

**SIYB
TRAINING BUZZ**

NOVEMBER 2009



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EDITORIAL ADDRESS

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DID YOU KNOW?

Opportunity for disabled entrepreneurs: The Shangri-La Community Development Project was approached to facilitate opportunities for persons with disabilities functioning and operating as business owners in the construction industry. If you know of persons who may be interested please encourage them to contact Amor Malan (Project Manager) at Shangri@netactive.co.za or amormalan@bamboorocksa.co.za.

New SIYB trainers: We extend a warm welcome to the new SIYB trainers who participated in an SIYB TOT seminar held in Johannesburg from 8 to 20 November 2009:



Front row (left to right): John Dikgale, Bharti Patel, Sonia Monganye, Ivy Masilela, Ouma Shikwambane, Zanemvula Dayimane

Back row (left to right): Solly Mkgata (CEO, SA Federation for Mental Health), James Mkalipi, Goitsewang Mmusi, Ronald Shaw, Abram Sewape, Selby Mkhize, Alpheus Mlombo, Marina Clarke (SIYB Master Trainer)

A true social enterprise: Congratulations must go to the Western Cape Branch of Epilepsy South Africa for winning a social enterprise business plan competition. The competition was launched to identify people with interesting and workable ideas to address social problems in their communities while ensuring business sustainability at the same time. It was open to existing and potential social businesses operating on the Cape Flats and as such the Branch opted to enter Care Craft Mitchells Plain Enterprise.

Care Craft Mitchells Plain is a social enterprise programme (protective workshop) of Epilepsy South Africa, Western Cape. The aim of the enterprise is to provide employment opportunities for people with epilepsy and other disabilities who cannot be accommodated in the open labour market by virtue of their low level of cognitive functioning. Currently 10 people are employed.

Care Craft Mitchells Plain was established in 1996 as community based income generation project. It has transformed into a social enterprise and during 2006 the Community Chest recognised its achievements and value and as such awarded a monthly grant for its sustainability. During 2008, the Department of Social Development further recognised the value of the enterprise and awarded the enterprise with a monthly subsidy. The purpose of the funding is to enable the enterprise to expand its capacity to employ additional workers.

Their core business is packaging and recycling. The key business partners are Environ Skin Care and Queenspark Clothing. The enterprise is managed by a skilled senior supervisor (a person with epilepsy) and is supported by Epilepsy South Africa in terms of strategic management, skills training, marketing, transport, finance management and other operational activities.

Audio version of the SIYB Programme: The SA National Council for the Blind (SANCB) has identified a need for the development of an audio version of the SIYB Programme to serve their target community. Discussions with Chris Budeli of the SANCB (himself and SIYB Trainer) led to a request being made to the ILO Head Office in Geneva for permission for this adaptation. The procedure requires the organisation to apply to the ILO Publications Department to ensure that the adaptation meets the set requirements.

Developments in the Gauteng Branch of Epilepsy SA: The Branch employs three SIYB Trainers. Selina Radebe is active in Thokoza/Phola Park (where people are being identified through TNA for participation in the SIYB Programme), Katlehong (where negotiations are underway with the Community Health Centre and municipal officials to secure a training venue) and the Natalspruit Hospital (where projects are being identified to match the skills levels of members of the support group). Hans Tjege works with the Kopano Disabled Movement in Kwa Thema (where group members are being encouraged to participate in the SIYB Programme and a training venue is being sourced through local government) and the Okwethu Disability Project (where five project members are currently attending an AgriSETA learnership in agriculture and hydroponics). A support group was also established at Mkhathini Clinic with a view to establish a small business. A skills audit is underway and four of the group members have attended the Nedbank Small Business Seminar. Kandas Kandawire works closely with the Chiawelo Clinic project in Soweto where two project members are currently engaged in small business activities/home industries (such as baking and Early Childhood Development). Four project members also attended the Nedbank Small Business Seminar held at the Pimville Community Centre.

A new CEO for the National Youth Development Agency (NYDA): Steven Ngubeni (32) has taken over from Malose Kekana as the new CEO at the NYDA. He was previously employed as municipal manager in the Victor Khanye Municipality in Mpumalanga. According to NYDA Chairman Andile Lungisa the new CEO will oversee the major activities (including the new agency's operations and planning for the integration of the Provincial Youth Commissions). The NYDA is responsible to create and promote coordination in youth development issues, as well as to facilitate the roll-out of youth economic participation. It is also tasked with formulating policy, research and development, providing youth advisory and information services and access to funding. The NYDA has outlined its key performance areas as unemployment, skills shortage, crime and HIV/AIDS as challenges face by South African youth. The new CEO promised a NYDA office in every municipality within the next three years. Mr Ngubeni holds a Bachelor of Technology degree from the University of Johannesburg, as well as an MA in Development Studies and an MSc degree in Property Economics and Valuation from the Nelson Mandela University in Port Elizabeth. He is currently completing his Master of Public Administration degree with the University of Stellenbosch.

SIYB TOT SEMINAR

Epilepsy South Africa is a founding member of Inclusion South Africa (ISA) along with the South African Federation for Mental Health (SAFMH), Down Syndrome South Africa (DSSA) and Autism South Africa (ASA). One of the aims of this body is the sharing of knowledge and expertise to the benefit of all member organisations. As such, Epilepsy SA and the SAFMH have been in discussion for some time to share skills in terms of entrepreneurial development, resulting in an agreement for the hosting of an SIYB TOT seminar.

The seminar was held from 8 to 20 November 2009 at the premises of the SAFMH in Randburg and attended by 12 participants representing various mental health organisations in South Africa.

The focus of the seminar was on the development of entrepreneurial trainers within the mental health field. As such, the seminar focused on the development of training and facilitation skills, methods to generate viable business ideas, business plan development and small business management skills. Given the difficulties experienced by people with intellectual and psychiatric disabilities to access business funding a module on creating linkages to finance was introduced.

As is standard practice during any SIYB TOT seminar, participants were expected to present a 40-minute training session on selected SIYB topics. This allowed participants to plan and execute a training session to evaluate and improve their facilitation skills.

Once again, the SIYB Game proved to be extremely popular as it offered participants the opportunity to run small businesses in a simulated environment.

Given the fact that many people with mental disabilities have limited academic qualifications and are often not literate or numerate, a decision was taken to include the Vuk'Uzenzele programme. This is an audio-visual programme in three parts used to skill potential and existing entrepreneurs in business management without the literacy and numeracy entry requirements of the SIYB Programme.

During the second week of the seminar, participants developed programme designs for implementation in their own areas of operation during the next 12 months, i.e. December 2009 to November 2010. This implementation in the field will serve as a basis for assessment with a view to obtaining accreditation as fully-fledged SIYB Trainers.

Epilepsy SA congratulates the SA Federation for Mental Health on this initiative and look forward to further interaction with other disability organisations in terms of entrepreneurial development.

BEGINNING YOUR EMPOWERMENT JOURNEY

At the onset Broad-Based BEE seems like a complete nightmare. The scorecard, the codes, the Act all seem complex and difficult to understand.

You need not be afraid, not only is BBBEE easy, but it is also very practical, very achievable and if done properly makes complete business sense.

Where to start?

Understand the true requirements of BBBEE - let's start by looking at what the underlying business intentions of BBBEE are:

- Increase the total number of black participants in the SA economy:
- Skills development
- Job creation
- True empowerment
- Entrepreneurship
- Social development
- Ownership and management

Broad-Based BEE and its seven elements (social development, enterprise development, preferential procurement, skills development, employment equity, management and finally ownership) are measured based on a scorecard where one earns points based on a target. The scorecard has 100 points available which can be earned in each of the 7 elements. The more points a company earns the better it is for their customers.

In summary, BBBEE is not a mandatory government requirement, but rather voluntary. Although it is voluntary it works by encouraging customers to buy from BEE compliant suppliers. Thus, a competitive advantage is created encouraging suppliers to compete based on normal business practices which now includes a BBBEE Scorecard.

The scorecard is broken into various sectors and company sizes:

- A very small business (EME - Exempt Micro Enterprise) generally with a turnover below R5million is exempt from preparing a BBBEE scorecard. In effect they are automatically allocated a good BEE score. A complete table is available on our [website](#).
- The small to medium sized business need to comply with a vastly simplified BEE scorecard. These business known as QSE's (Qualifying Small Enterprises) need only select 4 of the available 7 elements. This is a tremendous advantage for smaller businesses as they often earn between 50 and 85 points.
- The large to corporate businesses (Generic) will need to comply with all 7 elements. With the right help a business with no or little black ownership can still earn 75+ points which is excellent compared to the average score.

The next major step - preparing your scorecard

An EME does not need to worry about this step - if they have proof of turnover their job is done.

A QSE and Generic business have the same preparation steps. The significant difference between the two is the final report, not the underlying principles.

Most importantly to have success with the scorecard you need to earn points. This implies reaching the targets - not going for a verification (the last step). Since the scorecard is measured on the last financial year period, what happened last year cannot change. Quite simply, if you want a good scorecard prepare one now for next year.

The most effective way to prepare a scorecard and earn points is by doing the calculations yourself. This is the most cost effective solution to preparing a scorecard. However, a consultant is most useful to check the finer details or guide you throughout the year, but is unfortunately not able to collect the data off your own systems. A verification agency is also often asked to do this task. They are actually not allowed to assist you as it is a requirement of their accreditation that they must remain independent and impartial.

The final verification - EconoBEE does not do verifications, we educate and prepare our clients for this process. Importantly, before approaching a verification agency ensure that you have all the proof documentation available and that you have earned enough points. A verification is intended to give confidence to your scorecard, not give you the score you want. Pricing is also a big issue. Often agencies will charge based on company size, not work done. If you need a verification done, we know of the good ones who will give you fair pricing.

Finally, we have a complete 10-step guide to BEE, a 5 minute crash course for BBEE and a business guide to verification.

Source: EconoBEE newsletter, 15 September 2009

GREEN PAPER ON NATIONAL STRATEGIC PLANNING

This Green Paper was published in September 2009 under the signature of Trevor A Manuel, Minister in the Presidency: National Planning.

The paper sets out an institutional framework for planning and describes the outputs of planning. It proposes a National Planning Commission working under the guidance of the Minister in the Presidency for National Planning to produce a long-term plan for South Africa. A secretariat (based in the Presidency) will support the Commission's work and the Minister will lead interaction with broader civil society on the development of the plan.

The key outputs of planning include the development of a long-term vision and plan for South Africa – the Medium Term Strategic Framework (MTSF) produced every five years. The MTSF will provide the basis for the annual Programme of Action.

The country's high level aspiration will be broken down into focused strategies dealing with issues such as economic development, human resource development, building a developmental state, enhanced regional stability, etc. Government will be pursuing:

- economic growth whose benefits are equitably shared,
- decent jobs and sustainable livelihoods,
- accessible quality education and skills development,
- reduction of poverty and inequality,
- rural development,
- improved health care for all,
- community safety and
- social cohesion in a united nation.

The main outputs of Government planning include a long-term vision and plan, a five-year strategic framework, an annual Programme of Action, spatial perspectives and occasional research. They also include ongoing leadership in the management of major social dynamics and key drivers of social development.

While the State is responsible for providing services in an effective, efficient and cost-effective manner, social partners should fully appreciate their role and contribute, jointly and severally, to lifting growth and development.

The approach favoured by Government raised a number of questions, including:

- How do we reduce levels of poverty and inequality in a comprehensive and integrated manner?
- How do we create jobs for the millions of – mainly young – people, many of whom have a poor set of skills?
- How do we minimise the risks that the global economy poses for our development?
- How do we take full advantage of the opportunities it may present?
- How can we minimise the impact of government failure on our development path?

While the Green Paper addresses planning at a high national strategic level, operational planning and detailed infrastructure planning belongs in appropriate organisations (such as Epilepsy SA) at appropriate levels. Operational plans must take account of the broader national plan. Each department, sphere of government and state agency should thus have planning capacity. The outcomes of their planning would feed into the development of the national strategic plan which would define high level outcomes and impacts. Sector plans would take account of the national plan and define what role sectors would play in achieving the outcomes defined in the national plan.

Outcomes and processes

A National Planning Commission, headed by the Minister in the Presidency for National Planning will lead in the development of a long-term national strategic plan. A 15-year horizon is envisioned at present.

The long-term plan (**South Africa Vision 2025**) will spell out where South Africa wants to be as a society in 2025. A possible outline of the vision is suggested in the Green Paper:

- Preamble – a message from the President
- The purpose of a national vision
- The process that led to the vision
- Defining the challenge
- Our key goals
- Strategic thrusts
- Key national programmes and the entities responsible
- Monitoring process
- Review and communication

It is envisaged that the first national vision be presented to the nation within a year of this Green Paper being published.

South Africa Vision 2025

In broad terms, South Africa Vision 2025 could project a society in which:

- A democratic and legitimate state based on values of the Constitution works with all sectors of society to improve the human condition.
- People are united in their diversity – fully appreciating the common interest that binds them as a nation.
- Conditions have been created for the full participation of women in all critical areas of human endeavour.
- There are effective programmes to reduce poverty and inequality and protect the most vulnerable in society, including youth, children, people with disability and the elderly.
- The country's natural wealth and its human resources are harnessed to ensure a growing economy which benefits all, and which uses natural resources and modern technology in a beneficial and sustainable manner.
- The private sector is afforded an environment to invest and make competitive returns while promoting the common interests of the nation.
- The State is efficient in providing services and gives leadership to the programme of national development.

- Able-bodied citizens and all work-seekers have access to decent jobs, workers' rights are protected and social security measures are comprehensive enough to cover all citizens in need.
- Individuals and communities at work and at leisure are informed by a value system of mutual respect and human solidarity.
- The State and all sectors of society work with their counterparts in Africa and across the globe to build a better world.

The **MTSF** for 2009 – 2014 (Together Doing More and Better) has been adopted and published. This framework identifies priorities and a few key programmes for the current Government's term of office. It will be reviewed annually in the light of a changing environment and experience in implementation.

The current annual planning cycle, which will need to be improved, is as follows:

- The base five-year MTSF is adopted at the beginning of the mandate period. The annual update of the framework is adopted by Cabinet at the July Cabinet lekgotla. It is then circulate to government departments and provinces, by which time they would have finalised their initial budget submissions, which are forwarded to National Treasury during the same month of July.
- The Medium Term Budget Policy Statement is presented to Parliament in October.
- In December, the integration of detailed programmes for the following year begins, and these are adopted at the January Cabinet lekgotla and articulated in the President's State of the Nation Address in February. In other words, the detailed programme for the year contains items that are already budgeted for.

The **Programme of Action** is an annual statement of government's priorities for the year. It is informed by the MTSF, the deliberations of the January Cabinet lekgotla and the President's State of the Nation Address.

The **national spatial guidelines** are tools for brining about coordinated government action and alignment. They will be developed under the supervision of the Minister for National Planning, working with the National Planning Commission and in partnership with relevant departments, clusters and specialist agencies outside of government. Spatial planning instruments include spatial development perspectives and guidelines for infrastructure investment and social spending.

What the planning function will not do

- Micro-planning and sector planning
- Gate-keeping
- Budgeting

Systems and structures

- Leadership of society by a legitimate and democratic state, with a variety of capacities to lead national development.
- The central role of the Presidency, working with the rest of the Executive to lead national strategic planning.

- A National Planning Commission (led by the Minister in the Presidency for National Planning) made up of prominent individuals with expertise and intellectual capacity to draft a long-term vision, and to assist in mobilising society around the vision and in other tasks related to strategic planning.
- Streamlined planning structures and processes across national government, relevant state agencies and the provincial and local spheres.
- Partnership with research, academic and other institutions.

There are five key planning institutions. Two exist already, namely Cabinet and the President's Coordinating Council (an intergovernmental coordinating forum). Three new institutions are proposed:

- A National Planning Commission consisting of external commissioners;
- A Ministerial Committee on Planning to provide guidance and support to the planning function; and
- A secretariat to support the work of the Commission.

The planning ministry would also interact with broader societal stakeholders in the development and implementation of a national plan.

Source: Green Paper: National Strategic Planning, September 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

DECEMBER 2009 – WEEK 1

<i>Monday (30/11)</i>	<i>Tuesday (01/12)</i>	<i>Wednesday (02/12)</i>	<i>Thursday (03/12)</i>	<i>Friday (04/12)</i>
Managing Time for Results, Pretoria, (011) 704-0720/4	English Communication Skills, Johannesburg, (011) 431-1533	Team Building, Johannesburg, (011) 678-2443	The National Credit Act, Johannesburg, (011) 454-5505	
	Professional Report Writing Skills, Pretoria, (011) 704-0720/4			
English Communication Skills, Johannesburg, (011) 431-1533	Writing Effective Reports, Johannesburg, (011) 431-1533	Diversity Management Durban, (011) 678-2443		
Succeeding as a first time Supervisor, Durban, (011) 485-2150	Succeeding as a First Time Supervisor, Johannesburg, (011) 485-2150	Supervisory Skills, Pretoria, (011) 704-0720/4		
		Effective Business Writing Skills, Cape Town, (011) 678-2443		
	Selling Smarter, Pretoria, (012) 343-0771	Time Management for Office Professionals, Johannesburg, (011) 431-1533	Professional Minute Writing, Johannesburg, (016) 987-3031	
	Diversity Management, Johannesburg, (011) 678-2443			
Business Writing: The Unwritten Rules, Johannesburg, 0861 BIZTECH	Customer Service, Durban, (011) 678-2443	The Secret to Success, Johannesburg, (011) 704-0720/4		
The Complete PA: Step Up and Stand Out, Johannesburg, 0861 BIZTECH	Business Image & Corporate Etiquette, Johannesburg, (011) 704-0720/4	Key Skills for Effective Managers, Cape Town, (011) 454-5505	Powerful Conversations for New Leaders, Johannesburg, 082 923 0774	
The Total Team Leader, Johannesburg, 0861 BIZTECH		New Managers' Programme, Cape Town, (011) 865-0523		
Telephone Etiquette, Cape Town, (011) 678-2443	Positive Selling, Cape Town, 086 111 VETTA (83882)	Business Professionalism and Competency, Johannesburg, (011) 485-2150	Company Tax for Small to Medium Size Businesses, Johannesburg, (016) 987-3031	
Assertiveness Skills, Durban, (011) 678-2443	Positive Selling, Johannesburg, 086 111 VETTA (83882)	Assessor Training, Cape Town, (021) 957-6823		
	Positive Selling, Durban, 086 111 VETTA (83882)	The High Performance PA or Administrator: Essential Skills, Johannesburg, 0861 ASTROT (278 768)		
		Project Management, Cape Town, (011) 678-2443		
	Building Relationships for Success in Sales, Pretoria, (012) 343-0771	Supervisory Management, Johannesburg, (011) 678-2443		
		Project Management, Johannesburg, (011) 678-2443		
		Project Management for Non-Project Managers, Johannesburg, 0861 ASTROT (278 768)		
		The 3-day MBA, Johannesburg, 0861 ASTROT (278 768)		
Afrinead Symposium 2009, Cape Town, (028) 316-2525				
		Effective Speaking & Presentation Skills, Cape Town, (011) 796-0505		
	Key Elements of Risk Management, Johannesburg, (011) 865-0523	Finance for Non-Financial Managers, Johannesburg, (016) 987-3031		
	Remuneration Strategy and Salary Structuring, Johannesburg, (011) 726-3040		Prospecting and Cold Calling, Bloemfontein, (011) 461-6453	
		Project Management – Preparation for Success, Johannesburg, (016) 987-3031		
	Prospecting and Cold Calling, Port Elizabeth, (011) 461-6453	Work/Life Balance Programme for Managers, Johannesburg, (021) 979-5172		
		From Effective Management to Leadership, Johannesburg, (011) 678-2443		
		Finance for Non-Financial Managers, Johannesburg, (011) 678-2443		
		Supervisory Management, Durban, (011) 678-2443		
	Women in Management, Johannesburg, (011) 678-2443			

DECEMBER 2009 – WEEK 1 (continued)

<i>Monday (30/11)</i>	<i>Tuesday (01/12)</i>	<i>Wednesday (02/12)</i>	<i>Thursday (03/12)</i>	<i>Friday (04/12)</i>
		Motivating Employees Made Easy, Johannesburg, (011) 485-2150	The Manager, Cape Town, 086 111 VETTA (83882)	
			The Manager, Johannesburg, 086 111 VETTA (83882)	
			The Supervisor, Durban, 086 111 VETTA (83882)	
	Advanced Facilitation and Training Techniques, Johannesburg, (021) 979-5172			
		Project Management, Cape Town, 086 111 VETTA (83882)		
		Project Management, Johannesburg, 086 111 VETTA (83882)		
		Customer Service, Durban, 086 111 VETTA (83882)		
		Time Management for Office Professionals, Johannesburg, (011) 431-11533		
		Stimulate Economic Recovery with Technology-based Innovation, Cape Town, LeadersAngle@usb.ac.za		

DECEMBER 2009 – WEEK 2

<i>Monday (07/12)</i>	<i>Tuesday (08/12)</i>	<i>Wednesday (09/12)</i>	<i>Thursday (10/12)</i>	<i>Friday (11/12)</i>
Professional Development for Secretaries and PA's, Johannesburg, (011) 431-1533		The Professional Receptionist, Johannesburg, (011) 431-1533	Stress Management, Johannesburg, (011) 678-2443	Implementing the Law of Attraction, Johannesburg, (011) 678-2443
Diversity Management, Cape Town, (011) 678-2443		New Managers' Programme, Johannesburg, (011) 865-0523		
A Practical Introduction to Project Management, Johannesburg, (011) 431-1533		Conflict Management & Negotiation Skills, Cape Town, (011) 678-2443		
		Effective Business Writing Skills, Johannesburg, (011) 678-2443		
Strategic Planning & Change Management, Johannesburg, (011) 678-2443			Managing Time for Results, Cape Town, (011) 704-0720/4	Key Administrative & Business Skills for Secretaries and PA's, Cape Town, (011) 454-5505
People Management & Leadership, Cape Town, (011) 704-0720/4			Stress Management, Durban, (011) 678-2443	
Supervisory Management, Durban, (011) 678-2443				
Conflict Management & Negotiation Skills, Johannesburg, (011) 678-2443			Negotiating for Result, Johannesburg, (011) 704-0720/4	
Mastering Confidence, Influence and Assertiveness, Johannesburg, 0861 BIZTECH			Project Management, Midrand, (011) 468-1320	
Graphs, Statistics and Numerical Reporting, Johannesburg, 0861 BIZTECH			Bridging the Gape: From Technical Person to Manager, Johannesburg, 0861 ASTROT (278 768)	
			Business Contracts & SLAs, Johannesburg, 0861 ASTROT (278 768)	
Practical Project Management for PA's and Administrators, Johannesburg, 0861 BIZTECH		Change Management, Bellville, (021) 957-6823	Dealing with Difficult People, Johannesburg, (011) 454-5505	Messengers, Cape Town, 086 111 VETTA (83882)
King III, Cape Town, (011) 771-7000	Professional Office Management for the forward thinking Secretary, PA or Administrative Professional, Cape Town, (011) 454-5505		BEE for HR Professionals, Johannesburg, (011) 442-2433	Messengers, Johannesburg, 086 111 VETTA (83882)

DECEMBER 2009 – WEEK 2 (continued)

<i>Monday (07/12)</i>	<i>Tuesday (08/12)</i>	<i>Wednesday (09/12)</i>	<i>Thursday (10/12)</i>	<i>Friday (11/12)</i>
Recruitment Interviewing Skills, Cape Town, (011) 865-0523		Mastering Excel for the Office Professional, Pretoria, (011) 454-5505		Messengers, Durban, 086 111 VETTA (83882)
Fundraising, Sponsorship and Resource Mobilisation Programme, Johannesburg, (011) 326-3419		Preferential Procurement, Johannesburg, (011) 442-2433	Telephone Etiquette and Frontline Reception Skills, Johannesburg, (011) 454-5505	
Professional Frontline and Receptionist Certificate, Johannesburg, 0861 123 779	Professional Minute Writing, Cape Town, (016) 987-3031			
	BEE Champions, Johannesburg, (011) 442-2433			
Benchmarking, Durban, 086 111 VETTA (83882)	Company Tax for Small to Medium Size Businesses, Cape Town, (016) 987-3031		Finance for Non-Financial Managers, Cape Town, (016) 987-3031	
Human Resources Management Course, Johannesburg, (011) 678-2443				
Labour Relations and Effective Discipline, Johannesburg, (011) 678-2443			Tea Lady, Cape Town, 086 111 VETTA (83882)	
	Junior Office Support, Cape Town, 086 111 VETTA (83882)	Pro-Activeness and Time Management, Cape Town, 086 111 VETTA (83882)	Tea Lady, Johannesburg, 086 111 VETTA (83882)	
	Junior Office Support, Johannesburg, 086 111 VETTA (83882)	Pro-Activeness and Time Management, Johannesburg, 086 111 VETTA (83882)	Tea Lady, Durban, 086 111 VETTA (83882)	
	Pro-Activeness and Time Management, Durban, 086 111 VETTA (83882)	Time Management and Effective Meetings, Durban, 086 111 VETTA (83882)	Selling Skills, Johannesburg, (011) 787-6781	
		How to Maximise Team Performances, Pretoria, (012) 343-0771	Certificate Course in Office Management, Pretoria, 0861 123 779	
		Graphs, Statistics and Numerical Reporting, Johannesburg, 0861 BIZTECH		
		Selling Skills, Durban, (011) 787-6781		
	Strategic Management NQF5, Durban, 074 442 9948			
		Dynamite Sales Presentations, Pretoria, (012) 343-0771		

DECEMBER 2009 – WEEK 3

<i>Monday (14/12)</i>	<i>Tuesday (15/12)</i>	<i>Wednesday (16/12)</i>	<i>Thursday (17/12)</i>	<i>Friday (18/12)</i>
			Telephone Etiquette and Frontline Reception Skills, Durban, (011) 454-5505	

JANUARY 2010 – WEEK 2

<i>Monday (04/01)</i>	<i>Tuesday (05/01)</i>	<i>Wednesday (06/01)</i>	<i>Thursday (07/01)</i>	<i>Friday (08/01)</i>
		Team Building, Cape Town, (011) 678-2443		Team Building, Johannesburg, (011) 678-2443
		Women in Management, Durban, (011) 678-2443		

JANUARY 2010 – WEEK 3

<i>Monday (11/01)</i>	<i>Tuesday (12/01)</i>	<i>Wednesday (13/01)</i>	<i>Thursday (14/01)</i>	<i>Friday (15/01)</i>
Customer Service, Cape Town, (011) 678-2443		Meeting Management, Johannesburg, (011) 678-2443	Communication & Presentation Skills, Johannesburg, (011) 678-2443	
Performance Management, Johannesburg, (011) 678-2443				
Strategic Planning & Change Management, Cape Town, (011) 678-2443			Customer Service, Johannesburg, (011) 678-2443	
Time Management, Durban, (011) 678-2443			Performance Management, Johannesburg, (011) 485-2150	Meeting Management, Cape Town, (011) 678-2443
			Performance Management, Cape Town, (011) 678-2443	
			Recruitment & Selection, Durban, (011) 678-2443	
		Supervisory Management, Durban, (011) 678-2443		
		Women in Management, Cape Town, (011) 678-2443		
				Succeeding as a First-time Supervisor, Johannesburg, (011) 485-2150

JANUARY 2010 – WEEK 4

<i>Monday (18/01)</i>	<i>Tuesday (19/01)</i>	<i>Wednesday (20/01)</i>	<i>Thursday (21/01)</i>	<i>Friday (22/01)</i>
Advanced Leadership and Management Programme, Johannesburg, (011) 865-0523			Emotional Intelligence, Cape Town, (011) 865-0523	
	Job Profiling and Competency Design, Johannesburg, (021) 979-5172			Customer Service, Durban, (011) 678-2443
Communication & Presentation Skills, Cape Town, (011) 678-2443		Assertiveness, Cape Town, (011) 678-2443	Innovative Retention Strategies for Generation X and Y Knowledge Workforce, Johannesburg, (021) 979-5172	
Recruitment & Selection, Cape Town, (011) 678-2443		Assertiveness, Durban, (011) 678-2443		Assertiveness, Johannesburg, (011) 678-2443
		Effective Business Writing Skills, Cape Town, (011) 678-2443		
Finance for Non-Financial Managers, Durban, (011) 678-2443			Recruitment & Selection, Johannesburg, (011) 678-2443	
		HIV/AIDS Peer Educator, Johannesburg, (011) 678-2443		
		Labour Relations and Effective Discipline, Cape Town, (011) 678-2443		
		Project Management, Durban, (011) 678-2443		
Strategic Planning & Change Management, Johannesburg, (011) 678-2443				Time Management, Johannesburg, (011) 678-2443
Supervisory Management, Johannesburg, (011) 678-2443				

JANUARY 2010 – WEEK 4 (continued)

<i>Monday (18/01)</i>	<i>Tuesday (19/01)</i>	<i>Wednesday (20/01)</i>	<i>Thursday (21/01)</i>	<i>Friday (22/01)</i>
		Time Management, Cape Town, (011) 678-2443	Brilliant Business Writing Skills, Johannesburg, (011) 704-0720/4	Minute Taking for Meetings, Pretoria, (011) 704-0720/4
Women in Management, Johannesburg, (011) 678-2443				
People Management & Leadership, Johannesburg, (011) 704-0720/4			Telephone Excellence, Cape Town, (011) 704-0720/4	
		Managing Time for Results, Cape Town, (011) 704-0720/4		
			Emotionally Intelligent Leadership, Pretoria, (011) 704-0720/4	

JANUARY 2010 – WEEK 5

<i>Monday (25/01)</i>	<i>Tuesday (26/01)</i>	<i>Wednesday (27/01)</i>	<i>Thursday (28/01)</i>	<i>Friday (29/01)</i>
Finance for Non-Financial Managers, Johannesburg, (011) 726-3040		Business-wise Seminar, Cape Town, (011) 865-0523	Minute Taking & Meeting Procedure and Report Writing Skills, Cape Town, (011) 865-0523	
Communication & Presentation Skills, Durban, (011) 678-2443				
Advanced Leadership and Management Programme, Cape Town, (011) 865-0523			EE Transformation Master Class Module 3, Johannesburg, (011) 726-3040	EE Transformation Master Class Module 4, Johannesburg, (011) 726-3040
EE Transformation Master Class Module 1, Johannesburg, (011) 726-3040	EE Transformation Master Class Module 2, Johannesburg, (011) 726-3040	EE Transformation Master Class Module 2, Johannesburg, (011) 726-3040		Getting Things Done with Microsoft Outlook and Other Productivity Tools, Johannesburg, (011) 726-3040
Problem Solving, Cape Town, (011) 678-2443	Innovative On-Boarding (Induction & Orientation) Practices for Organisations, Johannesburg, (021) 979-5172			
Finance for Non-Financial Managers, Johannesburg, (011) 678-2443			Competency-Based Recruitment and Interviewing Skills with new module on Employing People with Disabilities, Johannesburg, (021) 979-5172	
HIV/AIDS Peer Educator, Cape Town, (011) 678-2443				
Project Management, Cape Town, (011) 678-2443				
		Chairing Disciplinary Hearings, Johannesburg, (011) 726-3040		
		Effective Business Writing Skills, Johannesburg, (011) 678-2443		
		Finance for Non-Financial Managers, Cape Town, (011) 678-2443		
		Labour Relations and Effective Discipline, Johannesburg, (011) 678-2443		
Supervisory Management, Cape Town, (011) 678-2443				Problem Solving, Johannesburg, (011) 678-2443
	Negotiating for Results, Pretoria, (011) 704-0720/4			
		Project Management, Johannesburg, (011) 678-2443		
		Labour Relations and Labour Law, Johannesburg, 0861 ASTROT (278 768)		
		Minute Taking for Meetings, Cape Town, (011) 704-0720/4	BEE Seminar: Development of BEE Strategies, Johannesburg, (011) 726-3040	
			Advanced Problem Solving, Johannesburg, 0861 ASTROT (278 768)	
	Telephone Excellence, Johannesburg, (011) 704-0720/4			Getting things done with Microsoft Outlook and other Productivity Tools, Johannesburg, (011) 726-3040
			Brilliant Business Writing Skills, Cape Town, (011) 704-0720/4	

JANUARY 2010 – WEEK 5

<i>Monday (25/01)</i>	<i>Tuesday (26/01)</i>	<i>Wednesday (27/01)</i>	<i>Thursday (28/01)</i>	<i>Friday (29/01)</i>
			Brilliant Business Writing Skills, Durban, (011) 704-0720/4	
			Supervisory Skills, Pretoria, (011) 704-0720/4	
			Competency-based Recruitment and Selection, Johannesburg, (011) 726-3040	

FEBRUARY 2010 – WEEK 1

<i>Monday (01/02)</i>	<i>Tuesday (02/02)</i>	<i>Wednesday (03/02)</i>	<i>Thursday (04/02)</i>	<i>Friday (05/02)</i>
	Corporate Governance (King III), Midrand, (011) 865-0523		Diversity Management, Johannesburg, (011) 678-2443	
			Diversity Management, Cape Town, (011) 678-2443	
Monitoring & Evaluation, Johannesburg, (011) 678-2443			Quality Customer Service, Pretoria, (011) 704-0720/4	
Personal Assistant, Johannesburg, (011) 678-2443				

FEBRUARY 2010 – WEEK 2

<i>Monday (08/02)</i>	<i>Tuesday (09/02)</i>	<i>Wednesday (10/02)</i>	<i>Thursday (11/02)</i>	<i>Friday (12/02)</i>
Corporate Governance (King III), Cape Town, (011) 865-0523		Managing Time, Cape Town, (021) 685-7726		Ethics, Cape Town, (011) 678-2443
Mentoring & Coaching, Durban, (011) 678-2443		Finance for Non-Financial Managers, Johannesburg, (011) 678-2443		
Labour Relations and Effective Discipline, Durban, (011) 678-2443			Mentoring & Coaching, Johannesburg, (011) 678-2443	
Leadership Development for Women, Johannesburg, (011) 678-2443			Perfect Presentation Skills, Johannesburg, (011) 704-0720/4	
		Management and Leadership Development, Durban, (011) 678-2443		
	Project Management for Non-Project Managers, Pretoria, (011) 704-0720/4			Stress Management, Johannesburg, (011) 678-2443
Professional Switchboard, Reception and Frontline Skills, Johannesburg, (011) 582-3300		Minute Taking for Meetings, Durban, (011) 704-0720/4	Perfect Presentation Skills, Durban, (011) 704-0720/4	

FEBRUARY 2010 – WEEK 3

<i>Monday (15/02)</i>	<i>Tuesday (16/02)</i>	<i>Wednesday (17/02)</i>	<i>Thursday (18/02)</i>	<i>Friday (19/02)</i>
Conflict Management & Negotiation Skills, Cape Town, (011) 678-2443				Diversity Seminar, Johannesburg, (021) 762-5742
Effective Sales, Durban, (011) 678-2443		Meeting & Minute Taking Skills, Cape Town, (021) 685-7726		
	Meeting Point China, Johannesburg, (011) 771-7000			
Emotional Intelligence & Personal Mastery, Cape Town, (011) 678-2443		Business Contracts & SLAs, Johannesburg, 0861 ASTROT (278 768)		
Negotiating for Results, Cape Town, (011) 704-0720/4		Events Management, Johannesburg, (011) 726-3040		
Emotionally Intelligent Leadership, Johannesburg, (011) 704-0720/4		Conflict Management & Negotiation Skills, Durban, (011) 678-2443		
Project Management, Pretoria, (011) 678-2443			Personal Assistant, Cape Town, (011) 678-2443	

FEBRUARY 2010 – WEEK 3 (continued)

<i>Monday (15/02)</i>	<i>Tuesday (16/02)</i>	<i>Wednesday (17/02)</i>	<i>Thursday (18/02)</i>	<i>Friday (19/02)</i>
		Project Management, Cape Town, (011) 678-2443		
Supervisory Management, Johannesburg, (011) 678-2443				
Television and Radio Interviewing Skills, Johannesburg, (011) 678-2443		Personal Mastery: Identifying your passion and purpose, Johannesburg, (011) 678-2443		
		People Management & Leadership, Cape Town, (011) 704-0720/4		
		Managing Time for Results, Pretoria, (011) 704-0720/4		

FEBRUARY 2010 – WEEK 4

<i>Monday (22/02)</i>	<i>Tuesday (23/02)</i>	<i>Wednesday (24/02)</i>	<i>Thursday (25/02)</i>	<i>Friday (26/02)</i>
	Enterprise Risk Management Africa 2010, Johannesburg, (011) 476-8264/0			
Conflict Management & Negotiation Skills, Johannesburg, (011) 678-2443		Effective Sales, Johannesburg, (011) 678-2443		
Effective Business Writing Skills, Johannesburg, (011) 678-2443		Effective Sales, Cape Town, (011) 678-2443		
Frontline Customer Service, Cape Town, (011) 678-2443		Effective Business Writing Skills, Cape Town, (011) 678-2443		
		Effective Business Writing Skills, Durban, (011) 678-2443		
Mentoring & Coaching, Cape Town, (011) 678-2443		Frontline Customer Service, Johannesburg, (011) 678-2443	Emotional Intelligence & Personal Mastery, Johannesburg, (011) 678-2443	
Perfect Presentation Skills, Cape Town, (011) 704-0720/4				
Monitoring & Evaluation, Cape Town, (011) 678-2443				Ethics, Johannesburg, (011) 678-2443
Monitoring & Evaluation, Durban, (011) 678-2443				
Office Management, Johannesburg, (011) 678-2443				Frontline Customer Service, Durban, (011) 678-2443
Office Management, Cape Town, (011) 678-2443				
Brilliant Business Writing Skills, Pretoria, (011) 704-0720/4		Management and Leadership Development, Johannesburg, (011) 678-2443		
Performance Management, Durban, (011) 485-2150		Management and Leadership Development, Cape Town, (011) 678-2443		
		Project Management, Johannesburg, (011) 678-2443		
		Supervisory Management Skills, Cape Town, (021) 685-7726		Emotional Intelligence & Personal Mastery, Cape Town, (011) 678-2443
		Succeeding as a First-time Supervisor, Durban, (011) 485-2150		
			Supervisory Skills, Johannesburg, (011) 704-0720/4	