



Primeserv HR Solutions Products & Service Offering

Primeserv HR Solutions – Company Overview

Integrated HR Services for improved performance

People deliver results. As such, an integrated approach to the strategic alignment and management of your Human Resources is of critical importance to the delivery of your business objectives. It is with the delivery of this integrated service in mind, that the JSE-listed Primeserv Group Limited evolved its empowered company, Primeserv HR Services.

Taking an integrated approach to your business

Our unwavering focus on continuously innovating and improving our products and services as well as our commitment to delivering on all aspects of our clients' people, productivity and performance needs, has led to the development of our proprietary model, INTHRGRATE™, through which we ensure that we deliver HR solutions and services that are aligned to your business strategy and which are capable of reaching your targeted results.



Our INTHRGRATE™ approach starts with understanding your business strategy and structure, then aligns your HR strategy and selects the required services and solutions within the HR implementation process which will enable your people to deliver your business results.

Focusing on your business performance

By taking an integrated approach to your business, Primeserv HR Services is able to provide your business with a comprehensive, strategically aligned range of HR services and solutions which will empower your people to perform and deliver your business objectives. Even when providing you with a single product or modular offering, our approach means the solution or service offered is based on a broader understanding of your business needs.

Why partner with Primeserv HR Services?

A member of JSE-listed Primeserv Group Limited, Primeserv HR Services has a proven track record in both strategic HR consulting and services implementation. With a committed team of experienced, professional HR specialists, Primeserv HR Services is fully resourced to deliver leading edge Human Resources services and solutions to commerce, industry, parastatals and government organisations through the national infrastructure of its HR Solutions and Outsourcing divisions.

Through people, productivity and performance Primeserv HR Services liberates individual and organisational potential

We are passionate about:

- People and their ability to transform themselves, the team in which they operate and ultimately, your business;
- The impact that an aligned, correctly designed and implemented HR Strategy can have on your business performance;
- Designing HR solutions that meet and support your business objectives;
- Continuously innovating and improving our products and services;
- Demonstrating the link between people, productivity and performance;
- Showing integrity in everything we do and
- Actively managing your HR requirements through personalised relationships.

BEE Status

- Primeserv Corporate Solutions (Pty) Ltd – Level 1 contributor

Accreditation Status

Primeserv Corporate Solutions (Pty) Ltd (Reg No 1997/008827/07)

- Department of Education – 2011/FE07/064
- ETDP SETA - No. ETDPS1159
- Services SETA – No. 2194
- Wholesale & Retail Seta - Ref. 413
- Transport Education and Training Authority (TETA) – No. TETA 03-017
- Construction Education and Training Authority (CETA) – No. 5R5016
- Department of Labour – No. CI 259
- Department of Transport – Approval No. PRDP(D) 2008/6

National Footprint

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Primeserv HR Solutions: Product Offering

Business Practice

| Qualification | | | | NQF level | Credits |
|---|------------------|----------------------------------|-----------------|-----------|---------|
| 61755: General Education & Training Certificate: Business Practice NQF 1 (L/Reg: 23Q230071391211) | | | | 1 | 121 |
| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
| Financial Life Skills | SSETA Accredited | 243189: Manage personal finances | 2 | 1 | 8 |

Contact Centre

| Qualification | | | | NQF level | Credits |
|--|------------------|--|-----------------|-----------|---------|
| 71490 LP73269: National Certificate: Contact Centre Support NQF 2 (L/Reg: 23Q230089201282) | | | | 2 | 128 |
| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
| Contact Centre Skills (In-bound) | SSETA Accredited | 13872: Instil in myself a personal Contact Centre culture | 4 | 4 | 4 |
| | | 10350: Collect and record information queries and requests from customers | | 2 | 8 |
| | | 13873: Handle a range of customer complaints in Contact Centres | | 4 | 4 |
| | | 10358: Apply in-bound Contact Centre operations within a commercial environment | | 2 | 8 |
| Contact Centre Skills (Out-bound) | SSETA Accredited | 13872: Instil in myself a personal Contact Centre culture | 4 | 4 | 4 |
| | | 10350: Collect and record information queries and requests from customers | | 2 | 8 |
| | | 13873: Handle a range of customer complaints in Contact Centres | | 4 | 4 |
| | | 13883: Apply out-bound Contact Centre operations within a commercial environment | | 3 | 8 |

| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
|--|------------------|--|-----------------|-----------|---------|
| Contact Centre Skills (In & Out-bound) | SSETA Accredited | 13872: Instil in myself a personal Contact Centre culture | 5 | 4 | 4 |
| | | 10350: Collect and record information queries and requests from customers | | 2 | 8 |
| | | 13873: Handle a range of customer complaints in Contact Centres | | 4 | 4 |
| | | 10358: Apply in-bound Contact Centre operations within a commercial environment | | 2 | 8 |
| | | 13883: Apply out-bound Contact Centre operations within a commercial environment | | 3 | 8 |

| Business Administration | | | | | |
|---|------------------|---|-----------------|-----------|---------|
| Qualifications | | | | NQF level | Credits |
| 67465 LP23655: National Certificate: Business Administration Services NQF 3 L/Reg: 23Q230026461303) | | | | 3 | 120 |
| 61595 LP35928: FETC: Business Administration Services NQF 4 L/Reg: 23Q230032541404) | | | | 4 | 140 |
| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
| Minute Taking | SSETA Accredited | 13934: Plan and prepare meeting communication | 1 | 3 | 4 |
| Dealing with Conflict | SSETA Accredited | 9533: Use communication skills to handle and resolve conflict in the workplace | 2 | 3 | 3 |
| Frontline/Reception Skills | SSETA Accredited | 13928: Monitor and control reception area | 2 | 3 | 4 |
| | | 13930: Monitor and control the receiving and satisfaction of visitors | | 3 | 4 |
| | | 7177: Attend to customer enquiries face-to-face and on the telephone in a banking environment | | 3 | 4 |

| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
|---|-----------------------|---|-----------------|-----------|---------|
| Office Administration & Organisational Skills | SSETA Accredited | 7785: Function in a business environment | 3 | 3 | 4 |
| | | 13931: Monitor and control the maintenance of office equipment | | 3 | 4 |
| | | 13937: Monitor and control office supplies | | 3 | 2 |
| | | 7796: Maintain a secure working environment | | 3 | 1 |
| | | 13929: Co-ordinate meetings, minor events and travel arrangements | | 3 | 3 |
| | | 13934: Plan and prepare meeting communications | | 3 | 4 |
| Office Admin Skills | SSETA Accredited | 7785: Function in a business environment | 2 | 3 | 4 |
| | | 13931: Monitor and control the maintenance of office equipment | | 3 | 4 |
| | | 13937: Monitor and control office supplies | | 3 | 2 |
| | | 7796: Maintain a secure working environment | | 3 | 1 |
| Office Organisational Skills | SSETA Accredited | 13929: Co-ordinate meetings, minor events and travel arrangements | 2 | 3 | 3 |
| | | 13934: Plan and prepare meeting communications | | 3 | 4 |
| Introduction to Computers | Unaccredited Training | n.a. | 1 | 3 | n.a. |
| MS Word (Level 1) | Unaccredited Training | n.a. | 1 | 3 | n.a. |
| Excel (Level 1) | Unaccredited Training | n.a. | 1 | 3 | n.a. |
| Report Writing | SSETA Accredited | 110023: Present information in report format | 1 | 4 | 6 |

| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
|---------------------------|------------------|--|-----------------|-----------|---------|
| Executive Assistant | SSETA Accredited | 110021: Achieve personal effectiveness in business environment | 2 | 4 | 6 |
| | | 110003: Develop administrative procedures in a selected organisation | | 4 | 8 |
| | | 110009: Manage administrative records | | 4 | 4 |
| Telephone Skills | SSETA Accredited | 7790: Process Incoming and outgoing telephone calls | 1 | 3 | 3 |

| Marketing Management | | | | | |
|---|------------------|--|-----------------|-----------|---------|
| Qualifications | | | | NQF level | Credits |
| 67464 LP59276: FETC: Marketing NQF 4 (L/Reg: 23Q230081451394) | | | | 4 | 139 |
| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
| Customer Care | SSETA Accredited | 252218: Liaise with a range of customers of a business | 2 | 4 | 4 |
| | | 252210: Handle a range of customer complaints | | 4 | 4 |

| Project Management | | | | | |
|--|------------------|---|-----------------|-----------|---------|
| Qualifications | | | | NQF level | Credits |
| 50080: FETC: Project Management NQF 4 (L/Reg: 23Q230068281364) | | | | 4 | 136 |
| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
| Project Management Fundamentals | SSETA Accredited | 120372: Explain fundamental of project management | 3 | 4 | 5 |
| | | 120379: Work as project team member | | 4 | 8 |
| | | 120376: Conduct project documentation management to support project processes | | 4 | 6 |

| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
|---------------------------------|------------------|--|-----------------|-----------|---------|
| Project Management Fundamentals | SSETA Accredited | 120382: Plan, organise and support project meetings and workshops | 3 | 4 | 4 |
| | | 120381: Implement project administration processes according to requirements | | 4 | 5 |
| Project Management Intermediate | SSETA Accredited | 120373: Contribute to project initiation, scope definition and scope change control | 5 | 4 | 9 |
| | | 120384: Develop a simple schedule to facilitate effective project execution | | 4 | 8 |
| | | 120387: Monitor, evaluate and communicate simple project schedules | | 4 | 4 |
| | | 120383: Providing assistance in implementing and assuring project to work meets quality requirements | | 3 | 6 |
| | | 120385: Apply a range of project management tools and techniques | | 4 | 7 |
| | | 120372: Explain fundamental of project management | | 4 | 5 |
| Project Management Advanced | SSETA Accredited | 120385: Apply a range of project management tools and techniques | 5 | 4 | 7 |
| | | 120388: Supervise a project team of a small project to delivery project objectives | | 5 | 14 |
| | | 120375: Participate in the estimation and preparation of cost budget for a project or sub project and monitor and control actual cost against budget | | 4 | 6 |
| | | 120374: Contribute to the management of project risk within own field of experience | | 4 | 5 |

| Generic Management | | |
|--|-----------|---------|
| Qualifications | NQF level | Credits |
| 57712 LP58344: FETC: Generic Management NQF 4 (L/Reg: 23Q230075281504) | 4 | 150 |
| 59201 LP60269: National Certificate: Generic Management NQF 5 (L/Reg: 23Q230073291625) | 5 | 162 |

| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
|--|------------------|--|-----------------|-----------|---------|
| Business Writing Skills | SSETA Accredited | 12153: Use the writing process to compose texts required in the business environment | 2 | 4 | 5 |
| | | 119459: Write/present/sign for a wide range of contexts | | 4 | 5 |
| | | 119457: Interpret and use information from texts | | 3 | 5 |
| Communication: Interpersonal Communication Excellence | SSETA Accredited | 119472: Accommodate audience and context needs in oral communication | 3 | 3 | 5 |
| | | 119462: Engage in sustained oral/signed communication and evaluate spoken/signed texts | | 4 | 5 |
| Financial Management for First Line Managers | SSETA Accredited | 242810: Manage expenditure against a budget | 2 | 4 | 6 |
| Leadership for First Line Managers | SSETA Accredited | 242824: Apply leadership concepts in work context | 3 | 4 | 12 |
| | | 242819: Motivate and Build a Team | | 4 | 10 |
| Management Development for First Line Managers (Successful Supervision - Abridged) | SSETA Accredited | 242818: Describe the relationship of junior management to other roles | 3 | 4 | 5 |
| | | 242821: Identify responsibilities of a team leader in ensuring that organisation standards are met | | 4 | 6 |
| | | 242814: Identify and explain the core and support functions of an organisation | | 3 | 6 |
| | | 242822: Employ a systematic approach to achieving objectives | | 4 | 10 |
| | | 242817: Solve problems, make decisions and implement solutions | | 4 | 8 |
| Management Development for First Line Managers (Successful Supervision) | SSETA Accredited | 242824: Apply leadership concepts in work context | 5 | 4 | 12 |
| | | 242819: Motivate and Build a Team | | 4 | 10 |
| | | 242818: Describe the relationship of junior management to other roles | | 4 | 5 |
| | | 242821: Identify responsibilities of a team leader in ensuring that organisation standards are met | | 4 | 6 |
| | | 242822: Employ a systematic approach to achieving objectives | | 4 | 10 |

| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
|--|-----------------------|--|-----------------|-----------|---------|
| Meetings: Effective Meetings | SSETA Accredited | 242816: Conduct a structured meeting | 1 | 4 | 5 |
| Performance Management for First Line Managers | SSETA Accredited | 11473: Manage individual and team performance | 2 | 4 | 8 |
| Time Management | SSETA Accredited | 242811: Prioritise time and work for self and team | 1 | 4 | 5 |
| Presentation Skills | Unaccredited Training | n.a. | 2 | 4 | n.a. |
| Assertiveness Training | Unaccredited Training | n.a. | 2 | 4 | n.a. |
| Mentoring Skills | Unaccredited Training | n.a. | 2 | 4 | n.a. |
| Change Management | SSETA Accredited | 252021: Formulate recommendations for a change process | 2 | 5 | 8 |
| Coaching Skills | SSETA Accredited | 252035: Select and coach first line managers | 2 | 5 | 8 |
| Conflict Management | SSETA Accredited | 114226: Interpret and manage conflicts within the workplace | 2 | 5 | 8 |
| Diversity Management | SSETA Accredited | 252043: Manage a diverse work force to add value | 2 | 5 | 6 |
| Emotional Intelligence (EQ) | SSETA Accredited | 252031: Apply the principles and concepts of emotional intelligence to the management of self and others | 2 | 5 | 4 |
| Financial Management for Middle Managers | SSETA Accredited | 252040: Manage the finances of a unit | 2 | 5 | 8 |
| HR Management for Middle Managers | SSETA Accredited | 252029: Lead people development and talent management | 5 | 5 | 8 |
| | | 12140: Recruit and select candidates to fill defined positions | | 5 | 9 |
| | | 252034: Monitor and evaluate team members against performance standards | | 5 | 8 |
| Leadership for Middle Managers | SSETA Accredited | 120300: Analyse leadership and related theories in a work context | 2 | 5 | 8 |
| | | 252037: Build teams to achieve goals and objectives | | 5 | 6 |

| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
|---|-----------------------|---|-----------------|-----------|---------|
| Management Development for Middle Management (IMDP) | SSETA Accredited | 252032: Develop, implement and evaluate an operational plan | 5 | 5 | 8 |
| | | 252034: Monitor and evaluate team members against performance standard | | 5 | 8 |
| | | 120300: Analyse leadership and related theories in a work context | | 5 | 8 |
| | | 252037: Build teams to achieve goals and objectives | | 5 | 6 |
| | | 252026: Apply a system approach to decision making | | 5 | 6 |
| Negotiation Skills | SSETA Accredited | 117853: Conduct negotiations to deal with conflict situations | 2 | 5 | 8 |
| Performance Management for Middle Management | SSETA Accredited | 252034: Monitor and evaluate team members against performance standards | 2 | 5 | 8 |
| Recruitment & Selection Skills | SSETA Accredited | 12140: Recruit and select candidates to fill defined positions | 2 | 5 | 9 |
| Competency Based Interviewing Skills | Unaccredited Training | n.a. | 2 | 5 | n.a. |

| Wholesale and Retail | | |
|--|-----------|---------|
| Qualification | NQF level | Credits |
| 58206: National Certificate: Wholesale and Retail Operations: Chain Store Operations NQF 2 (L/Reg: 27Q270014551202) | 2 | 120 |
| 63409: National Certificate: Wholesale and Retail Operations: Stock Control Retail Outlet NQF 3 (L/Reg: 27Q270017221203) | 3 | 120 |
| 57712 LP63333: FETC: Wholesale and Retail Generic Management NQF 4 (L/Reg: 27Q270028321504) | 4 | 150 |
| 59201 LP63334: National Certificate: Wholesale and Retail Management NQF 5 (L/Reg: 27Q270029281625) | 5 | 162 |

| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
|----------------------------------|-------------------|--|-----------------|-----------|---------|
| Checkout Operator (Cashier) | WRSETA Accredited | 114903: Interact with Customers | 3 | 2 | 8 |
| | | 114889: Record transactions | | 2 | 8 |
| | | 114894: Process payment at a point of sales | | 2 | 10 |
| Shelf Packer/ Store Assistant | WRSETA Accredited | 114903: Interact with customers | 3 | 2 | 8 |
| | | 114906: Mark merchandise and maintain displays | | 2 | 10 |
| | | 114891: Count stock for stock-take | | 2 | 5 |
| Shelf Filler FCMG Merchandiser D | WRSETA Accredited | 114895: Define the core concepts of the Wholesale and Retail environment | 3 | 2 | 10 |
| | | 114912: Maintain a safe and secure Wholesale and Retail environment | | 2 | 10 |
| Shelf Filler (Stocktake/Temp) | WRSETA Accredited | 114891: Count stock for a stock-take | 1 | 2 | 5 |
| Store Person-Induction | WRSETA Accredited | 114895: Define the core concepts of the Wholesale and Retail environment | 3 | 2 | 10 |
| | | 117887: Complete basic business calculations | | 2 | 5 |
| | | 114912: Maintain a safe and secure Wholesale and Retail environment | | 2 | 10 |
| Store Person (Stockroom person) | WRSETA Accredited | 243672: Maintain the stockroom | 2 | 2 | 8 |
| | | 114891: Count stock for a stock-take | | 2 | 5 |
| Dispatch & Receiving Clerk | WRSETA Accredited | 114896: Receive stock | 3 | 3 | 12 |
| | | 114892: Dispatch stock | | 3 | 10 |
| Receiving Clerk | WRSETA Accredited | 114896: Receive stock | 2 | 3 | 12 |

| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
|--|-------------------|---|-----------------|-----------|---------|
| Dispatch Clerk | WRSETA Accredited | 114892: Dispatch stock | 2 | 3 | 10 |
| Retail Supervisor - Sales/Service/Housekeeping | WRSETA Accredited | 118028: Supervise customer service standards | 3 | 4 | 8 |
| | | 118029: Supervise housekeeping and hygiene in a store | | 4 | 6 |
| | | 118037: Supervise sales performance | | 4 | 8 |
| Retail Manager (General - Expenditure Management) | WRSETA Accredited | 242810: Manage expenditure against a budget | 2 | 4 | 6 |
| | | 117156: Interpret basic financial statement | | 4 | 4 |
| Retail Manager (General Team Management) | WRSETA Accredited | 12433: Use communication techniques effectively | 3 | 5 | 8 |
| | | 252037: Build teams to achieve goals and objectives | | 5 | 6 |
| | | 252034: Monitor and evaluate team members against performance standards | | 5 | 8 |
| Retail Manager (General - Staff Recruitment & Development) | WRSETA Accredited | 10980: Induct a new employee | 3 | 4 | 6 |
| | | 255496: Manage a training intervention | | 5 | 8 |
| | | 12140: Recruit and select candidates to fill a defined position | | 5 | 9 |
| Retail Manager (General - Team Building/Motivation) | WRSETA Accredited | 12433: Use communication techniques effectively | 3 | 5 | 8 |
| | | 252037: Build teams to achieve goals and objectives | | 5 | 6 |
| | | 242819: Motivate and build a team | | 4 | 10 |
| Retail Manager (General - Team Performance) | WRSETA Accredited | 242811: Prioritise time and work for self and one's team | 2 | 4 | 5 |
| | | 252034: Monitor and evaluate team members against performance standards | | 5 | 8 |

| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
|---|-------------------|--|-----------------|-----------|---------|
| Retail Manager (General - Induction & Training) | WRSETA Accredited | 10980: Induct a new employee | 2 | 4 | 6 |
| | | 255496: Manage a training intervention | | 5 | 8 |

| OD-ETDP | | | | | |
|--|----------------------|--|-----------------|-----------|---------|
| Qualifications | | | | NQF level | Credits |
| 50334: National Certificate: Occupationally Directed Education Training and Development Practices NQF 5 (L/Reg: 07Q070028241205) | | | | 5 | 120 |
| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
| Assessor Training | ETDP SETA Accredited | 115753: Conducting outcomes-based assessments | 3 | 5 | 15 |
| Designing Assessment Instruments | ETDP SETA Accredited | 115755: Design and develop outcomes-based assessments | 3 | 6 | 10 |
| Design Outcomes-based Learning Materials | ETDP SETA Accredited | 123401: Design outcomes-based learning programmes | 3 | 6 | 15 |
| Facilitating Training (TTT) | ETDP SETA Accredited | 117871: Facilitate learning using a variety of given methodologies | 3 | 5 | 10 |
| Moderator Training | ETDP SETA Accredited | 115759: Conduct moderation of outcomes-based assessments | 2 | 6 | 10 |
| Skills Development Facilitator | ETDP SETA Accredited | 252041: Promote a learning culture in an organisation | 4 | 5 | 5 |
| | | 15221: Provide information & advice regarding skills development & related issues | | 5 | 4 |
| | | 15218: Conduct an analysis to determine outcomes of learning for skills development & other purposes | | 6 | 4 |
| | | 15217: Develop an organisational training & development plan | | 5 | 6 |
| | | 15232: Coordinate planned skills development interventions in an organisation | | 5 | 6 |
| | | 15227: Conduct skills development administration in an organisation | | 4 | 4 |

| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
|---------------------------------------|-----------------------|-----------------|-----------------|-----------|---------|
| Skills Development Committee Workshop | Unaccredited Training | n.a. | 2 | 5 | n.a. |
| Employment Equity Committee Workshop | Unaccredited Training | n.a. | 2 | 5 | n.a. |

| Health & Safety Training | | | | | |
|--|-----------------------|------------------------------------|-----------------|-----------|---------|
| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
| Accident/Incident Investigation | Unaccredited Training | n.a. | 1 | | n.a. |
| Carbon Monoxide (CO) | Unaccredited Training | n.a. | 1 | | n.a. |
| Compensation for Occupational Injuries and Diseases | Unaccredited Training | n.a. | 1 | | n.a. |
| Conduct workplace occupational health and safety (OHS) inspections | Unaccredited Training | n.a. | 1 | | n.a. |
| Control Workplace Hazardous Substances | Unaccredited Training | n.a. | 2 | | n.a. |
| Evacuation Procedure | Unaccredited Training | n.a. | 1 | | n.a. |
| Fire Fighting Level 1 | Unaccredited Training | n.a. | 1 | | n.a. |
| Fire Fighting Level 2 | TETA Accredited | 12484: Perform basic fire fighting | 2 | 2 | 4 |
| First Aid Level 1 | Unaccredited Training | n.a. | 2 | | n.a. |
| First Aid Level 2 | Unaccredited Training | n.a. | 3 | | n.a. |
| First Aid Level 3 | Unaccredited Training | n.a. | 5 | | n.a. |
| Health & Safety Workshops | Unaccredited Training | n.a. | 1 | | n.a. |

| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
|---|-----------------------|---|-----------------|-----------|---------|
| HIV/Aids in the Workplace | SSETA Accredited | Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace | 2 | 3 | 4 |
| HIV/AIDS Workshop | Unaccredited Training | n.a. | 1 | | n.a. |
| Occupational Health Safety & General Housekeeping | TETA Accredited | 8016: Maintaining occupational health, safety and general housekeeping | 2 | 3 | 8 |
| OHSACT for Managers | Unaccredited Training | n.a. | 2 | | n.a. |
| Risk Analysis & Assessment | Unaccredited Training | n.a. | 2 | | n.a. |
| Safety Representative | Unaccredited Training | n.a. | 2 | | n.a. |
| Working at Heights | Unaccredited Training | n.a. | 2 | | n.a. |
| Apply Health & Safety to a Work Area | Unaccredited Training | n.a. | 1 | 2 | 3 |
| Health & Safety Compliance | Unaccredited Training | n.a. | 1 | 2 | 4 |

| Construction Training | | | | | |
|---|-----------------------------|-----------------|-----------------|-----------|---------|
| Qualifications | | | | NQF level | Credits |
| 24273: National Certificate: Community House Building NQF 2 (L/Reg: 05Q0500622513122) | | | | 2 | 161 |
| 65409: National Certificate: Building & Civil Construction NQF 3 (L/Reg: 05Q050114251403) | | | | 3 | 140 |
| 58782: FETC: Plumbing NQF 4 (L/Reg: 05Q050101351604) | | | | 4 | 160 |
| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
| Handyman | Unaccredited Training | n.a. | 15 | 3 | n.a. |
| ARTISAN TRAINING Phase 1, & 2: Carpentry, Plasterer & Tiler | Pre - NQF (CETA Accredited) | n.a. | 45 | 3 | n.a. |

| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
|---|-----------------------------|-----------------|-----------------|-----------|---------|
| ARTISAN TRAINING Phase 3: Carpentry, Plasterer & Tiler | Pre - NQF (CETA Accredited) | n.a. | 30 | 3 | n.a |
| ARTISAN TRAINING Phase 1, & 2: Masonry, Painting & Plumbing | Pre - NQF (Unaccredited) | n.a. | 45 | 3 | n.a |
| ARTISAN TRAINING Phase 3: Masonry, Painting & Plumbing | Pre - NQF (Unaccredited) | n.a. | 30 | 3 | n.a |
| ARTISAN TRAINING Trade Test Preparation | Pre - NQF (CETA Accredited) | n.a. | 10 | 3 | n.a |
| Construction: Assessments | Pre - NQF (CETA Accredited) | n.a. | t.b.a. | 3 | n.a |
| Erecting & Dismantle Scaffolding | Unaccredited Training | n.a. | 3 | 3 | n.a |
| Scaffolding Inspecting | Unaccredited Training | n.a. | 2 | | n.a |
| Shutter Hand | Unaccredited Training | n.a. | 10 | 3 | n.a |
| Hand Tools | Unaccredited Training | n.a. | 5 | 3 | n.a |
| Basic Spray Painting | Unaccredited Training | n.a. | 5 | 3 | n.a |
| Paving | Unaccredited Training | n.a. | 15 | 3 | n.a |
| Dry Walling & Partitioning | Unaccredited Training | n.a. | 10 | | n.a |
| Brush Cutter | Unaccredited Training | n.a. | 2 | | n.a |

| Heavy Plant & Equipment | | | | | |
|---------------------------|-----------------------|-----------------|-----------------|-----------|---------|
| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
| Articulated Dump Truck | Unaccredited Training | n.a. | | 2 | n.a. |
| Operate a Locomotive | Unaccredited Training | n.a. | | 2 | n.a. |

| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
|---------------------------------|-----------------------|-------------------------------------|---|-----------|---------|
| Operate an Excavator | CETA Accredited | 262744: Operate an excavator | Novice Training = 5 days; Refresher Training = 1 day | 2 | 15 |
| Operate a Front end Loader | CETA Accredited | 262747: Operate a front end loader | | 2 | 12 |
| Operate a Grader | Unaccredited Training | n.a. | | 2 | n.a. |
| Motorised Scraper | Unaccredited Training | n.a. | | 2 | n.a. |
| Operate a Rigid Body Dump truck | Unaccredited Training | n.a. | | 2 | n.a. |
| Operate a Roller | CETA Accredited | 262805: Operate a roller | | 2 | 5 |
| Operate a Tractor | Unaccredited Training | n.a. | | 2 | n.a. |
| Skid Steer Loader (Bobcat) | CETA Accredited | 262712: Operate a skid steer loader | | 2 | 8 |
| Track Type Dozers | Unaccredited Training | n.a. | | 2 | n.a. |
| Operate a Backhoe/Loader | CETA Accredited | 262727: Operate a backhoe/loader | | 2 | 15 |
| Operate a Water Cart | Unaccredited Training | n.a. | | 2 | n.a. |

| Professional Driving | | | | | |
|---|-----------------------|--|-----------------|-----------|---------|
| Qualifications | | | | NQF level | Credits |
| 50285: National Certificate: Professional Driving NQF 3 (L/Reg: 26Q260009212053) | | | | 3 | 122 |
| Short Learning Programmes | Qualification Link | Unit Standard/s | Duration (days) | NQF level | Credits |
| Convey Dangerous Good by Road | TETA & DOT Accredited | 123259: Convey dangerous goods by road | 2 | 3 | 4 |
| Operate a Rigid Heavy Vehicle (14 days for a group of 4; / 2 days Theory + 100 hours per learner) | TETA Accredited | 123253: Operate a rigid heavy vehicle | 14 | 4 | 15 |

| Short Learning Programmes | Qualification Link | Unit Standard/s | Duration (days) | NQF level | Credits |
|---|-----------------------|---------------------------------------|-----------------|-----------|---------|
| Operate A Vehicle Combination (14 days for a group of 4; / 2 days Theory + 100 hours per learner) | TETA Accredited | 123254: Operate a vehicle combination | 14 | 4 | 20 |
| Operate A Rigid light Vehicle (6 days for a group of 4; / 2 days Theory + 40 hours per learner) | Unaccredited Training | n.a. | 6 | | n.a. |
| Advanced, Defensive & Economical Driving | Unaccredited Training | n.a. | 2 | 4 | n.a. |
| Accident Avoidance | Unaccredited Training | n.a. | 1 | 4 | n.a. |
| Advanced Techniques for Operating Four Wheel Drive Vehicles | Unaccredited Training | n.a. | 3 | 4 | n.a. |
| Driver Assessment | Unaccredited Training | n.a. | 0.5 | 4 | n.a. |

| Lifting Machinery | | | | | |
|---|-----------------------|--|---|-----------|---------|
| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
| Hydraulic Mobile Cranes up to 50 000 kg (C33, C34, C37, C38, C43) | DOL & TETA Accredited | 116254: Operate Mobile Crane | Novice Training = 5 days; Refresher Training = 1 day | 2 | 20 |
| Heavy Cranes above 50 000 kg (C35, C36, C39, C40) | DOL & TETA Accredited | 242982: Operate Heavy Crane | | 3 | 14 |
| Lift Truck F1-F3 | DOL & TETA Accredited | 242974: Operate counter-balanced lift truck | | 3 | 7 |
| Lift Truck F4 | DOL & TETA Accredited | 260818: Operate a counter balanced lift truck in excess of 15 tons | | 3 | 9 |
| Order Picker F8 - F9 | DOL & TETA Accredited | 242972: Operate advanced defined purpose lift trucks | | 3 | 7 |
| Overhead Crane C30 | DOL & TETA Accredited | 116235: Operate a pendant controlled overhead crane | | 2 | 5 |
| Overhead Crane C31 | DOL & TETA Accredited | 116231: Operate a cab controlled overhead crane | | 2 | 8 |
| Pallet Truck F12 | DOL & TETA Accredited | 242981: Operate defined purpose lift trucks | | 2 | 4 |

| Short Learning Programmes | Accreditation | Unit Standard/s | Duration (days) | NQF level | Credits |
|---|-----------------------|--|-----------------|-----------|---------|
| Reach Truck F5 | DOL & TETA Accredited | 242972: Operate advanced defined purpose lift trucks | | 3 | 7 |
| Rough Terrain Trucks F11 | DOL & TETA Accredited | 260762: Operate rough terrain/earthmoving/agricultural equipment | | 3 | 11 |
| Side Loader | TETA Accredited | 260797: Operate a sideloader lift truck | | 3 | 8 |
| Telescopic Materials Handler (Boom Handler) C46 | TETA Accredited | 260781: Operate a telescopic boom handler | | 3 | 10 |
| Tower Crane (C41, C42) | DOL & TETA Accredited | 116255: Operate a tower crane | | 2 | 20 |
| Truck Mounted Crane C32 | DOL & TETA Accredited | 116253: Operate a truck mounted loader crane | | 2 | 20 |
| Pedestrian controlled stacker F6 - F7 | TETA Accredited | 242981: Operate defined purpose lift trucks | | 2 | 4 |
| Turret Trucks F13 - F14 | DOL & TETA Accredited | 242972: Operate advanced defined purpose lift trucks | | 3 | 7 |
| Mobile Elevating Platform | TETA Accredited | 243272: Operate a Mobile Elevating Work Platform (MEWP) | | 2 | 10 |
| Stacking & Storing of Goods | Unaccredited Training | n.a. | 2 | | n.a. |
| Sling and Communicate during Crane Operations | TETA Accredited | 253638: Sling and Communicate during crane operations | 2 | 2 | 4 |
| Shift Loads using Lifting Equipment | TETA Accredited | 243021: Shift loads using lifting equipment | 2 | 2 | 4 |
| Shunt Rail Vehicles | Unaccredited Training | n.a. | 7 | | n.a. |
| Safe Lifting Practice | Unaccredited Training | n.a. | 2 | | n.a. |
| Tailgates & Tail lifts | Unaccredited Training | n.a. | 2 | | n.a. |
| Rigging & Slings | TETA Accredited | 253638: Sling and Communicate during crane operations | 2 | 2 | 4 |
| Vehicle Spotter Training | Unaccredited Training | n.a. | 2 | | n.a. |
| Specialised Vehicles | Unaccredited Training | n.a. | 5 | | n.a. |

HR Consulting Services

- Business Strategy & Structure Workshops
- HR Strategy & Structure Workshops
- HR Balanced Scorecards, Business Profiles and Job Profiles OR Internal Capacity Building
- Development of Integrated Functional/Divisional and/or Job/Role Profiles
- Competency & Psychometric Assessment
- Learning & Development Strategy Development
- Skills Audits and/or Training Needs Analysis
- Implementation of Learning & Development Interventions
- ETQA processes - Assessment of Learning Outcomes, Certification, Registration and Accreditation
- Designing and Developing Learning Materials
- PM Audit & Methodology Workshop
- PM Policies, Procedures and Training
- Development of Business Scorecards/Measurement Tools
- Job Evaluation/Job Grading
- Remuneration & Reward Systems & Processes: Grading Systems, Salary Surveys, Incentive/Bonus Schemes
- Writing of HR Policies & Procedures
- Occupational Safety, Health, Risk, Environment & Quality Support
- BEE Consulting Support (Advisory)