

## 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 credit-bearing short learning programmes, qualifying as Category E = 100% recognition of spend.

NQF	CREDITS	SLP #	SKILLS PROGRAMME TITLE	SETA
1	6	SP001	Customer Service	TETA
1	13	SP0878/14-17	Understanding of Quality Indicators in Manufacturing*	merSETA
2	3	SP002	Personal Mastery	SSETA
2	4	SP008	Manage Time and Work Processes within a Business Environment	SSETA
2	31	SP052	Introduction to 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	Understanding, and Functioning Successfully in, a Business Environment	SSETA
3	37	SP068	The role, and Activity, of Research and Reporting in Business Administration	SSETA
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	12	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
5	32	SP066	Customer Management	SSETA
5	6	SP067	Relationship Management	SSETA
6	10	SP064	Conduct Moderation of Outcomes-Based Assessments	ETDPSETA

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

### Higher Education Short Learning Programmes

Offered as either 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 & Entrepreneurship
5	Business Communication
5	Entrepreneurship
5	Marketing
5	Fundamentals of Accounting
5	Fundamentals of Project Management
5	Productivity & Work Study

## Short Courses and Workshops

Non-accredited short learning programmes (not linked to NQF).

SLP_ICBA	Business Numeracy 1 Bridging Programme
SLP_ICBB	Business Numeracy 2 Bridging Programme
SLP_ICCA	Communication Skills 1 Bridging Programme
SLP_ICCB	Communications Skills 2 Bridging Programme
SLP_OMDLS	Logistic Skills
SLP_OMDBS	Business Skills
SLP_OMDHR	Human Resource Skills
SLP_OMDHD	Handling Discipline
SLP_OMDPS	Production Skills
SLP_OMDPW	Productivity and Work Study
SLP_OMDPPC	Production Planning and Control
SLP_OMDPS	Project Management Skills
SLP_OMDFL	First Line Management
SLP_OMDTQS	Total Quality Skills
SLP_OMDQTC	Quality Tools and Concepts
SLP_OMDSQP	Statistical Quality and Process Control
SLP_FOPM_SP	Fundamentals of Purchasing Management
SLP_PPC_SP	Project Planning and Control
SLP_LL_SP	Labour Law
SLP_W01	Consensus Building & Conflict Management
SLP_W02	Customer Service
SLP_W03	Excellence in Customer Service
SLP_W05	Introduction to Social Media in Customer Service
SLP_W06	Building Support Systems and Managing Resources in an Office Environment
SLP_W09	Cultural Diversity and Business Etiquette
SLP_W10	Business Skills and Personal Success in the Workplace
SLP_W11	Business Communications
SLP_W12	Communications Skills
SLP_W13	Basic Numeracy Skills
SLP_W14	Workplace Numeracy Skills
SLP_W15	You Can Sell
SLP_W16	Introduction To 5s (Lean Management/Production)
SLP_W17	Decision-Making & Problem-Solving
SLP_W18	Knowledge Management
SLP_W19	Presenting Yourself Perfectly (Business Presentations)
SLP_W20	Strength in Team Work

SLP_W21	Project Management
SLP_W22	Money Matters
SLP_W23	Finance for Non - Financial Managers
SLP_W24	Fundamentals of Financial Management
SLP_W25	Markets and Marketing
SLP_W26	Finding and Choosing the Right People for a Team/Task
SLP_W27	Your Role as A Supervisor
SLP_W28	Thriving and Surviving in Change
SLP_W29	Leadership That Gets Results
SLP_W30	Relationship Management
SLP_W31	Self-Management
SLP_W32	Strive to Excellence in Leadership (based on the 8 Pillars of Excellence by John C Maxwell)
SLP_W33	Workplace Harassment**
SLP_W34	Diversity and Managing Diversity in the Workplace **
SLP_W35	Professionalism at the Frontline
SLP_W36	Describe Products Features and Benefits **
SLP_W37	Find your Voice
SLP_W38	Personal Mastery and EQ for the 4 <sup>th</sup> IR
SLP_W39	Orientation to Global Business Services Environment and Culture
SLP_W40	Excellence in Sales
SLP_W41	Excellence in Debt Collections
SLP_W42	Leading and Coaching Contact Centre Agents
SLP_W43	Identify Customers of a Contact Centre **
SLP_W44	Disability Sensitisation Workshop **
SLP_W45	Introduction to Social Media in Sales
SLP_W46	Thriving in times of change or disruption
SLP_W47	The Art Of Communicating In A Business Setting
SLP_W49	Leading in Times of Stress and Disruption
SLP_W50	Time Management
SLP_W51	Introduction to Industrial Relations in the Workplace

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