



DZINDALO  
CONSULTING

PSETA LEARNING PROGRAMMES

### Customer Service Learning Programmes

Course Name	NQF Level	Credits	Duration
Introduction to Customer Service	2	2	2 Days
Intermediate Customer Service	4	6	2 Days
Advanced Customer Service	6	8	3 Days

### Research Learning Programmes

Course Name	NQF Level	Credits	Duration
Basic Research Skills	3	6	2 Days
Research Methodologies	7	12	3 Days

### Service Delivery Learning Programmes

Course Name	NQF Level	Credits	Duration
Introduction to Service Delivery	5	6	2 Days
Improve and Manage Service Delivery	6	8	3 Days

### Monitoring Learning Programmes

Course Name	NQF Level	Credits	Duration
Basic Monitoring and Evaluation	5	5	3 Days
Advanced Monitoring and Evaluation	6	15	5 Days

## Soft Skills Programmes

Course Name	NQF Level	Credits	Duration
Batho Pele	3	4	1 Day
Presentation Skills	5	5	2 Days
Professional Business Writing	4	5	2 Days
Meetings and Minute Taking	2	3	2 Days
Time Management	4	4	2 Days
Diversity in the Workplace	5	15	2 Days
Manage Telephone and Reception Area	2	3	2 Days
Public Sector Code of Conduct	3	4	2 Days
Business Communication	5	10	2 Days
HIV and Aids in the Workplace	3	4	1 Day
Problem Solving and Decision Making	4	5	3 Days
Ethical Principles and Standards	4	4	2 Days
Diplomacy, Protocol and Etiquette	5	3	2 Days

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### Office Professional Learning Programmes

Course Name	NQF Level	Credits	Duration
Office Administration	3	10	3 Days
Office Management	5	10	3 Days
Basic Records Management	3	6	2 Days
Advanced Records Management	6	5	3 Days
Manage Own Performance	3	4	2 Days

### Supply Chain Learning Programmes

Course Name	NQF Level	Credits	Duration
Demand Management	5	7	2 Days
Contract Management	5	5	2 Days
Inventory Management	5	12	3 Days
Acquisition Management	5	11	3 Days
Supply Chain for Chief Users	5	8	2 Days
Supply Chain Management	5	15	5 Days
Bid Committee	5	15	3 Days

## Management and Leadership Learning Programmes

Course Name	NQF Level	Credits	Duration
Emotional Intelligence	5	8	2 Days
Conflict Management	5	8	3 Days
Supervisory Skills	5	12	3 Days
Leadership Skills	5	8	3 Days
HR Management	6	12	3 Days
Labour Relationship	5	12	3 Days
Change Management	6	10	3 Days
Performance Management	5	12	2 Days
Communication Management	6	7	2 Days
Knowledge Management	6	10	3 Days
Mentoring Skills	4	10	2 Days
Risk Management	5	8	3 Days

## PSETA Full Qualifications

Qualification ID	Course Name	Level	Credits	Duration
57804	National Certificate: Public Administration	3	157	30 Days over 12 months
57824	Further Education and Training Certificates: Public Administration	4	146	35 Days over 12 months
50060	National Certificate: Public Administration	5	141	40 Days over 12 months