



PMI Short Learning Programmes

List of PMI short learning programmes aligned to the amended BBBEE Codes of Good Practice Learning Programme Matrix (Annexure 300A)

Short Learning Programmes

- Business Numeracy 1 Bridging Programme
- Business Numeracy 2 Bridging Programme
- Communication Skills 1 Bridging Programme
- Communications Skills 2 Bridging Programme
- Logistic Skills
- Business Skills
- Human Resource Skills
- Handling Discipline
- Production Skills
- Productivity and Work Study
- Production Planning and Control
- Project Management Skills
- First Line Management
- Total Quality Skills
- Quality Tools and Concepts
- Statistical Quality and Process Control

PMI Short Learning Programmes

NQF Level	Higher Education Short Learning Programmes
5	Logistics Management 1
5	Human Resource Management 1
5	Production Management 1
5	Quality Management 1
5	Operations Management 1
5	Financial Management 1
5	Information Technology 1
5	Purchasing and Inventory Management
5	Business Management
5	Business Communication
5	Entrepreneurship
5	Marketing
5	Fundamentals of Accounting

Contact Centre Short Learning Programmes

Find your Voice

Personal Mastery and EQ

Orientation to Contact Centre Environment and Culture

Excellence in Sales

Excellence in Sales – Advanced Module

Excellence in Customer Service

Excellence in Customer Service – Advanced Module

Excellence in Debt Collections

Excellence in Debt Collections – Advanced Module

Leading and Coaching Contact Centre Agents

PMI Short Learning Programmes

Short Workshops

Business Communications

Communications Skills

Basic Numeracy Skills

Workplace Numeracy Skills

You Can Sell

Introduction To 5s (Lean Management/Production)

Decision-Making & Problem-Solving

Building Support Systems And Managing Resources In An Office Environment

Consensus Building & Conflict Management

Customer Service

Knowledge Management

Presenting Yourself Perfectly

Strength In Team Work

Project Management

Money Matters

Finance For Non - Financial Managers

Fundamentals Of Financial Management

Markets And Marketing

Finding And Choosing The Right People

Your Role As A Supervisor

Thriving And Surviving In Change

Leadership That Gets Results

Relationship Management

Self Management

Strive to Excellence Leadership Course based on the 8 Pillars of Excellence by John C Maxwell

Cultural Diversity and Business Etiquette

PMI Short Learning Programmes

PMI Skills programmes listed below are accredited unit standard based short programmes and will therefore qualify as Category E = 100% recognition of spend

NQF Level	Credits	Code	Skills Programmes	SETA
1	6	SP001	Customer Service	TETA
2	3	SP002	Personal Mastery	Services SETA
2	3	SP003	Prepare a Shearing Shed for Shearing	AgriSETA
2	4	SP008	Time Management	ServicesSETA
2	31	SP052	Personal Success in the Workplace.	Services SETA
3	2	SP016	Cultivate Positive Workplace Relationships	Services SETA
3	4	SP017	Reception Area Management	Services SETA
3	67	SP037	Contact Centre Agent: Collections	Services SETA
3	68	SP038	Contact Centre Agent: Service	Services SETA
3	7	SP050	Building Positive Relationships in a Contact Centre/BPO	Services SETA
4	20	SP019	Organising as a Management Function	Services SETA
4	21	SP020	Planning as a Management Function	Services SETA
4	34	SP021	Leading as a Management Function	Services SETA
4	21	SP022	Principles of Contact Centre Operations	Services SETA
4	22	SP023	Presenting Information for Contact Centres	Services SETA
4	2	SP024	Office Stock Management	Services SETA
4	34	SP025	Contact Centre Management	Services SETA
4	19	SP026	Contact Centre Customer Handling	Services SETA

PMI Short Learning Programmes

NQF Level	Credits	Code	Skills Programmes	SETA
4	12	SP029	Logistics	TETA
4	3	SP030	Mentoring	TETA
4	21	SP035	Management Control	Services SETA
4	25	SP041	Contact Centre Customer Handling	Services SETA
4	26	SP054	Identifying and Solving Problems related to Ethical Recruitment Practices	Services SETA
4	22	SP055	Business Mathematics	Services SETA
4	10	SP056	Communicating with Customers of a Contact Centre/BPO	Services SETA
5	8	SP015	Develop, Implement and Evaluate a Project Plan	Services SETA
5	12	SP028	Managing the Finances of a Department	Services SETA
5	10	SP034	Analyse and Communicate Compliance in the Workplace	Services SETA
5	6	SP036	Managing Workplace Diversity	Services SETA
5	9	SP045	Recruit and Select Candidates	Services SETA
5	10	SP057	Financial Management and Best Practice	Services SETA