



011 822 2112



info@careerskillset.co.za



www.careerskillset.co.za



@careerskillset

**WE ARE PASSIONATE ABOUT WHAT WE DO, LET US GET YOUR STAFF PASSIONATE TOO!**



### Why choose Career Skills Education & Training

Career Skills Education & Training has been providing intuitive courses and workshops for over 25 years. Our facilitators are passionate about their topics and are qualified together with their working experience are able to give real life scenarios, practical solutions and up to date information. We are accredited with Services Seta. Career Skills, a place where you can grow professionally.

### What Career Skills offers...

Each training programme ensures you get the most out of your investment. Our training materials are developed and regularly updated by experts in the field. They are designed to accelerate productivity and facilitate easily adaptable workplace techniques. There are constant changes in technologies and methodologies. New techniques are frequently being researched and materials updated, keeping our clients ahead of the competition. We invite you to browse through the brochure and explore the many options we offer. Find the perfect match for your training needs.

### In-Company Training.

A comprehensive pre-training consultation takes place to ensure the delegates receive training that is specifically suited to your business needs. Material is then customized and branded to your specifications. Training facilities can be at your Company or arranged at suitable venues. To qualify for a Certificate of Completion a Project will be required. Registered unit standards will require POE's to be completed that lead towards a qualification.

## HUMAN RESOURCES

Discipline in the Workplace	2 Days	Ethics	1 Day
Employment Equity	2 Days	Labour Relations	2 Days

## ESSENTIAL / SOFT SKILLS

Assertiveness	2 Days	Communication	1 Day
Customer Care	1 Day	Listening Skills	1 Day
Minute Taking	1 Day	Inter-personal Skills	2 Days
Reception Skills	1 Day	Administrative Management	3 Days
Team Communication	2 Days	Telephone Techniques	1 Day
Time Management	1 Day	Critical Thinking	2 Days
Written & Spoken Communication	2 Days		

## MANAGEMENT

Change Management	2 Days	Diversity for Dir/Man	1 Day
Emotional Intelligence	2 Days	Employment Equity	2 Days
Ethics	2 Days	Leadership	2 Days
Lifestyle Management	2 Days	Management Development	3 Days
Management Principles	2 Days	Management Strategies	5 Days
Performance Management	2 Days	Problem Solving	1 Day
Project Management	2 Days	Supervisory Leadership	2 Days
Report Writing	1 Day	Stress Management	2 Days
Conflict Management	2 Days	Skills Development Committee	1 Day

## CALL CENTRE

Customer Care	1 Day	Call Centre Selling	1 Day
Communication	1 Day	Listening Skills	1 Day

## FINANCE

Accounts Receivable Collections	1 Day	Accounts Reconciliations	2 Days
Credit Collections Policy	1 Day	Credit Control Development	2 Days
Finance for Non Financial Mngrs	2 Days	Legal Strategies for Credit Mngrs	2 Days
Managing Budgets	1 Day	Principles of a Financial Clerk	1 Day
National Credit Act and CPA	1 Day	POPI Act	1 Day

## SPECIALISED TRAINING

Shop Steward Training	3 Days	Warehouse and Stock Control	2 Days
-----------------------	--------	-----------------------------	--------

## LIFE SKILLS

Business Etiquette / Image Excellence	2 Days	Financial Aspects of Life Skills	2 Days
Diversity	1 Day	Work Life Balance	2 Days

## SALES

Customer Care	1 Day	Sales Training Intro	2 Days
Team Development	2 Days	Tele Sales	1 Day
Negotiation Skills	2 Days	Presentation Skills	2 Days
Selling on value	2 Days	Coaching and Mentoring	

## COMPUTER

Intro to PC	Outlook
Word	Excel
PowerPoint	

## EDUCATION

Career Skills currently offers the following full time and part time studies .

### CREDIT CONTROL STUDIES OVERVIEW

Credit Control Module 1—Level 4  
 Credit Control Module 2—Level 4  
 Business Accounting—Level 5  
 Credit Principles—Level 5  
 Credit Practices—Level 6  
 Credit Strategies—Level 7  
 Credit Management—Level 7

Total 257 Notional Hours =  
**Diploma in Credit Management**

Includes books, tuition and exam fees.  
 A once off registration fee payable.

### FURTHER EDUCATION AND TRAINING CERTIFICATE: GENERIC MANAGEMENT NQF 4 CREDITS 150

Management Skills - Level 4  
 Problem Solving Skills - Level 4  
 Time Management Skills - Level 4  
 Leadership Skills - Level 4  
 Communication Skills - Level 4  
 Customer Service Skills - Level 4  
 Performance Management Skills - Level 4  
 Business Writing Skills - Level 4  
 Financial Management Skills - Level 4

6 Months full-time/12 Months part-time  
**SSETA National Certificate in Generic Management**

Includes books, tuition and exam fee.  
 A once off registration fee is payable

