

Work Readiness Course List

Personal Skills

- Prepare oneself for employment
- Plan to manage your time
- Manage Personal Finances
- Substance abuse and dependency
- Understanding your payslip

Workplace Skills

- Identify personal values and ethics in the workplace
- Nature of business, the stakeholders in a business and business profitability
- Sexuality & sexually transmitted infections including HIV/AIDS
- Understand the employer/employee relationship
- Identify and discuss inappropriate behaviours in the workplace
- Diversity within different relationships in society
- Understanding Customer Service
- Self-management practices in the workplace
- Basic safety, health & environmental issues
- Potential hazards and critical safety issues

Specialised Skills

- Opportunities in the tourism industry
- Overview of the mining and minerals sector
- Perform basic life support and first aid procedures

Personal Skills

Prepare oneself for employment (14666)

This course is for any learner who needs to prepare for the world of work in terms of career opportunities and to find employment. (2 Days)

A learner will cover the following topics:

- Explore work opportunities in the formal and informal sectors of the economy.
- Identify opportunities for own employment.
- Select an appropriate training programme to access chosen employment.
- Demonstrate the ability to apply for employment.

The course consists of the following lessons:

- Lesson 1 – I need a job
- Lesson 2 – Deciding on a career
- Lesson 3 – What is good for me?
- Lesson 4 – How do I prepare for the job
- Lesson 5 – What training do I need and who can provide it?
- Lesson 6 – My Curriculum Vitae (CV)
- Lesson 7 – Prepare for the interview
- Extension – Study skills

Plan to manage your time (15091)

This course is for any learner who needs to manage time in a responsible and effective way in everyday life situations. (2 Days)

A learner will cover the following topics:

- Set realistic goals for tasks and activities
- Prioritise tasks and activities in order to plan time
- Draw up a plan/schedule to organise tasks and activities
- Carry out tasks and activities as planned

The course consists of the following lessons:

- Lesson 1 - Goal setting
- Lesson 2 - Turning goals into action
- Lesson 3 - Where will I find the time to do it all
- Lesson 4 - Where should I start?
- Lesson 5 - Drawing up a plan to organise tasks and activities
- Lesson 6 - Getting things done
- Lesson 7 - Did it work?
- Extension – Study skills

Manage Personal Finances (243189)

This course is for all learners earning a salary. It covers the topics needed to manage money and to plan the spending of that money. (3 Days)

A learner will cover the following topics:

- Understand personal finance.
- Plan and prepare a personal budget.
- Operate a personal bank account

The course consists of the following lessons:

- Lesson 1 - What is personal finance?
- Lesson 2 - Money in society
- Lesson 3 - Financial planning
- Lesson 4 - My wants and needs
- Lesson 5 - My expenses
- Lesson 6 - My income
- Lesson 7 - My payslip
- Lesson 8 - Financial institutions
- Lesson 9 - Methods of financing
- Lesson 10 - Doing my banking
- Lesson 11 - Safety with banking
- Lesson 12 - Setting personal goals
- Lesson 13 - Drawing up my budget

Substance abuse and dependency (244609)

This course is intended to create an awareness of the effects of substance abuse and addiction and where help can be obtained. (1 day)

The qualifying learner is capable of:

- Describing substance abuse and the process towards addiction.
- Identifying the most frequently abused substances and their short term effects.
- Describing the long term effects of substance abuse on the individual and others.
- Explaining how to access support structures in the community.

The course consists of the following lessons:

- Lesson 1 - What is Substance Abuse?
- Lesson 2 - How Does It Happen?
- Lesson 3 - Short Term Effects
- Lesson 4 - Long Term Effects
- Lesson 5 - Getting Help

Understanding your payslip (13157)

This course will help the learner read, interpret and understand the information on a payslip. (1 day)

A learner will cover the following topics:

- Identify and explain the income and the work-related and personal deductions
- Explain any other information that appears on the payslip
- Describe how to obtain help if a mistake is suspected
- Discuss the concept of confidentiality with regard to payslip information

The course consists of the following lessons:

- Lesson 1 – Income and deductions
- Lesson 2 – Payslips
- Lesson 3 – Checking your payslip
- Lesson 4 – Keeping it confidential

Workplace Skills

Identify personal values and ethics in the workplace (12537)

This course explains values and ethics in the workplace. It is designed to enable a harmonious workplace where people have a better understanding of each other's value systems and ethics. (2 Days)

A learner will cover the following topics:

- Reflect upon a value system
- Explore the need for ethics in the workplace
- Respect the values of others in the workplace
- Identify areas where value conflicts could occur in a specific context

The course consists of the following lessons:

- Lesson 1 - Values
- Lesson 2 – Value Systems
- Lesson 3 - Ethics
- Lesson 4 – Ethics in the workplace
- Lesson 5 – Ethics in the South African Constitution
- Lesson 6 – Values, Ethics and Diversity
- Lesson 7 – Values, Ethics and Conflict
- Extension – Study skills

Nature of business, the stakeholders in a business and business profitability (13176)

This course explains why businesses exist, the roles played by shareholders, banks, suppliers and customers, the factors affecting profitability and the legitimate application of profits. (3 Days)

A learner will cover the following topics:

- Describe the reasons for starting or running a business
- Explain the role assets play in carrying out business
- List the sources of money required to establish and run the business
- List the areas of expenditure in a business (where the money goes to)
- Describe how profit is generated and how it might be increased
- Describe the benefits to each stakeholder group of making a profit in the business
- Identify and explain the role of the bookkeeping and accounting function of the business
- Identify and explain the role of the human resource function of the business

The course consists of the following lessons:

- Lesson 1 – Why start or run a business
- Lesson 2 – Getting started
- Lesson 3 – The business plan
- Lesson 4 – Where does the money go?
- Lesson 5 – How does a business make a profit?
- Lesson 6 – Keeping records
- Lesson 7 – Looking after the people

Sexuality & sexually transmitted infections including HIV/AIDS (14656)

This course is for any learner who needs to demonstrate an understanding of sexuality and sexually transmitted infections (STIs), including HIV/AIDS, and the impact of these infections on oneself, as well as in the workplace and society. It is also aimed at encouraging a healthy lifestyle. (2 Days)

A learner will cover the following topics:

- Demonstrate an understanding of sexuality.
- Demonstrate an understanding of the nature, transmission and prevention of sexually transmitted infections including HIV/AIDS.
- Describe means to cope and deal with sexually transmitted infections including HIV/AIDS.
- Describe human rights of individuals living with HIV/AIDS and other sexually transmitted infections.

The course consists of the following lessons:

- Lesson 1 - What are STI's?
- Lesson 2 - How are STI's spread?
- Lesson 3 - How can STI's be prevented?
- Lesson 4 - VCT and support for those infected and affected
- Lesson 5 - How can STI's and HIV/AIDS be treated?
- Lesson 6 - Human rights and HIV/AIDS and STI's

Understand the employer/employee relationship (13172)

Learners are taught about the rights and expectations of both the company and the learner. (2 Days)

A learner will cover the following topics:

- Describe the roles and contribution of the employee and the employer.
- Describe the rights and responsibilities of the employee and the employer.
- Demonstrate a basic knowledge of the relevant portions of company rules, policies and procedures.
- Explain employment contracts and their purpose.

The course consists of the following lessons:

- Lesson 1 – The Basic Employment Equity Act
- Lesson 2 – The role, rights, contribution and responsibilities of the employee
- Lesson 3 – The role, rights, contribution and responsibilities of the employer
- Lesson 4 – Leave
- Lesson 5 – Timekeeping
- Lesson 6 – Communication channels, options for resolving problems
- Lesson 7 – Disciplinary and grievance procedures
- Lesson 8 – Safety
- Lesson 9 – Employment contracts and their purpose

Identify and discuss inappropriate behaviours in the workplace (13174)

Learners learn about inappropriate behaviours in the workplace and how to deal with them. (1 Day)

A learner will cover the following topics:

- Describe the effects of various substances for the individual
- Describe the effects of various substances and the implications of their use on the workplace
- Describe inappropriate behaviour such as sexual harassment and discrimination
- Describe inappropriate behaviour such as bullying and fighting
- Describe different reporting systems such as reporting channels, counselling options, responsibility and confidentiality

The course consists of the following lessons:

- Lesson 1 - The effects of drugs, alcohol and other substances
- Lesson 2 - The effects of substance abuse
- Lesson 3 - Sexual harassment and other discrimination
- Lesson 4 - How to respond to and report inappropriate behaviour

Diversity within different relationships in society (14664)

This course is for any learner to gain knowledge and handle diversity within different relationships in the South African society. (2 Days)

A learner will cover the following topics:

- Identify aspects of diversity within the South African society.
- Demonstrate knowledge of diversity within different relationships.
- Recognise an individual's role and responsibility in relationships.
- Identify ways and techniques to form positive relationships.

The course consists of the following lessons:

- Lesson 1 – People first
- Lesson 2 – We are all part of a whole, all unique!
- Lesson 3 – The golden years
- Lesson 4 – Understanding relationships
- Lesson 5 – Conflict
- Lesson 6 – Relationships
- Lesson 7 – The rainbow society
- Lesson 8 – I am human. I have rights

Understanding Customer Service (252244/259938)

This course establishes a foundational understanding of the importance and the impact of customer service. (2 Days)

A learner will cover the following topics:

- Explaining the relationship between business and the customer.
- Providing customer satisfaction.
- Identify good customer service standards.
- Solving problems that may lead to customer dissatisfaction.
- Displaying appropriate behaviour when interacting with customers.
- Recognise and describe the importance of customer service in a Wholesale and Retail environment.

The course consists of the following lessons:

- Lesson 1 – What is customer service?
- Lesson 2 – Identifying your customers
- Lesson 3 – Moments of truth!
- Lesson 4 – Helping the organisation deliver and maintain a good standard of customer service
- Lesson 5 – How to approach customers correctly
- Lesson 6 – Using listening skills and questioning techniques to handle customer queries and complaints

Self-management practices in the workplace (14776)

This course is designed to encourage healthy life and work competencies that increase individual effectiveness and benefit both employer and worker. (2 days)

A learner will cover the following topics:

- Maximise use of time
- Manage anger to enhance personal effectiveness
- Organize oneself for work
- Apply stress management techniques

The course consists of the following lessons:

- Lesson 1 – Time is valuable
- Lesson 2 – Plan your time
- Lesson 3 – Understanding anger
- Lesson 4 – Dealing with anger
- Lesson 5 – Workplace behaviour
- Lesson 6 – Working together
- Lesson 7 – Understanding stress
- Lesson 8 – Managing stress

Basic safety, health & environmental issues (14792)

Those learners who acquire the outcomes of this course will know about and be able to maintain basic safety, health and environmental requirements. (3 days)

The qualifying learner is able to:

- Identify, recognise and describe safety and health statutory requirements and responsibilities
- Follow and observe safety, health and environmental requirements
- Implement good hygiene and housekeeping practices
- Recognise and report hazardous situations

The course consists of the following lessons:

- Lesson 1 – Statutory rights and responsibilities
- Lesson 2 – Safety principles
- Lesson 3 – Organising safety procedures
- Lesson 4 – Standard operating procedures
- Lesson 5 – Personal protective and safety equipment
- Lesson 6 – Wearing PPE and safety equipment
- Lesson 7 – Reporting discrepancies
- Lesson 8 – Housekeeping 1
- Lesson 9 – Housekeeping 2
- Lesson 10 – Maintaining housekeeping standards
- Lesson 11 – Housekeeping management
- Lesson 12 – Reporting housekeeping problems
- Lesson 13 – Hazardous situations 1
- Lesson 14 – Hazardous situations 2
- Lesson 15 – Safety representatives
- Lesson 16 – Reporting hazardous situations
- Lesson 17 – Dealing with hazardous situations

Potential hazards and critical safety issues (13167)

The learner will be able to describe safety, health and environmental issues and relate them to a specific work context. (1 day)

The qualifying learner is able to:

- Explain safety rule related to the specific workplace
- Recognise and interpret safety signs and colour codes
- Identify and describe personal protective clothing and equipment for different situations
- Identify potential hazards in the workplace and describe how to prevent or avoid them
- Describe my role in maintaining a safe environment

The course consists of the following lessons:

- Lesson 1 – Safety rules in the workplace
- Lesson 2 – Safety signs and colour codes
- Lesson 3 – Personal protective clothing and equipment
- Lesson 4 – How to avoid potential hazards
- Lesson 5 – Maintain a safe environment
- Lesson 6 – Respond to injuries

Specialised Skills

Opportunities in the tourism industry (12539/41/43)

This course will be useful to people who work or intend to work in the tourism industry. The course discusses career opportunities within the tourism industry, the nature of a tourist and the key features of tourism in SA. (3 Days)

The course consists of the following lessons:

- Lesson 1 What is tourism?
- Lesson 2 The Tourism Industry
- Lesson 3 Why do tourists visit South Africa?
- Lesson 4 Local and International Tourists
- Lesson 5 Different Categories of Tourists
- Lesson 6 Tourist Attractions in South Africa
- Lesson 7 Tourist Attractions in the rest of Southern Africa
- Lesson 8 Aspects of Tourism
- Lesson 9 Economic Advantages & Disadvantages of Tourism
- Lesson 10 Sustainable Tourism
- Lesson 11 Social Advantages and Disadvantages of Tourism
- Lesson 12 Tourism Support Services Sector
- Lesson 13 Tourism Legislation
- Lesson 14 Communication Skills for Career Research
- Lesson 15 Career Paths in Tourism
- Lesson 16 Researching Specific Career Opportunities
- Lesson 17 Touring Southern Africa

Overview of the mining and minerals sector (GeO-G 801 & MnC-G 106)

This course will be useful to people who work or intend to work within a mining and minerals context. These persons seek to acquire recognition in the essential knowledge and understanding pertaining to the kinds of mineral found in South Africa, the beneficiation, and importance to local stakeholders and within the global arena. (3 Days)

A learner will cover the following topics:

- Demonstrate basic knowledge and understanding of the typical minerals found in SA and their beneficiation.
- Demonstrate basic knowledge and understanding of the importance of the minerals and beneficiation industries to stakeholders in SA
- Demonstrate basic knowledge and understanding of the international importance of the SA minerals industry.
- Demonstrate basic understanding of commissioning processes of a mine for the extraction of minerals.
- Demonstrate basic understanding of the extraction processes of a mine for the extraction of minerals; and
- Demonstrate basic understanding of the decommissioning processes of a mine.

The course consists of the following lessons:

- Lesson 1 – What do minerals look like and what are they used for?
- Lesson 2 – Turning minerals into money
- Lesson 3 – Why do we mine?
- Lesson 4 – Looking for minerals

- Lesson 5 – How much mineral is in the rock?
- Lesson 6 – Getting the minerals out of the ground
- Lesson 7 – Breaking minerals into smaller pieces
- Lesson 8 – Making things using minerals
- Lesson 9 – How does the mine affect my environment?
- Lesson 10 – Let's make the area safe
- Lesson 11 – What should be done when a mine is closed down?
- Lesson 12 – Who needs the mine?
- Lesson 13 – Why do we need mines?

Perform basic life support and first aid procedures (119567)

This course is for persons required to assess the emergency situation and providing basic Life Support and basic First Aid in order to stabilise patients prior to transfer to the emergency services. (3 Days)

A learner will cover the following topics:

- Explain how you can protect yourself at an emergency scene.
- Explain how to protect a casualty at an emergency scene.
- Demonstrate an understanding of elementary anatomy and physiology.
- Apply appropriate First Aid procedures to the life-threatening situations wherever possible.
- Explain how to treat common injuries.

The course consists of the following lessons:

- Lesson 1 – Protecting yourself
- Lesson 2 – Protecting the casualty
- Lesson 3 – Medico-legal implications of first aid
- Lesson 4 – Emergency scene management
- Lesson 5 – The first aid kit
- Lesson 6 – Musculo-skeletal injuries
- Lesson 7 – Nervous system injuries
- Lesson 8 – Respiratory injuries
- Lesson 9 – The cardiovascular system and CPR
- Lesson 10 – Digestive system and digestive complaints
- Lesson 11 – Environmental emergencies