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

Human capital is your most valuable asset – retaining your best talent is thus vital! When employees feel unheard, undervalued and/or stagnant, they are likely to resign. Investing in them, and thereby increasing their productivity, is more beneficial than replacing them. We pride ourselves in delivering courses that address and solve real work challenges. Choose ICW as your training provider today!

We require a minimum of 6 delegates for a course to proceed.

Accredited Courses – 2020

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Contact us:
maxine@icwsa.com; ntsikelelo@icwsa.com  +27 60 362 1734  www.icwsa.com
# 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).

<table>
<thead>
<tr>
<th>Module</th>
<th>Unit Standards</th>
<th>Credits</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Organizational and Strategic Management</td>
<td>242822 (L4), 242821 (L4), 242813 (L4), 242816 (L4), 242817 (L4)</td>
<td>34</td>
<td>5</td>
</tr>
<tr>
<td>2. Team Management</td>
<td>242819 (L4), 242818 (L4), 242824 (L4)</td>
<td>34</td>
<td>5</td>
</tr>
<tr>
<td>3. Service Delivery Management</td>
<td>242829 (L4), 242811 (L4), 242815 (L4)</td>
<td>15</td>
<td>4</td>
</tr>
<tr>
<td>4. Business Writing</td>
<td>119462 (L4), 119469 (L4), 12153 (L4), 119459 (L4)</td>
<td>20</td>
<td>4</td>
</tr>
<tr>
<td>5. Financial Management</td>
<td>9015 (L4), 9016 (L4), 242810 (L4), 7468 (L4)</td>
<td>22</td>
<td>4</td>
</tr>
<tr>
<td>6. Module Six (Applicable to Learners without Matric)</td>
<td>242814 (L3), 13915 (L3), 242812 (L3), 119472 (L3), 119457 (L3), 119465 (L3), 119467 (L3)</td>
<td>34</td>
<td>6 (if required)</td>
</tr>
</tbody>
</table>

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 full qualification/modules can 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.
## Accredited Courses

<table>
<thead>
<tr>
<th>Course</th>
<th>Unit Standards</th>
<th>Credits</th>
<th>Days</th>
<th>Cost pp (not accredited, min 6 employees)</th>
<th>Cost pp (Accredited, min 6 employees)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Systematic Approaches to Achieving Company Goals</td>
<td>242822 (L4)</td>
<td>10 credits</td>
<td>2</td>
<td>R4,500</td>
<td>R6,200</td>
</tr>
<tr>
<td>Business Writing</td>
<td>12153 (L4) 119459 (L4)</td>
<td>15 credits</td>
<td>4</td>
<td>R5,500</td>
<td>R7,500</td>
</tr>
<tr>
<td>Effective Meeting Management</td>
<td>242816 (L4)</td>
<td>5 credits</td>
<td>2</td>
<td>R3,500</td>
<td>R4,500</td>
</tr>
<tr>
<td>Motivating and Building Your Team (Front line managers/Team Leaders)</td>
<td>242819 (L4)</td>
<td>10 credits</td>
<td>3</td>
<td>R4,500</td>
<td>R6,200</td>
</tr>
<tr>
<td>Communication and Conflict Resolution</td>
<td>9533 (L3) 9960 (L3)</td>
<td>11 credits</td>
<td>3</td>
<td>R4,500</td>
<td>R6,200</td>
</tr>
<tr>
<td>Workplace Problem solving, Decision Making and Implementing Solutions</td>
<td>242817 (L4)</td>
<td>8 credits</td>
<td>3</td>
<td>R4,500</td>
<td>R6,200</td>
</tr>
<tr>
<td>Budget Management</td>
<td>242810 (L4)</td>
<td>6 credits</td>
<td>2</td>
<td>R3,500</td>
<td>R4,500</td>
</tr>
<tr>
<td>Negotiation Skills</td>
<td>13948 (L4)</td>
<td>5 credits</td>
<td>2</td>
<td>R3,500</td>
<td>R4,500</td>
</tr>
<tr>
<td>Customer Service and Customer Satisfaction</td>
<td>13930 (L3)</td>
<td>4 credits</td>
<td>1</td>
<td>R1,800</td>
<td>R2,500</td>
</tr>
<tr>
<td>Implementation and Management of Human Resource and Labour Relations Policies and Acts</td>
<td>116394 (L5)</td>
<td>9 credits</td>
<td>3</td>
<td>R4,500</td>
<td>R6,200</td>
</tr>
<tr>
<td>Leadership in the Workplace</td>
<td>242824 (L4)</td>
<td>12 credits</td>
<td>4</td>
<td>R5,500</td>
<td>R7,500</td>
</tr>
<tr>
<td>HIV/AIDS In the Workplace</td>
<td>13915 (L3)</td>
<td>4 credits</td>
<td>1</td>
<td>R1,800</td>
<td>R2,500</td>
</tr>
<tr>
<td>Exceptional Face-of-the-company (Receptionist)</td>
<td>13928 (L3) 13930 (L3)</td>
<td>8 credits</td>
<td>3</td>
<td>R4,500</td>
<td>R6,500</td>
</tr>
</tbody>
</table>
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 (if accredited option chosen)
- Attendance certificates for all delegates
- Pens, attendance register and evaluation forms
- Assistance from the facilitator for completing POE’s (if accredited option chosen)

Please Note:

- Discounted prices available for group bookings of 10 and above.
- Course Outlines will be forwarded upon request.
- Prices may be subject to change during the course of 2020.
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.

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 (where applicable). 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 courses will ONLY go ahead if we have at least 6 (six) delegates confirmed.

9. 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.