



## PMI SHORT LEARNING PROGRAMMES

### List of PMI short learning programmes aligned to the amended BBBEE Codes of Good Practice Learning Programme Matrix

#### VOCATIONAL SKILLS PROGRAMMES

Accredited unit standard based short learning programmes that qualify as Category E = 100% recognition of spend:

NQF	CREDITS	SLP #	SKILLS PROGRAMME TITLE	SETA
1	6	SP001	Customer Service	TETA
2	3	SP002	Personal Mastery	SSETA
2	4	SP008	Time Management	SSETA
2	31	SP052	Personal Success in the Workplace.	SSETA
2	36	SP059	Starting a SMME New Venture	SSETA
3	2	SP016	Cultivate Positive Workplace Relationships	SSETA
3	4	SP017	Reception Area Management	SSETA
3	17	SP042	Providing Excellent Customer Service in a Contact Centre/BPO	SSETA
3	7	SP050	Building Positive Relationships in a Contact Centre/BPO	SSETA
3	2	SP040	Managing Stress in a BPS Environment	SSETA
3	40	SP051	Functioning Successfully in a Business Environment	SSETA
3	15	SP060	Material Handling and Stocktaking in a Stores & Warehousing Environment*	merSETA
4	19	SP019	Organising as a Management Function	SSETA
4	21	SP020	Planning as a Management Function	SSETA
4	34	SP021	Leading as a Management Function	SSETA
4	21	SP022	Principles of Contact Centre Operations	SSETA
4	2	SP024	Office Stock Management	SSETA
4	19	SP026	Contact Centre Customer Handling	SSETA
4	12	SP029	Manage Logistics Operations	TETA
4	3	SP030	Mentoring	TETA
4	21	SP035	Management Control	SSETA
4	25	SP041	Contact Centre Customer Handling	SSETA
4	26	SP054	Identifying and Solving Problems Related to Ethical Recruitment Practices	SSETA
4	22	SP055	Business Mathematics	SSETA

4	10	SP056	Communicating with Customers of a Contact Centre/BPO	SSETA
4	26	SP058	Positioning and Promoting Products to Meet Customer Needs	SSETA
4	18	SP0225/07-17	Measurements and statistics within quality control*	merSETA
5	8	SP015	Develop, Implement and Evaluate a Project Plan	SSETA
5	12	SP028	Managing the Finances of a Department	SSETA
5	10	SP034	Analyse and Communicate Compliance in the Workplace	SSETA
5	6	SP036	Managing Workplace Diversity	SSETA
5	9	SP045	Recruit and Select Candidates	SSETA
5	10	SP057	Financial Management and Best Practice	SSETA
5	20	SP061	Facilitate and Evaluate Learning	ETDPSETA
5	18	SP062	Conduct Skills Development Facilitation	ETDPSETA
5	15	SP063	Conduct outcomes-based assessment	ETDPSETA
6	10	SP064	Conduct moderation of outcomes-based assessments	ETDPSETA

\* Individual regions must ensure that they have merSETA approval and are linked to the merSETA profile

## HIGHER EDUCATION SHORT LEARNING PROGRAMMES

Offered as either a credit bearing or non-credit bearing

NQF LEVEL	PROGRAMME TITLE
5	Academic Literacy
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

## SHORT COURSES

Non-Accredited short learning programmes (not linked to NQF)

Non-aligned	Business Numeracy 1 Bridging Programme
Non-aligned	Business Numeracy 2 Bridging Programme

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

## SHORT WORKSHOPS

Non-Accredited short learning programmes (not linked to NQF)

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

Workplace Harassment\*\*

Diversity and Managing Diversity in the Workplace \*\*

Professionalism at the Frontline

Describe Products Features and Benefits \*\*

Find your Voice

Personal Mastery and EQ

Orientation to Global Business Services Environment and Culture

Excellence in Sales

Excellence in Customer Service

Excellence in Debt Collections

Leading and Coaching Contact Centre Agents

Identify Customers of a Contact Centre \*\*

**\*\* Can be delivered online or via a blended delivery model**