



Institute of Competency and Wellness
"Investing in Excellence"

Training Calendar – 2020

The Institute of Competency and Wellness is an accredited training provider with Services Seta, as well as a level one contributor BBBEE company.

We require a minimum of 6 delegates for a course to proceed, and a minimum of 20 delegates for a seminar to proceed.

Contact us :

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Accredited Courses

Course	Unit Standards	Credits	March	April	May	June	July	Aug	Sep	Oct	Nov	Cost pp Excl. Vat
Systematic Approaches to Achieving Company Goals	242822 (L4)	10 credits	10 - 12			9 - 11						R5,500
Business Writing	12153 (L4) 119459 (L4) 119457 (L3)	15 credits	16 - 19				7 - 10				2 - 5	R5,900
Effective Meeting Management	242816 (L4)	5 credits		2 - 3			16 - 17					R4,100
Motivating and Building Your Team (Front line managers/Team Leaders)	242819 (L4)	10 credits		20 - 22				3 - 5				R5,500
Communication and Conflict Resolution	9533 (L3) 9960 (L3)	11 credits			6 - 8				7 - 9			R4,800
Workplace Problem solving, Decision Making and Implementing Solutions	242817 (L4)	8 credits			18 - 20			19 - 21			9 - 11	R5,500
Budget Management	242810 (L4)	6 credits				22 - 23				5 - 6		R4,100
Negotiation Skills	13948 (L4)	5 credits	25 - 26							12 - 13		R4,100
Customer Service and Customer Satisfaction	13930 (L3)	4 credits	30				27				16	R2,200
Implementation and Management of Human Resource and Labour Relations Policies and Acts	116394 (L5)	9 credits			12 - 14			14 - 16				R5,500
HIV/AIDS In the Workplace	116394 (L5)	4 credits	Available in-house upon request									R2,200

All courses will be hosted in Durban, at ICW's venue. Courses can also be made available in-house at your company/organization, for a minimum of 6 delegates and a maximum of 20 delegates per group.



Course Fees Include:

- Course facilitation by subject matter experts
- Course training manual and assessment guide
- Corporate venue, two tea breaks and lunch each day of training
- Fully accredited courses, with assessment of POE's, and issuing of Seta certificates
- Attendance certificates for all delegates
- Pens, attendance register and evaluation forms
- Assistance from the facilitator for completing POE's

Please Note:

- Discounted in-house prices available.
- Course Outlines will be forwarded upon request.
- Discounts available for group bookings (for both in-house and public courses).
- Prices may be subject to change during the course of 2020.

Seminars

Seminar	Length	Date & Time	Cost pp
Mastering Effective Communication in the Workplace	3 hours	2 March, 9am - 12pm	R450
Human Rights Day Seminar: Your Right to Thrive and Make a Difference	2 hours	24 March, 9am - 11am	R350
The Ripple Effect (Customer Service)	3 hours	1 April, 9am - 12pm	R450
Effective Time Management in the Workplace	3 hours	4 May, 9am - 12pm	R450
Mothers Day Seminar - Gaining Confidence, Power and Honour	3 hours	11 May, 1pm - 4pm	R450
Conflict Management in the Workplace	3 hours	26 May, 9am - 12pm	R450
Reaching Goals and Optimizing Productivity	3 hours	29 June, 9am - 12pm	R450
Taming the Popping Vein (Managing Stress using Mindfulness)	3 hours	20 July, 9am - 12pm	R450
Finding Your Work/Life Balance	3 hours	29 July, 1pm - 4pm	R450
Women's day Seminar - Women as Leaders	3 hours	11 August, 1pm - 4pm	R450
The Heimlich Manoeuvre (Dealing with uncomfortable work situations)	3 hours	24 August, 9am - 12pm	R450
Heritage Day Seminar - Embracing Diversity	3 hours	27 September, 1pm - 4pm	R450
Mirror, Mirror on the Wall (Self-Fulfilling Prophecy/ Self-Talk)	3 hours	19 October, 1pm - 4pm	R450
The Value of Reflection	3 hours	30 November, 1pm - 4pm	R450

All seminars will be hosted in Durban, at ICW's venue. Seminars include tea/coffee. Seminars can also be made available in-house at your company/organization, for a minimum of 20 participants and a maximum of 100 participants.

National Certificate in General Management NQF Level 4

This course is accredited by the Services Seta and material covers SAQA ID 57712 at NQF Level 4 worth 150 credits

This qualification is intended for junior managers of small organizations, junior managers of business units in medium and large organizations, or those aspiring to these positions. Junior managers include team leaders, supervisors, foremen and section heads.

This FETC program is a 12-month Learnership program (Learning Programme Number: LP 74630) and requires a minimum of 22 days of in-class attendance for delegates with at least matric. Learners without Matric will be required to attend in-class training for a minimum of 28 days, and complete Module 6.

Learners will be assessed through a Portfolio of Evidence (PoE).

Module	Unit Standards	Credits	Dates
1. Organizational and Strategic Management	242822 (L4), 242821 (L4), 242813 (L4), 242816 (L4), 242817 (L4)	34	23 – 27 March
2. Team Management	242819 (L4), 242818 (L4), 242824 (L4)	27	25 – 29 May
3. Service Delivery Management	242829 (L4), 242811 (L4), 242815 (L4)	15	21 – 24 July
4. Business Writing	119462 (L4), 119469 (L4), 12153 (L4), 119459 (L4)	20	1 – 4 September
5. Financial Management	9015 (L4), 9016 (L4), 242810 (L4), 7468 (L4)	22	23 – 26 November
6. Module Six (Applicable to Learners without Matric)	242814 (L3), 13915 (L3), 242812 (L3), 119472 (L3), 119457 (L3), 119465 (L3), 119467 (L3)	34	To Be Confirmed (if required)

Cost: R23,500 (with Matric). R25,000 (without Matric). Employers placing their employees on this learnership programme are eligible to receive a R22,400.00 tax rebate from SARS.

This qualification/modules can also be presented at an organisation's premises, for a minimum of 6 delegates.

Training programmes will then be planned in consultation with the organisation to fit the business's schedule and employee availability.

Terms & Conditions

1. Fees:

- All fees are current at the time of printing; however, we reserve the right to change them.

2. Confirmation Instructions:

- When we receive a completed booking form, we will issue an invoice to you.
- Once payment has been received, a confirmation letter will be sent to you, including a location map with directions, venue details and starting times.

3. Attendance:

- Please note that no learner will be permitted to attend any training course without proof of payment or an order number.

4. Delegate Substitution:

- Substitutes can be made at any time without incurring a penalty. Please inform us in writing so we can make the necessary arrangements for the new delegate.

5. Payment:

- Payment can be made by electronic transfer, and must be received 7 working days from the date of the invoice.
- Please quote the reference number from your invoice so that payments can be tracked.

6. Cancellation:

- All cancellations must be done in writing and emailed directly to ICW.
- Inform us immediately if you have to re-schedule or cancel the booking so that we can inform the caterers and conference venue. Otherwise this will be for your account.
- The following charges apply if you cancel:
 - 15 - 30+ working days before a course = 10% of the course fee
 - 6 - 14 working days before a course = 20% of the course fee
 - 4 - 6 working days before a course = 30% of the course fee
 - 1-3 working days before a course = 50% of the course fee
 - No show on the day of the course = 100% of the course fee

7. Special Meals:

- Please note that we provide halaal meals on request..

8. Public Course Running/Going ahead:

- All ICW public courses will ONLY go ahead if we have at least 6 (six) delegates confirmed. ICW reserves the right to postpone courses below six delegates to a future date. Please confirm with us before booking your flights and accommodation.

9. Transfers & Postponements:

- The transfer option only applies to delegates who are transferring to a different date for the same course.
- Transfers can only be made up to 4 working days prior to the course, after which point the registration is considered to be a cancellation or alternatively a replacement/s should be sent.

10. Legal Obligations and Refunds:

- Once you have booked with us, legal obligations arise and your right to a refund of monies charged to you or paid in any other way agreed by us, are limited by our terms & conditions. Do not make any booking unless you understand and agree to all our terms and conditions. Once a booking is made, it is deemed that you have read and understood the terms and conditions for such a booking. If you have any queries please contact us before making any booking for any course. Once a booking is made for the course, it is deemed that you have read and understood the terms and conditions for such a booking.
- Refunds should be requested in writing to ICW. All refunds should be accompanied by a signed and stamped bank letter from the account the payment was made from. Refunds will only be made back into the same account the payment was made from and any other arrangements should be accompanied by an authorisation letter from the Finance/HR/Training Manager or higher on a signed and stamped letterhead. All qualifying refunds will be processed 14 working days from the date on which the payment reflects in our account.