 – WEEK 4

<i>Monday (21/09)</i>	<i>Tuesday (22/09)</i>	<i>Wednesday (23/09)</i>	<i>Thursday (24/09)</i>	<i>Friday (25/09)</i>
Effective Sales, Johannesburg, (011) 678-2443	Effective Sales, Durban, (011) 678-2443	Ethics, Cape Town, (011) 678-2443		
Ethics, Durban, (011) 678-2443		Chairing & Managing Business Meetings, Johannesburg, (011) 704-0720/4		
Diversity Management, Cape Town, (011) 678-2443		Telephone Etiquette, Cape Town, (011) 678-2443		
Negotiating for Results, Johannesburg, (011) 704-0720/4		Assertiveness Skills, Durban, (011) 678-2443		
Telephone Excellence, Cape Town, (011) 704-0720/4				
EQ in Leadership, Pretoria, (011) 704-0720/4				
Communication & Presentation Skills, Cape Town, (011) 678-2443				

SEPTEMBER 2009 – WEEK 4 (continued)

<i>Monday (21/09)</i>	<i>Tuesday (22/09)</i>	<i>Wednesday (23/09)</i>	<i>Thursday (24/09)</i>	<i>Friday (25/09)</i>
Business Contracts & SLAs, Johannesburg, 0861 ASTROT (278 768)			PUBLIC HOLIDAY	
Telephonic Debt Collecting & E-mail Correspondence, Cape Town, 086 111 VETTA (83882)	Business Writing, Cape Town, 086 111 VETTA (83882)	Preferential Procurement, Johannesburg, (011) 726-3040		
Telephonic Debt Collecting & E-mail Correspondence, Johannesburg, 086 111 VETTA (83882)	Business Writing, Johannesburg, 086 111 VETTA (83882)	Complaint Handling and Conflict Management, Cape Town, 086 111 VETTA (83882)		
	The Art of Effective Telephone Skills, Cape Town, (016) 986-0267	Complaint Handling and Conflict Management, Johannesburg, 086 111 VETTA (83882)		
Office Effectiveness, Johannesburg, (016) 986-0267				
Masterminding the Perfect Business Function/Event, Johannesburg, 0861 BIZTECH				
The High Performance PA or Administrator: Essential Skills, Johannesburg, 0861 ASTROT (278 768)				
	Variable Pay and Incentive Scheme Design, Johannesburg, (011) 880-8540	Professional Sales Skills, Johannesburg, (011) 787-6781		
	Cross Border Venture Creation, Durban, (011) 652-0345/0311			
	Building Your BEE Scorecard and Verification Preparation, Durban, (011) 442-2433			
Advanced Leadership and Management Programme, Johannesburg, (011) 865-0523				

SEPTEMBER 2009 – WEEK 5

<i>Monday (28/09)</i>	<i>Tuesday (29/09)</i>	<i>Wednesday (30/09)</i>	<i>Thursday (01/10)</i>	<i>Friday (02/10)</i>
Implementing the Law of Attraction, Durban, (011) 678-2443	An Introductory Course on Development TOR's for an Evaluation, Cape Town, (012) 997-6059	Effective Use of the Telephone, Johannesburg, (011) 485-2150	More Hours in Your Day, Johannesburg, (011) 485-2150	Minute Taking for Meetings, Pretoria, (011) 704-0720/4
Recruitment & Selection, Durban, (011) 678-2443		An Introductory Course on Evaluating an Evaluation – Meta-Evaluation, Cape Town, (012) 997-6059		
Mastering Time & Self Management, Johannesburg, 0861 BIZTECH		Bridging the Gape: From Technical Person to Manager, Johannesburg, 0861 ASTROT (278 768)		
Finance for Non-Financial Managers, Johannesburg, (011) 678-2443		Mentoring & Coaching, Cape Town, (011) 678-2443		
Supervisory Management, Cape Town, (011) 678-2443		Internal Communication, Bryanston, (011) 880-8540		
Personal Assistant, Johannesburg, (011) 678-2443				
Principles of Professional Project Management, Cape Town, (021) 683-4506	Quality Customer Service, Cape Town, (011) 704-0720/4			
Brilliant Business Writing Skills, Johannesburg, (011) 704-0720/4		HR Survey 2009 Report Roadshow, Durban, (011) 880-8540		
Skills Development Facilitator, Johannesburg, (011) 771-7000				

SEPTEMBER 2009 – WEEK 5 (continued)

<i>Monday (28/09)</i>	<i>Tuesday (29/09)</i>	<i>Wednesday (30/09)</i>	<i>Thursday (01/10)</i>	<i>Friday (02/10)</i>
		Assessor Training, Cape Town, (021) 957-6823		
Project Management, Midrand, (011) 468-1320				
Leadership, Influence and Delegation Skills, Cape Town, 086 111 VETTA (83882)	Interpersonal Skills, Cape Town, 086 111 VETTA (83882)	Disaster Management and Recovery, Johannesburg, 0861 ASTROT (278 768)		
		Integrated Brand Strategy, Johannesburg, (011) 880-8540		
Leadership, Influence and Delegation Skills, Johannesburg, 086 111 VETTA (83882)	Interpersonal Skills, Johannesburg, 086 111 VETTA (83882)	HR Survey 2009 Report Roadshow, Port Elizabeth, (011) 880-8540		
		Remuneration Strategy and Salary Structuring, Johannesburg, (011) 726-3040		
	De Bono's Lateral Thinking Workshop, Johannesburg, (011) 865-0523			
	HR Survey 2009 Report Roadshow, Cape Town, (011) 880-8540			

OCTOBER 2009 – WEEK 1

<i>Monday (05/10)</i>	<i>Tuesday (06/10)</i>	<i>Wednesday (07/10)</i>	<i>Thursday (08/10)</i>	<i>Friday (09/10)</i>
Issues in Leadership, Cape Town, (021) 462-7902			Performance Management – Unlocking Productivity, Johannesburg, (011) 485-2150	
HIV/AIDS Peer Educator, Johannesburg, (011) 678-2443				
Supervisory Management, Durban, (011) 678-2443				
Management & Leadership Development, Johannesburg, (011) 678-2443			English Communication Skills, Cape Town, (011) 431-1533	
People Management & Leadership, Johannesburg, (011) 704-0720/4			Perfect Presentation Skills, Cape Town, (011) 704-0720/4	
Effective Business Writing Skills, Cape Town, (011) 678-2443			Telephone Excellence, Pretoria, (011) 704-0720/4	
Managing Your Time, Durban, (011) 442-4334	Understanding and Using Financial Statements, Cape Town, (021) 685-7726	Planning & Managing a Budget, Cape Town, (021) 685-7726	Quality & Customer Service, Cape Town, (011) 678-2443	
		Mastering Leadership & Management Skills, Johannesburg, 0861 ASTROT (278 768)		

OCTOBER 2009 – WEEK 1 (continued)

<i>Monday (05/10)</i>	<i>Tuesday (06/10)</i>	<i>Wednesday (07/10)</i>	<i>Thursday (08/10)</i>	<i>Friday (09/10)</i>
	People Management Skills for New Managers, Johannesburg, (011) 431-1533	The Nuts and Bolts of a Performance Management Program / Short Term Incentive Scheme aligned to Organisation Targets, Johannesburg, (011) 453-0080	The Nuts and Bolts of a Performance Management Program / Short Term Incentive Scheme aligned to Organisation Targets, Johannesburg, (011) 453-0080	
	Brilliant Business Writing Skills, Durban, (011) 704-0720/4			
	Project Management for Non-Project Managers, Pretoria, (011) 704-0720/4			
Selling with Confidence, Cape Town, 086 111 6121				
	HR Survey 2009 Report Roadshow, Johannesburg, (011) 880-8540			Mentoring & Coaching, Durban, (011) 678-2443
				Innovative On-Boarding (Induction & Orientation) Practices for Organisations, Cape Town, (021) 979-5172
				BEE for Human Resource Professionals, Johannesburg, (011) 442-2433
				Succeeding as a first time Supervisor, Johannesburg, (011) 485-2150
		Advanced Problem Solving, Johannesburg, 0861 ASTROT (278 768)		
		Conflict Management & Negotiation Skills, Johannesburg, (011) 678-2443		
		3 rd Annual BEE Conference, Johannesburg, (011) 726-3040		
	Situational Leadership, Durban, (011) 442-4334			
	Competency-based Recruitment and Interviewing Skills with new module on Employing People with Disabilities, Cape Town, (021) 979-5172			
		Preferential Procurement, Johannesburg, (011) 442-2433		
		B-BBEE Champions Course, Johannesburg, (011) 442-2433		
	Project Management Essentials, Johannesburg, (011) 726-3040			
		Management Conference 2009, Johannesburg, 083 651 1664		
		HR Survey 2009 Report Roadshow, Pretoria, (011) 880-8540		

OCTOBER 2009 – WEEK 2

<i>Monday (12/10)</i>	<i>Tuesday (13/10)</i>	<i>Wednesday (14/10)</i>	<i>Thursday (15/10)</i>	<i>Friday (16/10)</i>
Becoming the Best Customer Service Professional, Johannesburg, 0861 BIZTECH		The Psychology of Customer Service, Johannesburg, (011) 485-2150	The Professional Receptionist, Johannesburg, (011) 431-1533	Professional Minute Writing, Johannesburg, (016) 986-3888
Negotiating for Results, Cape Town, (011) 704-0720/4			Team Building, Cape Town, (011) 678-2443	
Performance Management, Durban, (011) 678-2443		Minute Taking for Meetings, Cape Town, (011) 704-0720/4		
Finance 101 for PA's and Administrators, Johannesburg, 0861 BIZTECH				Perfect Presentation Skills, Pretoria, (011) 704-0720/4
				Corporate Budgeting for Managers, Johannesburg, 0861 ASTROT (278 768)

OCTOBER 2009 – WEEK 2 (continued)

<i>Monday (12/10)</i>	<i>Tuesday (13/10)</i>	<i>Wednesday (14/10)</i>	<i>Thursday (15/10)</i>	<i>Friday (16/10)</i>
Project Management, Cape Town, (011) 678-2443			Talent Management & Succession Planning, Johannesburg, (021) 979-5172	
The Art & Science of Negotiation, Cape Town, (021) 462-7902				
	Manager's Mistakes, Johannesburg, (011) 485-2150	Conflict Management & Negotiation Skills, Cape Town, (011) 678-2443		
	Team Building, Johannesburg, (011) 678-2443	Effective Business Writing Skills, Johannesburg, (011) 678-2443		
		Bridging the Gap: From Technical Person to Successful Salesperson, Johannesburg, 0861 ASTROT (278 768)		
	Complete Guide to Meetings and Minute Taking, Johannesburg, (011) 431-1533	Project Management for Non-Project Managers, Durban, (011) 704-0720/4		
	Quality Customer Service, Johannesburg, (011) 704-0720/4	Dealing with Incapacity, Cape Town, (021) 685-7726		
	Diversity Management, Cape Town, (011) 678-2443			
Situational Leadership, Benoni, (011) 442-4334		Selling with Confidence, Johannesburg, 086 111 6121		
Project Management – Preparation for Success, Cape Town, (016) 986-3888				
Managing Customer Service, Benoni, (011) 442-4334		Competency-Based Recruitment and Selection, Johannesburg, (011) 726-3040		
Basic Principles of Accounting, Cape Town, (016) 986-3888				
	Innovative Retention Strategies for Generation X and Y, Johannesburg, (021) 979-5172	Job Design and Evaluation, Johannesburg, (011) 726-3040		
Corporate Budgeting for Managers, Johannesburg, 0861 ASTROT (278 768)				

OCTOBER 2009 – WEEK 3

<i>Monday (19/10)</i>	<i>Tuesday (20/10)</i>	<i>Wednesday (21/10)</i>	<i>Thursday (22/10)</i>	<i>Friday (23/10)</i>
Office Management, Johannesburg, (011) 678-2443		Conflict Management, Johannesburg, (011) 485-2150	Quality & Customer Service, Durban, (011) 678-2443	
Brilliant Business Writing Skills, Cape Town, (011) 704-0720/4		The Secret to Success, Pretoria, (011) 704-0720/4		
Performance Management, Cape Town, (011) 678-2443		Strategic Management, Johannesburg, 0861 ASTROT (278 768)		
Complete Guide to Meetings and Minute Taking, Cape Town, (011) 431-1533			EE Transformation Master Class Module 3, Johannesburg, (011) 726-3040	EE Transformation Master Class Module 4, Johannesburg, (011) 726-3040
Supervisory Management, Johannesburg, (011) 678-2443				
HIV/AIDS Peer Educator, Durban, (011) 678-2443				
Finance for Non-Financial Managers, Cape Town, (021) 462-7902				
Developmental Planning, Monitoring, Evaluation and Reporting: Enabling clarity, direction and support, Cape Town, (021) 462-3902				
EE Transformation Master Class Module 1, Johannesburg, (011) 726-3040	Sell – Don't Tell, Johannesburg, (011) 485-2150	Business Image & Corporate Etiquette, Pretoria, (011) 704-0720/4	Business Turnaround, Pretoria, 073 291 0450	
	Change Management for System Implementations: A Project Management Perspective, Johannesburg, (011) 447-7077	The Professional Receptionist, Cape Town, (011) 431-1533		
	Managing Time for Results, Johannesburg, (011) 704-0720/4	Management & Leadership Development, Cape Town, (011) 678-2443		
		Conflict Management & Negotiation Skills, Durban, (011) 678-2443		
		Finance for Non-Financial Staff, Johannesburg, (011) 442-4334		
	Introduction to Negotiation and Persuasion, Johannesburg, (011) 431-1533			

OCTOBER 2009 – WEEK 3 (continued)

<i>Monday (19/10)</i>	<i>Tuesday (20/10)</i>	<i>Wednesday (21/10)</i>	<i>Thursday (22/10)</i>	<i>Friday (23/10)</i>
	Working with Emotional Intelligence, Cape Town, (021) 685-7726			
	Finance for Non-Financial Managers, Cape Town, (016) 986-3888			
	Situational Selling, Durban, (011) 442-4334			
	Strategic Planning, Benoni, (011) 442-4334			
	EE Transformation Master Class Module 2, Johannesburg, (011) 726-3040			
Company Tax for Small to Medium Size Businesses, Cape Town, (016) 986-3888	How to Win at the CCMA, Johannesburg, (011) 726-3040			
Management Development, Johannesburg, (011) 887-8885				
Business Turnaround, Midrand, 073 291 0450				
Trouble-free Travel Planning for PA's, Johannesburg, (011) 582-3300				
	Practical PowerPoint for the Office Professional, Irene, (011) 454-5505			

OCTOBER 2009 – WEEK 4

<i>Monday (26/10)</i>	<i>Tuesday (27/10)</i>	<i>Wednesday (28/10)</i>	<i>Thursday (29/10)</i>	<i>Friday (30/10)</i>
Chairing & Managing Business Meetings, Pretoria, (011) 704-0720/4	EQ – Street Smarts, Johannesburg, (011) 485-2150	Stress Management, Johannesburg, (011) 678-2443	Stress Management, Cape Town, (011) 678-2443	Minute Taking for Meetings, Durban, (011) 704-0720/4
	Presenting with Confidence, Johannesburg, (011) 431-1533		Quality & Customer Service, Johannesburg, (011) 678-2443	
Great Organisational Skills: Organise Yourself to Success, Johannesburg, 0861 BIZTECH		An Introductory Course on Development TOR's for an Evaluation, Johannesburg, (012) 997-6059	Supervisory Skills, Cape Town, (011) 704-0720/4	
Practical Skills for Office Managers/Team Leaders, Johannesburg, 0861 BIZTECH			Professional Report Writing Skills, Johannesburg, (011) 704-0720/4	
			An Introductory Course on Evaluating an Evaluation – Meta Evaluation, Johannesburg, (012) 997-6059	
Mentoring & Coaching, Johannesburg, (011) 678-2443		Project Management, Johannesburg, (011) 678-2443		
Management & Leadership Development, Durban, (011) 678-2443			HIV/AIDS Workplace Management, Durban, (011) 678-2443	
Project Management, Cape Town, (021) 462-7902				
A Secretary's Guide to Meetings and Minute Taking, Irene, (011) 454-5505	Project Management for Non-Project Managers, Cape Town, (011) 704-0720/4		Finance for Non-Financial Managers, Cape Town, (016) 986-0267	
	Supervisory Skills, Johannesburg, (011) 704-0720/4		Succeeding as a First Time Supervisor, Durban, (011) 485-2150	
Business Turnaround, Cape Town, 073 291 0450	Communicate for Success, Johannesburg, (011) 485-2150			
Meeting Point Angola, Johannesburg, (011) 771-7235				
	The PA MBA, Johannesburg, 0861 BIZTECH			
	Mastering Broad-Based Black Economic Empowerment, Johannesburg, 0861 ASTROT (278 768)			
	Managing Your Time, Benoni, (011) 442-4334	De Bono's Lateral Thinking Workshop, Johannesburg, (011) 865-0523		
	HWSETA Conference & AGM, Strand, (011) 607-6900			

NOVEMBER 2009 – WEEK 1

<i>Monday (02/11)</i>	<i>Tuesday (03/11)</i>	<i>Wednesday (04/11)</i>	<i>Thursday (05/11)</i>	<i>Friday (06/11)</i>
Introduction to ISO 9001, Johannesburg, (021) 872-7322	The Art of Facilitating Groups, Cape Town, (021) 685-7726		Interviewing and Selecting for Results, Johannesburg, (011) 485-2150	Coaching and Mentoring in the Workplace, Johannesburg, (011) 485-2150
	Negotiating for Results, Pretoria, (011) 704-0720/4			
TV & Radio Interviewing Skills, Johannesburg, (011) 678-2443	Implementing and Maintaining ISO 9001, Cape Town, (021) 872-7322		Telephone Excellence, Johannesburg, (011) 704-0720/4	
	Integrating Strategy, Budgeting & Reporting 2, Cape Town, (021) 462-7902		Time Management, Johannesburg, (011) 678-2443	Recruitment & Selection, Johannesburg, (011) 678-2443
Time Management, Johannesburg, (011) 678-2443	More Hours in Your Day, Cape Town, (011) 485-2150	Introduction to ISO 9001, Cape Town, 082 454 5817		
		Telephone Etiquette, Durban, (011) 678-2443	EQ in Leadership, Johannesburg, (011) 704-0720/4	
Business Writing for Office Professionals, Cape Town, (011) 431-1533	Business Writing for Office Professionals, Johannesburg, (011) 431-1533		Sell – Don't Tell!, Cape Town, (011) 485-2150	
Perfect Presentation Skills, Durban, (011) 704-0720/4	Difficult Discussions: The Right Way, the Right Time, the Right Result, Johannesburg, 0861 ASTROT (278 768)			
Communication & Presentation Skills, Durban, (011) 678-2443				
Finance for Non-Financial Managers, Johannesburg, (011) 678-2443			Implementing and Maintaining ISO 9001, Johannesburg, 082 454 5817	
Situational Leadership, Benoni, (011) 442-4334		Supervisory Management, Johannesburg, (011) 678-2443		
Our World, Our Responsibility: Re-energising Civil Society, Cape Town, (021) 465-6981				
Conflict Management, Cape Town, (011) 485-2150		The Psychology of Customer Service, Cape Town, (011) 485-2150	Manager's Mistakes, Cape Town, (011) 485-2150	
		The Office Professional's Essential Toolkit, Cape Town, (011) 454-5505		

NOVEMBER 2009 – WEEK 2

<i>Monday (09/11)</i>	<i>Tuesday (10/11)</i>	<i>Wednesday (11/11)</i>	<i>Thursday (12/11)</i>	<i>Friday (13/11)</i>
Assertiveness Skills, Johannesburg, (011) 678-2443		An Introductory Course on Development TOR's for an Evaluation, Durban, (012) 997-6059	Stress Management, Johannesburg, (011) 485-2150	Effective Use of the Telephone, Johannesburg, (011) 485-2150
Telephone Etiquette, Johannesburg, (011) 678-2443			An Introductory Course on Evaluating and Evaluation – Meta-Evaluation, Durban, (012) 997-6059	
Communication & Presentation Skills, Cape Town, (011) 678-2443		Minute Taking for Meetings, Johannesburg, (011) 704-0720/4	Brilliant Business Writing Skills, Pretoria, (011) 704-0720/4	
			Emotional Intelligence, Durban, (011) 678-2443	
Professional Switchboard, Reception & Frontline Skills, Johannesburg, 0861 BIZTECH		Labour Relations & Effective Discipline, Johannesburg, (011) 678-2443		
The Secret to Success, Cape Town, (011) 704-0720/4		People Management for New Managers, Johannesburg, 0861 ASTROT (278 768)		
		Emotional Intelligence: The Key to Personal Excellence and Effective Leadership, Johannesburg, 0861 ASTROT (278 768)		

NOVEMBER 2009 – WEEK 2 (continued)

<i>Monday (09/11)</i>	<i>Tuesday (10/11)</i>	<i>Wednesday (11/11)</i>	<i>Thursday (12/11)</i>	<i>Friday (13/11)</i>
Internal Quality Auditing, Johannesburg, 082 454 5817	Project Management, Johannesburg, (011) 678-2443		HIV/AIDS Workplace Management, Johannesburg, (011) 678-2443	
Internal Quality Auditing, Cape Town, (021) 872-7322				
Personal Effectiveness – Emotional Intelligence, Cape Town, (021) 462-7902				
Advanced Facilitation: Facilitating emergence, Cape Town, (021) 462-3902				
	The Professional Office Administrator, Johannesburg, (011) 431-1533		Assertiveness and Confidence at Work, Cape Town, (011) 431-1533	
Managing Customer Service, Cape Town, (011) 442-4334		Crystal Report Development, Johannesburg, 0861 ASTROT (278 768)		
		Supervisory Management, Cape Town, (011) 678-2443		
Management 1, Johannesburg, (011) 442-4334				
Project Management, Midrand, (011) 468-1320				
		Key Administrative & Business Skills for Secretaries and PA's, Cape Town, (011) 454-5505		

NOVEMBER 2009 – WEEK 3

<i>Monday (16/11)</i>	<i>Tuesday (17/11)</i>	<i>Wednesday (18/11)</i>	<i>Thursday (19/11)</i>	<i>Friday (20/11)</i>
Implementing and Maintaining PRPs, Cape Town, (021) 872-7322		Introduction to ISO 22000, Cape Town, (021) 872-7322	The Psychology of Customer Service, Johannesburg, (011) 485-2150	Manager's Mistake, Johannesburg, (011) 485-2150
Secrets of Debt Collection Success, Johannesburg, 0861 BIZTECH		Managing Time for Results, Durban, (011) 704-0720/4	HACCP Team Training, Cape Town, (021) 872-7322	
The National Credit Act, Johannesburg, 0861 BIZTECH		Being Assertive!, Cape Town, (021) 685-7726	Business Image & Corporate Etiquette, Cape Town, (011) 704-0720/4	
Professional Report Writing Skills, Durban, (011) 704-0720/4		EQ in Leadership, Cape Town, (011) 704-0720/4		
Finance for Non-Financial Managers, Cape Town, (011) 678-2443			Perfect Presentation Skills, Johannesburg, (011) 704-0720/4	
People Management & Leadership, Pretoria, (011) 704-0720/4			HIV/AIDS Workplace Management, Cape Town, (011) 678-2443	
Advanced Project Management, Johannesburg, (011) 678-2443				
	Assertiveness and Confidence at Work, Johannesburg, (011) 431-1533			
	Management Change in Project Environments, Johannesburg, (011) 447-7077			
Presentations that Work, Benoni, (011) 442-4334		Effective Business Writing Skills, Johannesburg, (011) 678-2443		
		The Ultimate Sales Manager, Johannesburg, 0861 ASTROT (278 768)		
		Finance for Non-Financial Managers, Johannesburg, 0861 ASTROT (278 768)		
		Risk Management, Johannesburg, 0861 ASTROT (278 768)		

NOVEMBER 2009 – WEEK 4

<i>Monday (23/11)</i>	<i>Tuesday (24/11)</i>	<i>Wednesday (25/11)</i>	<i>Thursday (26/11)</i>	<i>Friday (27/11)</i>
A Practical Introduction to Project Management, Johannesburg, (011) 431-1533	Implementing and Maintaining BRC, Cape Town, (021) 872-7322	More Hours in Your Day, Johannesburg, (011) 485-2150	Time Management, Durban, (011) 678-2443	Customer Service, Johannesburg, (011) 678-2443
Professional Development for Secretaries and PA's, Johannesburg, (011) 431-1533		Chairing & Managing Business Meetings, Cape Town, (011) 704-0720/4	Communication & Presentation Skills, Johannesburg, (011) 678-2443	Professional Report Writing Skills, Cape Town, (011) 704-0720/4
Effective Business Writing Skills, Durban, (011) 678-2443		Project Management, Durban, (011) 678-2443		
	Sell – Don't Tell, Johannesburg, (011) 485-2150	Auditing Food Safety Systems, Cape Town, (021) 872-7322		
		Mastering the Art of Training, Johannesburg, 0861 ASTROT (278 768)		
		Corporate Governance – Complying with King, Johannesburg, 0861 ASTROT (278 768)		
	Project Management for Non-Project Managers, Johannesburg, (011) 704-0720/4			
	Quality Customer Service, Pretoria, (011) 704-0720/4			
Becoming the Best Team Secretary/Administrator, Johannesburg, 0861 BIZTECH	Build and Execute Your BEE Strategy with the Transcend BEE Masters Course, Johannesburg, (011) 442-2433			
Key Elements of Successful Newsletters, Johannesburg, 0861 BIZTECH				
	Strategic Planning, Benoni, (011) 442-4334			
Mastering Minutes and Meeting Protocol, Johannesburg, 0861 BIZTECH				
Becoming the Best Customer Service Professional, Johannesburg, 0861 BIZTECH				