



CAREER GUIDANCE

2012

LeMark 
training & development (Pty) Ltd
"Your training needs - our priority"



Dear Learner,

The following document, containing all LeMark Training & Development's training programmes as well as University Short Courses, will guide you in choosing the skills programmes and short courses that will contribute to your career development. LeMark converted from a CC to a Company on 15 February 2010. Please note that all our details are still the same in regard to our VAT, Income Tax, and SDL numbers. The only number that changed is the ck which was CK2001/025985/23 and is now 2010/002646/07.

Enquiries can be made to LeMark - Tel: (012) 654 4288 or 087 700 9414
Fax: (012) 654 8193

Sales:

Cell: 072 149 6766; management@lemark.co.za; Sales - Cell: 083 417 3090, Kagiso Manota; enquiries@lemark.co.za;

Our PRO- Susan Chanda , pro@lemark.co.za or
Marnell Dickson - Cell:082 337 8939, marnell@lemark.co.za

PO Box 14047 Clubview, 0014. Web-site: www.lemark.co.za

ABOUT LEMARK - OUR CREDENTIALS IN THE TRAINING WORLD

Strategic partnerships

LeMark Training & Development has worked as a Training Partner, delivering University Accredited courses since 2001, with the following educational institutions:

- Potchefstroom Business School, North-West University, Potchefstroom Campus.
- School for Social and Government Studies, North-West University, Potchefstroom Campus.



Accreditation



LeMark Training & Development has been awarded Full Accreditation as a Training Provider by the Services Sector Education & Training Authority (SETA) ETQA. Accreditation number: 0149

Full Accreditation is the status attained after SETQAA monitoring has found that a provider of education and training delivers quality education and training in line with all the criteria specified by SAQA and SETQAA. Learner achievements must be evaluated against registered unit standards/qualifications and SETQAA-approved certificates of competence must be issued to learners.



Achieved



Achieved



Gold -Health and Wellness - Achieved

Choosing a skills programme/course:

When choosing a skills programme/course, the following should be taken into account:

- The target group that the skills programme/short course is aimed at (refer to LeMark Skills Programme/ short course information brochure);
- Previous qualifications obtained through a College, Technikon, University etc;
- Number of years' work experience;
- The current scope of your work.

The advantage of customised In-House Training:

All LeMark Training & Development courses and skills programmes can be tailored to meet the specific needs of your organisation. In-house training offers the following advantages:

- Customisation: based on a detailed need analysis, programmes will be tailored to meet the Specific Requirements of your organisation;
- Convenience and time: training can be tailored to suit your preferred dates and venues, saving you the Inconvenience and expenses of travelling;
- Confidentiality: running an on-site course provides you with the privacy to discuss your organisation's Problems more freely;
- Cost effectiveness: highly competitive in-house prices and savings on travel and accommodation will ensure a healthy return on your training investment;
- Increase long-term productivity: Training will result in more skilled and competent personnel, who in turn will increase your company's productivity;
- Personal attention: Every training programme is designed to be highly interactive to ensure that each delegate's individual objectives are met.

All Skills Programmes and Courses on our schedule of events can be presented as an in-house basis for a minimum of 7 (SEVEN) delegates.

15 Reasons To Use Us:

1. **HIGHLY QUALIFIED AND EXPERIENCED TRAINERS** - Our facilitators are highly skilled in their field, all our trainers have recognised qualifications as well as knowledge in specialised business fields.
2. **QUALITY COURSE MATERIALS** - All our materials have been developed by trainers with years of experience and who are subject matter specialists. They are both comprehensive and easy to follow.
3. **OUTCOMES BASED TRAINING** – We keep it simple. Our courses teach learners practical skills that they can implement at the workplace; all our programmes and courses are aligned to or based on unit standards.
4. **ACCREDITED TRAINING PROVIDER** - We are fully accredited by Services Seta - Accreditation SAQA. Decision No: 0149 and have a licence agreement with Potchefstroom Business School (PBS) and the School for Social and Government Studies (SSGS) as a Training Partner.
5. **CUSTOMISATION OF TRAINING PROGRAMMES & COURSES** - We specialise in Flexible Design and Delivery – We will then either tailor existing courses or create new bespoke (personalised) courses for you. We know that every business face challenges. Therefore we contextualise the challenges you identify to us in the training we deliver to you. All our course design and delivery is quality monitored through existing assurance processes.
6. **EXTENSIVE RANGE OF COURSES** - We offer a huge range of courses, from financial for non financial managers, presentation skills, effective letter writing to Managing and Communicating Change.
7. **COMPATIBILITY** - Matching your project with the right facilitator or consultant. Experience has taught us that compatibility is a critical factor to success.
8. **YOU DON'T HAVE TO TRAVEL – CONVENIENCE: - IN-HOUSE TRAINING** – The training can be organised at your premises or a venue you organised in your town/city. We operate in all 9 provinces of South Africa. You have the ability to talk about confidential company matters.
9. **COST EFFECTIVE** - You receive Special Group Rates AND
10. **MORE SAVINGS** - You save on travel and time costs.
11. **THE RIGHT TO CHOOSE** - You get to choose dates that suit you.
12. **SMALL CLASSES – SEATS ARE LIMITED** - We recommend not more than 25 learners per training intervention. By doing this each Learner is given the opportunity to get individual attention should they need it and their participation can be monitored by the facilitator.
13. **GET SOME \$\$\$ MONEY BACK – FOR INVESTING IN YOUR STAFF - CLAIM YOUR LEVIES BACK** – We are fully SETA accredited and that means you claim back up to 50% of the Course fee from your Seta, terms and conditions of your seta applies.
14. **BEE COMPLIANT** - We are BEE Compliant.
15. **PROUDLY SOUTH AFRICAN** – We are members of Proudly South Africa campaign. We love what we are doing. Developing South Africa.

This document serves as a guideline for learners in the private as well as in the public sector (sectors of government including NGO's and para-statals).

1. UNIVERSITY SHORT COURSES AND PROGRAMMES

LeMark Training & Development is proud to present the following short courses in collaboration with the Potchefstroom Business School (PBS), North-West University - Potchefstroom Campus.



1.1 One Year Programmes - University Certificate Programmes:

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
5	Beginner to intermediate (supervisors and junior management)	Fundamental Management Programme (FMP)	32	1 year	One year Programme (Distance Learning with Contact Study Blocks)	Available on request for in-house training (in a group of 15 and more)
6	Intermediate	Middle Management Programme (MMP)	118	1 year	One year Programme (Distance Learning with Contact Study Blocks)	Available on request for in-house training (in a group of 15 and more)
7	Advanced	Advanced Management Programme (AMP)	118	1 year	One year Programme (Distance Learning with Contact Study Blocks)	2 block weeks Available on request for in-house training (in a group of 15 and more)

1.2 Leadership, Management & Supervisor Related Courses

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
5	Intermediate	Office Management	4	3 days	University Short Course	5-7 March 2012 23-25 April 2012 14-16 May 2012 13-15 June 2012 10-12 July 2012 1-3 Aug 2012 17-19 Sept 2012 10-12 Oct 2012 19-21 Nov 2012
N/A	Intermediate to advanced	Basic Introduction to Management For Office Support Personnel	University Accredited (In process)	3 day	University Short Course	Available on request for in-house training (in a group of 7 and more)
N/A	Intermediate to advanced	The Role of the Manager	University Accredited (In process)	3 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
N/A	Intermediate	Management Fundamentals	N/A	3 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Leadership and Management Skills	5	3 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
7	Advanced	Short Course in Executive Management Skills	6	3 days	University Short Course	Available on request for in-house training (in a group of 7 and more)

All Skills Programmes and Courses on our schedule of events can be presented in-house on request for a minimum of 7 Delegates Enquiries can be made to LeMark-Tel : (012) 654 4288 or 087 700 9414 Fax: (012) 654 8193 or email: management@lemark.co.za

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1.3 Human Resource Management, Job Analysis, Recruitment & Selection and Interviewing Skills & – Related Courses

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
5	Intermediate to advanced	Human Resources Management for Supervisors	4	3 days	University Short Course	4-6 June 2012 17-19 Oct 2012
5	Intermediate	Human Resource Management	12	5 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Job Analysis, Recruitment and Selection	12		University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Job Analysis, Selection and Interviewing Skills	3	2 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
N/A	Intermediate to advanced	Interviewing Skills	N/A	1 day	University Short Course	Available on request for in-house training (in a group of 7 and more)

1.4 Project Management

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
4	Beginner	Basic Project Management for Administrators & Support Staff <i>(In process of Accreditation)</i>	5	3 days	LeMark Skills programme (US:120372)	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Project Management	12	4 days	University Short Course (SSGS)	6-9 Feb 2012 16-18 April 2012 18-21 June 2012 21-24 Aug 2012 5-8 Nov 2012
6	Advanced	Advanced Project Management	12	5 days	University Short Course (SSGS)	Available on request for in-house training (in a group of 7 and more)
5	Intermediate	The Planning and Execution of Service Delivery Projects	6	2 days	Skills programme (SSGS)	Available on request for in-house training (in a group of 7 and more)

1.5 Change Management & Diversity Management

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
6	Intermediate to advanced	Change Management	12	5 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
N/A	Intermediate	Change Management	N/A	1 day	Workshop	Available on request for in-house training (in a group of 7 and more)
5	Intermediate	Diversity Management in the Workplace	3	2 days	University Short Course	Available on request for in-house training (in a group of 7 and more)

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1.6 Conflict Management, Negotiation & Anger Management & Stress

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
5	Intermediate to advanced	Conflict Management	2	1 day	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Negotiations & Conflict Management	12	3 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Conflict & Anger Management	4	2 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Beginner	Stress and Stress Management	2	1 day	University Short Course	Available on request for in-house training (in a group of 7 and more)

1.7 Emotional Intelligence (UNIVERSITY PROGRAMMES)

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
5	Intermediate to advanced	Emotional Intelligence, Conflict & Stress management	8	3 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Emotional Intelligence, Conflict & Anger Management & Primal Leadership	8	2 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Emotional Intelligence and Conflict Management including Polarity Management	8	2 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Conflict & Anger Management	4	2 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Emotional Intelligence and Stress Management (including Polarity Management)	3	2 days	University Short Course	Available on request for In-house training (in a group of 7 and more)
5	Intermediate to advanced	Emotional Intelligence: The Basis of Successful Leaders & Manager	2	1 day	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Emotional Intelligence: The Basis of Successful Teams	2	1 day	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Emotional Intelligence, Conflict & Anger Management & Primal Leadership, Stress & Stress Management	8	3 days	University Short Course	Available on request for in-house training (in a group of 7 and more)

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1.8 Problem Solving and Decision Making & Developing Creative Problem-Solving & Effective Decision Making Skills

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
5	Intermediate to advanced	Problem Solving and Decision Making	8	3 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
N/A	Intermediate to advanced	Developing Creative Problem-Solving & Effective Decision Making Skills	N/A	2 days	LeMark skills Programme	Available on request for in-house training (in a group of 7 and more)

1.9 Performance Management (University Programmes)

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
5	Intermediate to advanced	Public Sector Performance Management	4	3 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Performance Management For Municipalities	4	4 days	University Short Course	Available on request for in-house training (in a group of 7 and more)

1.10 Strategy & Strategic Management & Planning Related

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
5	Advanced	Strategic Management-Realising Your Institution's Future	4	3 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
7	Intermediate to advanced	Formulation and Implementation of Strategy	8	5 days	University Short Course	Available on request for in-house training (in a group of 7 and more)

1.11 Records Management (University Programmes)

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
5	Intermediate to advanced	Records Management	11	3 days	University Short Course	13-15 Feb 2012 21-23 May 2012 13-15 Aug 2012 19-21 Nov 2012
4	Beginner to	Appraisal and Disposal	8	2 days	Skills Programme	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Electronic (e) Records Management	7	2 days	University Short Course	16-17 Feb 2012 24-25 May 2012 16-17 Aug 2012 22-23 Nov 2012
N/A	Intermediate	Registry Management	N/A	2 days	Skills programme	Available on request for in-house training (in a group of 7 and more)
N/A	Intermediate	Record Management Tools Designing Recordkeeping System	N/A	4 days	Skills programme	Available on request for in-house training (in a group of 7 and more)
N/A	Intermediate to advanced	Tools For Manual And Electronic Records	N/A	5 days	Short Course	Available on request for in-house training (in a group of 7 and more)

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1.12 Labour Related Short Courses (University Programmes)

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
5	Intermediate to advanced	Exploring Labour Relations	12	3 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Implement Equity Disciplinary, Code and procedure	12	3 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Absenteeism and the management of substance abuse	N/A	5 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
6	Intermediate to advanced	Applied Labour Relations	12	5 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Executive Labour Relations	30	5 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Managing Advanced Mediated & Arbitration in Labour	12	3 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Conciliation, Mediation & Arbitration – the Power of Negotiations	12	3 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Advanced Labour Relations	12	3 days	University Short Course	Available on request for in-house training (in a group of 7 and more)

1.13 Entrepreneurial (University Programmes)

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
5	Intermediate	Be Entrepreneurial	8	3 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
6	Intermediate to advanced	Course in Enterprise and Technology Management (CETM)	50	10 Months	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate	Delivering quality services for the people	16	2 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate	Effective Sales and Sales Techniques	16	2 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate	How to start and run your own business	5	2 days (+ 2 days if the <i>Business Plan</i> is added)	University Short Course	Available on request for in-house training (in a group of 7 and more)

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1.14 Sponsorship (University Programmes)

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
5	Intermediate	Sponsorship: Pre-event evaluation	2	2 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate	Sponsorship: Post-event evaluation	2	2 days	University Short Course	Available on request for in-house training (in a group of 7 and more)

1.15 Financial (University Programmes)

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
5	Intermediate	Non-Financial Managers Finance	15	9 days (In 3 blocks of 3 days each)	University Short Course	Available on request for in-house training (in a group of 7 and more)

1.16 Personal Wealth (University Programmes)

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
5	Intermediate	Money Behaviour	4	2 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate	Essential Financial Skills	4	2 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate	Personal Wealth Management	4	2 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate	Manage Your Investments	4	2 days	University Short Course	Available on request for in-house training (in a group of 7 and more)

1.17 Quality and Performance Management (University Programmes)

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
6	Intermediate	Quality and Performance management	N/A	2 days	University Short Course	Available on request for in-house training (in a group of 7 and more)

1.18 Train The Trainer (University Programme)

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
5	Beginner to Intermediate	Train The Trainer Delivery Skills	18 (Based on US: 117871)	3 days	LeMark Skills Programme (In process of Accreditation)	Available on request for in-house training (in a group of 7 and more)

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2. UNIVERSITY SHORT COURSES

LeMark Training & Development is proud to present the following short courses in collaboration with the School of Social and Government Studies, North-West University - Potchefstroom Campus.

PUBLIC SECTOR SHORT COURSES:

2.1 Project Management

NQF LEVEL	LEVEL OF LEARNER	COURSE NAME	CREDITS	DURATION	CLASSIFICATION	SCHEDULED DATES
4	Beginner	Basic Project Management for Administrators & Support Staff <i>(In process of Accreditation)</i>	5 (US:120372)	3 days	LeMark Skills programme (US:120372)	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	University Short Course in Public Sector Project Management	12 (US ID: 243824 & 243812)	4 days	University Short Course	6-9 Feb 2012 16-18 April 2012 18-21 June 2012 21-24 Aug 2012 5-8 Nov 2012
6	Advanced	Advanced University Short Course in Public Sector Project Management	12 (US ID: 242914)	5 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate	The Planning and Execution of Service Delivery Projects	6	2 days	Skills programme (SSGS)	Available on request for in-house training (in a group of 7 and more)

2.2 Logistics Management

NQF LEVEL	LEVEL OF LEARNER	COURSE NAME	CREDITS	DURATION	CLASSIFICATION	SCHEDULED DATES
5	Intermediate to advanced	Implementing effective and efficient SUPPLY CHAIN MANAGEMENT in Public Sector Departments / Entities	15 (US ID: 119345)	3 days (The learners have 3 months to submit their assignments)	University Short Course	Available on request for in-house training (in a group of 7 and more)

2.3 Financial Managers for Non-Financial Managers

NQF LEVEL	LEVEL OF LEARNER	COURSE NAME	CREDITS	DURATION	CLASSIFICATION	SCHEDULED DATES
5	Intermediate to advanced	Public Financial Management for Non-Financial Managers: Practically Implementing the Public Finance Management Act (PFMA)	12 (US ID: 119331)	3 days (The learners have 3 months to submit their assignments)	University Short Course	Available on request for in-house training (in a group of 7 and more)

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www.lemark.co.za

3. LEMARK SKILLS PROGRAMMES



3.1. Asset, Supply Chain and Bidding Process

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
N/A	Intermediate to advanced	Practically Implementing Effective Asset Management Framework In The Public Sector	N/A	3 days	Skills Programme	Available on request for in-house training (in a group of 7 and more)
N/A	Intermediate to advanced	Manage Supply Chain Management (Us: 259984) Asset Management (Us: 259984)	N/A	5 days	Skills Programme	Available on request for in-house training (in a group of 7 and more)
N/A	Intermediate to advanced	Supply Chain Management Bid Process	N/A	2 days	Skills Programme	Available on request for in-house training (in a group of 7 and more)
N/A	Intermediate to advanced	Implementing Equitable, Effective, Efficient, Competitive MUNICIPAL SUPPLY CHAIN MANAGEMENT	N/A	3 days	Skills Programme	Available on request for in-house training (in a group of 7 and more)

3.2 Municipal Programmes

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
5	Intermediate to advanced	Municipal Management	8	5 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Performance Management for Municipalities	4	3 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Implementing Equitable, Effective, Efficient, competitive MUNICIPAL SUPPLY CHAIN MANAGEMENT	15	3 days	Skills Programme	Available on request for in-house training (in a group of 7 and more)

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3.3 Public Sector:

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
N/A	Intermediate to advanced	PFMA and Financial Regulations	N/A	3 days	LeMark Skills programme	Available on request for in-house training (in a group of 7 and more)

3.4 Office Administration & Communication:

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
2	Beginners	Basic Office Administration	N.A	3 days	Skills Programme	Available on request for in-house training (in a group of 7 and more)
4	Intermediate to advanced	Professional Business Communication Skills for the Executive Secretary and Personal Assistant	6	3 days	Skills Programme (US:110021)	14-16 March 2012 27-29 June 2012
5	Intermediate	Office Management	4	3 days	University Short Course	5-7 March 2012 23-25 April 2012 14-16 May 2012 13-15 June 2012 10-12 July 2012 1-3 August 2012 17-19 Sept 2012 10-12 Oct 2012 19-21 Nov 2012
5	Intermediate to advanced	Effective Public Service Delivery (based on the Batho-Pele Principles)	4	3 days	University Short Course (US: 242860)	26-28 March 2012 2-4 July 2012 12-14 Nov 2012

3.5 Business Writing Skills:

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
4	Intermediate to advanced	Business Writing Skills	5	3 days	Skills Programme (US:12153)	20-22 Feb 2012 7-9 May 2012 10-12 Sep 2012 3-5 Dec 2012
3	Intermediate to advanced	Minute Taking	4	2 days	Skills Programme (US:13934)	6-7 Feb 2012 23-24 April 2012 23-24 July 2012 22-23 Oct 2012
4	Intermediate to advanced	Report Writing	6	2 days	Skills Programme (US:110023)	8-9 March 2012 25-26 June 2012 17-18 Sep 2012

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3.6 Business Management

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
2	Beginner to intermediate	Telephone Skills	4	2 days	Skills Programme (US: 14338 14348)	10-11 May 2012 13-14 Aug 2012
4	Intermediate	Presentation & Public Speaking Skills	4	3 days	Skills Programme (US:242839 242840)	20-22 Feb 2012 17-19 July 2012 2-4 Oct 2012
N/A	Intermediate	Supervisory Skills	N/A	2 days	Skills Programme	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Time Management	4	1 day	Skills Programme (US:15234)	26 April 2012
N/A	Intermediate to advanced	Protocol and Etiquette	N/A	1 day	Skills programme	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Stress and Stress Management	2	1 day	Skills programme	Available on request for in-house training (in a group of 7 and more)

3.7 Communication Programmes:

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
4	Intermediate	Presentation & Public Speaking Skills	4	3 days	Skills Programme (US:242839 242840)	20-22 Feb 2012 17-19 July 2012 2-4 Oct 2012
N/A	Intermediate to advanced	Effective Communication Skills	N/A	3 days	Skills programme	Available on request for in-house training (in a group of 7 and more)
N/A	Intermediate to advanced	Power Communication and Presentation Skills	N/A	2 days	Skills programme	Available on request for in-house training (in a group of 7 and more)
2	Intermediate	Oral communication in the workplace	5	2 Days	Skills programme	Available on request for in-house training (in a group of 7 and more)
N/A	Intermediate	Motivational	N/A	1 Day	Workshop	Available on request for in-house training (in a group of 7 and more)

3.8 Events Management Programme:

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
4	Intermediate	Event Management	5	2 days	Skills Programme (US:115214)	2-3 Feb 2012 14-15 May 2012

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3.9 Call Centre & Customer Service Programmes

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
4	Beginner to intermediate	Foundation of Public Relations	5	3 days	Skills Programme	Available on request for in-house training (in a group of 7 and more)
N/A	Intermediate	Customer Service Excellence Customer Care including: Difficult Customers Talk With Confidence Customer Service How To Ask Questions How To Deal With Unhappy Customers	N/A	2 days	Skills Programme	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Time Management	4	2 days	Skills Programme (US:15234)	26-27 April 2012
5	Intermediate to advanced	Emotional Intelligence, Conflict & Stress management	8	3 days	University Short Course	Available on request for in-house training (in a group of 7 and more)
2	Beginner to intermediate	Telephone Skills	4	1 day	Skills Programme (US: 14338 14348)	
N/A	Intermediate	Motivational	N/A	1 Day	Workshop	Available on request for in-house training (in a group of 7 and more)
5	Intermediate to advanced	Stress and Stress Management	2	1 day	Skills programme	Available on request for in-house training (in a group of 7 and more)

3.10 MS Project Management

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
N/A	Intermediate to advanced	MS PROJECT	N/A	3 days	Skills programme	Available on request for in-house training (in a group of 7 and more)

3.11 Aids Programmes

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
N/A	Beginner Intermediate to advanced	Aids in the Workplace	N/A	1 days	Skills programme	Available on request for in-house training (in a group of 7 and more)

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3.12 Local Economic Development & Local Democracy Facilitation Programme

NQF Level	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
N/A	Local Democracy Facilitation Community Participation and Consultation	N/A	2 days	Skills programme	Available on request for in-house training (in a group of 7 and more)
N/A	Local Economic Development	N/A	3 days	Skills programme	Available on request for in-house training (in a group of 7 and more)

3.13 Safety & Security Programmes

NQF Level	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
1	Perform basic life support and first aid procedures (us: 119577)	5	3 days	Short Course	Available on request for in-house training (in a group of 7 and more)
2	Patrol Security Officer (Fundamentals of Security Practices)	6	10 days	Skills Programme	Available on request for in-house training (in a group of 7 and more)
3	Patrol Security Officer (Fundamentals of Security Practices)	31	10 days	Skills Programme	Available on request for in-house training (in a group of 7 and more)
4	Control Room Operators (Security Control Room Operators)	15	5 days	Skills Programme	Available on request for in-house training (in a group of 7 and more)

3.14 Life Skills Programmes

NQF Level	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
N/A	Life Skills: Choices and Challenges	N/A	1 day	Skills programme	Available on request for in-house training (in a group of 7 and more)
N/A	Life Skills: Finding Significance through Inner Confidence	N/A	1 day	Skills programme	Available on request for in-house training (in a group of 7 and more)
N/A	Life Skills: The Best is yet to Come	N/A	1 day	Skills programme	Available on request for in-house training (in a group of 7 and more)
N/A	Life Skills: Strengthening Significant Relationships	N/A	1 day	Skills programme	Available on request for in-house training (in a group of 7 and more)

3.15 Team Building

NQF Level	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
N/A	Teambuilding Intervention	N/A	1 day	Workshop	Available on request for in-house training (in a group of 7 and more)
N/A	Teambuilding Intervention	N/A	2 days	Workshop	Available on request for in-house training (in a group of 7 and more)

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3.16 Labour And Law

NQF Level	Level of learner	PROGRAMME/COURSE NAME	CREDITS	DURATION	*Classification	Scheduled Dates
N/A	Beginner Intermediate to advanced	The Consumer Protection Act	N/A	3 days	Workshop	Available on request for in-house training
N/A	Beginner Intermediate to advanced	Sexual harassment	N/A	1 day	Workshop	Available on request for in-house training
N/A	Beginner Intermediate to advanced	Whistle blowing: The Draft Protected Disclosures Act	N/A	1 day	Workshop	Available on request for in-house training
N/A	Beginner Intermediate to advanced	Aids in the Workplace	N/A	3 days	Workshop	Available on request for in-house training
N/A	Beginner Intermediate to advanced	Disciplinary Hearings	N/A	3 days	Workshop	Available on request for in-house training
N/A	Beginner Intermediate to advanced	What everyone should know about Disciplinary Hearings (Advanced Programme/Workshop)	N/A	3 days	Workshop	Available on request for in-house training
N/A	Intermediate to advanced	Negotiation Skills	N/A	2 days	Workshop	Available on request for in-house training

*TERMS OF REFERENCE:

- Skills programme: Programmes that are aligned to registered SAQA unit standards.
- University Short Course: Courses that are accredited by either the Potchefstroom Business School, North- West University or the School of Social and Government Studies, North-West University.
- Work Skills Programme: Programmes that are not yet aligned to registered unit standards and are therefore not credit bearing.
- One Year University Management Programme: Programmes presented in collaboration with the Potchefstroom Business School (PBS), North West University - Potchefstroom Campus. Also accredited by Potchefstroom Business School (PBS).

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The liability of LeMark Training & Development in the event of a skills programme, seminar or course being cancelled will be limited to a refund of the event fees to the delegate. We reserve the right to change the venue and the order of the presentation or if absolute necessary to substitute a facilitator or presenter

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Please note: All learning programmes and courses on our training schedule can be presented in-house on request, for a minimum of 7 delegates. Training can be tailored to meet your specific needs, preferred dates and venues, saving you the inconvenience and expense of travelling. Highly competitive in-house prices and savings on travel and accommodation will ensure a healthy return on your training investment.

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