

EDUCATION, TRAINING AND DEVELOPMENT														
WORKSHOP	DURATION	COST	Last date Enrolment	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV
Introduction to Outcomes-Based Education (Virtual)	1 DAY	R2 196	2026-06-30	13	-	24	-	19	-	-	-	-	-	-
Assessor (Virtual)	4 DAYS	R7 793	2026-06-30	13-16	-	24-27	-	19-22	2-5	-	-	-	-	-
Facilitate Learning (Virtual)	3 DAYS	R7 174	2026-06-30	21-23	9-11	4-6	8-10	20-22	13-15	-	-	-	-	-
Moderator (Virtual)	2 DAYS	R 5 959	2026-06-30	-	12-13	12-13	14-15	-	7-8	-	-	-	-	-
Skills Development Facilitator (Virtual)	3 DAYS	R 9 742	2026-06-30	-	25-27	25-27	-	18-20	20-22	-	-	-	-	-
Qualification: National Certificate in ODETDP (Now Online)	1 Year	R 35 200	2026-06-30	-	7	-	-	9	-	-	-	-	-	-
Qualification: National Diploma in ODETDP (Now Online)	1 Year	R 38 975	2026-06-30	-	7	-	-	9	-	-	-	-	-	-

Kindly note: all costs are quoted exclusive of VAT.

For more information or to make a booking please [contact us](#).

There is a **minimum and maximum number** of delegates that would be accommodated to proceed with a workshop.

CONTACT CENTRE PROGRAMMES

WORKSHOP	DURATION	COST	Last date Enrolment	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV
Qualification: Contact Centre & Business Process Outsourcing Support (Level 3) SAQA QUAL ID: #93997 LP ID: #80566 (Virtual)	1 YEAR	R28 600	2026-07-30	16	-	-	10	-	-	17	-	-	-	-

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CONTACT CENTRE PROGRAMMES VIRTUAL TRAINING

WORKSHOP	DURATION	COST	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
LP: Team Intelligence (Virtual)	4 DAYS 3 MONTHS	R7 699	-	3-6	-	-	26-29	-	-	-	-	-	-	-
LP: Communication Intelligence (In and Outbound) (Virtual)	4 DAYS 3 MONTHS	R7 699	-	-	24-28	-	-	-	-	-	-	-	-	-
LP: Processing Intelligence (Customer Service & Complaint Handling) (Virtual)	4 DAYS 3 MONTHS	R7 699	-	-	-	-	12-15	-	21-24	-	-	-	-	-
LP: Debt Collection in a Contact Centre (Specialization) (Virtual)	4 DAYS 3 MONTHS	R7 699	-	-	-	14-17	-	-	-	-	-	-	-	-
LP: Business Conduct Intelligence (Sales) (Specialization) (Virtual)	4 DAYS 3 MONTHS	R7 699	-	-	10-13	-	-	-	-	-	-	-	-	-

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MANAGEMENT AND LEADERSHIP DEVELOPMENT PROGRAMMES

WORKSHOP	DURATION	COST	Last date Enrolment	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV
Qualification: Management (Level 3) SAQA QUAL ID: #83946 LP ID: #23654 (Virtual)	1 YEAR (Enrolment dates)	R26 400	2026-07-30	30	-	5	-	-	2	-	-	-	-	-
Qualification: Management (Level 4) SAQA QUAL ID: #57712 LP ID: #74630 (Virtual)	1 YEAR (Enrolment dates)	R30 800	2026-06-30	30	-	5	-	-	2	-	-	-	-	-
LP1 Planning as a Management Function (Level 4) (Virtual)	4 DAYS 3 MONTHS	R8799	-	-	10-13	-	7-11	-	-	-	-	-	-	-
LP2 Organizing as a Management Function (Level 4) (Virtual)	4 DAYS 3 MONTHS	R8799	-	-	-	17-20	-	26-29	-	-	-	-	-	-
LP3 Leading as a Management Function (Level 4) (Virtual)	4 DAYS 3 MONTHS	R8799	-	-	-	-	14-17	-	23-26	-	-	-	-	-
LP4 Controlling as a Management Function (Level 4) (Virtual)	4 DAYS 3 MONTHS	R8799	-	-	-	24-27	-	-	2-6	-	-	-	-	-

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