



**SERVICE PROVIDER
SKILLS PROGRAMMES**

ordinary people doing the extra-ordinary

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INNOVATION THROUGH KNOWLEDGE DEVELOPMENT (PTY) LTD

BUSINESS PRACTICE

This Business Practice training programme includes an introduction to business, the concepts of entrepreneurship and basic management skills for new entrepreneurs. The programme is aligned to Business Practice qualification (61755), which is registered as a level 1 qualification (ABET level 4) on the NQF.

CONTENT

1. Basic computer skills
2. Understanding HIV/ AIDS and it's impact
3. Are you an entrepreneur
4. Introduction to business planning
5. Business structures
6. Market research and marketing
7. Management systems
8. Financial Management skills
9. Writing a business plan

DURATION

40 contact days over a period of 10 months. Summative assessment will take place over the period of a month (after training has been completed).





NEW VENTURE CREATION (Level 2)

The New Venture Creation (NVC 2) programme is aimed at entrepreneurs who have a desire to own their own business. The programme focuses on understanding entrepreneurship, developing business plans, marketing, management structures and basic management skills. The programme has been aligned to the New Venture Creation qualification (49648), which is registered as a level 2 qualification on the NQF.

CONTENT

1. Introduction to entrepreneurship
2. Exploring business ideas
3. Business and legal structures
4. Lifeskills: Health and safety
5. (includes HIV/ AIDS in the workplace)
6. Market research and business planning
7. Business management systems
8. Financial Management skills
9. Writing a business plan

DURATION

40 contact days over a period of 10 months and 1 market day per month for the last three months of training. Summative assessment will take place over the period of a month (after training has been completed).

INTRODUCTION TO BUSINESS

This Introduction to business skills programme, has been designed as an introductory programme for people planning to start their own business. The programme includes testing of business ideas, starting a small business in South Africa, the importance of marketing and market research and how to plan your business. The programme has been aligned to the unit standard: Start up a small business (243803), which is registered as a level 3 unit standard.

CONTENT

1. Exploring business ideas
2. Business and legal structures
3. Market research and marketing
4. Business planning

DURATION

40 contact hours over a period of 5 days. Summative assessment will take place over a period of a month (after training has been completed).

Assessment is voluntary and will be planned with each participant who aims to achieve a credit bearing certificate.



BUSINESS PLANNING

This skills programme offers a more in-depth understanding of business systems and structures, management requirements and planning skills. The programme has been aligned to the unit standard: Run a small business (243809), which is registered as a level 3 unit standard.

CONTENT

1. Business and legal structures
2. Financial management skills
3. Basic Management systems for a business
4. Understanding the target market
5. Managing operations of a small business

DURATION

40 contact hours over a period of 5 days. Summative assessment will take place over a period of a month (after training has been completed).

Assessment is voluntary and will be planned with each participant who aims to achieve a credit bearing certificate.

INNOVATIVE ENTREPRENEUR

This programme has been designed to explain the importance of innovation in business success. Participants will gain knowledge of specific techniques for releasing creativity in the development a viable business venture. The programme has been aligned to the unit standard: Apply innovative thinking to the development of a small business (114600), which is registered as a level 4 unit standard.

CONTENT

1. Thinking skills
2. Techniques for generating ideas
3. Understanding innovation in business
4. How to apply innovative thinking in business

DURATION

Training contact time = 2 days.

Assessment is voluntary and will be planned with each participant who aims to achieve a credit bearing certificate.

FINANCIAL MANAGEMENT FOR SME'S

This programme provides financial management skills for new micro and small business owners. The programme has been aligned to the unit standard: Manage finances for a new venture (119674), which is registered as a level 2 unit standard.

CONTENT

1. Business financial controls
2. Accounting procedures
3. Maintain business financial records
4. Understanding financial statements

DURATION

Training contact time = 5 days.

Assessment is voluntary and will be planned with each participant who aims to achieve a credit bearing certificate.

PERSONAL FINANCIAL MANAGEMENT (1)

This programme provides participants with basic financial management skills. Specifically participants will learn how to manage their personal finances. The programme has been aligned to the unit standard: Manage personal finances (243189), which is registered as a level 1 unit standard.

CONTENT

1. Understand Personal Finances
2. Plan and prepare a personal budget
3. Operate a personal bank account

DURATION

Training contact time = 2 days.

Assessment is voluntary and will be planned with each participant who aims to achieve a credit bearing certificate.





PERSONAL FINANCIAL MANAGEMENT (2)

This programme provides participants with basic financial management skills. Specifically participants will learn to use a budget in order to manage their personal finances. The programme has been aligned to the unit standard: Use a personal budget to manage own money (119913), which is registered as a level 2 unit standard.

CONTENT

1. Taking control of your finances
2. Personal budgeting
3. Financing purchases
4. Planning for the future

DURATION

Training contact time = 2 days.

Assessment is voluntary and will be planned with each participant who aims to achieve a credit bearing certificate.

PERSONAL FINANCIAL MANAGEMENT (3)

This programme provides participants with the skills to make informed decisions regarding the management of their personal finances. The programme also includes understanding financial records, understanding the impact of debt and buying on credit and how to develop a savings plan to provide for their future. The programme has been aligned to the unit standard: Manage personal expenditure (119915), which is registered as a level 3 unit standard.

CONTENT

1. Managing a bank account (and reconciling a bank statement)
2. Managing accounts (credit management)
3. Financing purchases
4. Understanding interest and inflation
5. Savings planning

DURATION

Training contact time = 2 days.

Assessment is voluntary and will be planned with each participant who aims to achieve a credit bearing certificate.

COMPUTER LITERACY

Our computer literacy programme is a self study programme that allows learners to work through and study each module at their own pace. The programme is completely interactive and includes practical application of skills before being able to move onto other modules.

CONTENT

1. PC LITERACY

Basic literacy in utilizing a PC that includes basic features, windows, keyboard and mouse functions are covered.

2. WORD PROCESSING

Basic features and tools of Office Word 2003 are covered and this includes:

- a. Working with documents
- b. Editing and proofreading of documents
- c. Changing the appearance of documents
- d. Presenting information in tables and columns
- e. Working with graphics and charts
- f. Collaborating with others
- g. Previewing and printing of documents
- h. Previewing and creating web content

3. EXCEL

Basic features and tools of Office Excel 2003 are covered and this includes:

- a. Getting to know Excel
- b. Setting up a workbook
- c. Performing calculations on data
- d. Changing document appearance
- e. Filtering and recording data
- f. Combining data from multiple sources
- g. Creating charts
- h. Printing
- i. Collaboration

4. POWERPOINT

Basic features and tools of Office PowerPoint 2003 are covered and this includes:

- a. Creating presentations
- b. Working with slides
- c. Making presentations look consistent
- d. Working with shapes
- e. Working with graphics, tables, charts and diagrams



- f. Creating multimedia presentations
- g. Reviewing and sharing of presentations
- h. Preparing a presentation for printing or web publication
- i. Setting up and delivering slide shows

5. OUTLOOK

Basic features and tools of Outlook 2003 are covered and this includes:

- a. Managing E-mail messages
- b. Finding and organizing of E-mail messages
- c. Managing calendars
- d. Scheduling and managing meetings
- e. Creating and organizing a list of contacts
- f. Keeping track of information

6. INTERNET EXPLORER 6

Basic features and tools of Office Internet Explorer 6 are covered and this includes:

- a. Getting started with Explorer
- b. Opening a Web page
- c. Adjusting basic settings
- d. Using a search engine
- e. Printing a Web page
- f. Using bookmarks

DURATION

This is a self study programme, duration of the programme will depend on the learner.



NEW VENTURE CREATION (LEVEL 4)

DESCRIPTION

This programme is specifically aimed at entrepreneurs who have no clear understanding of the requirements of being an entrepreneur or for people who have begun a micro enterprise and would like to improve their business management skills. The learning programme has been aligned to the New Venture Creation level 2 qualification (49648).

CONTENT

- 1.** Understand the business environment
- 2.** The successful entrepreneur
- 3.** Finding profitable business opportunities and researching their viability/feasibility
- 4.** Strategic management
- 5.** Marketing plan and management
- 6.** Operational/ Production plan and management
- 7.** HR management plan & management
- 8.** Financial Management
- 9.** Business management practices & techniques
- 10.** Organisational leadership and teamwork
- 11.** Business design

DURATION

40 contact days over a period of 12 months. As part of the assessment process participants will be required to plan, organise and evaluate a business activity of their own choice. Learners who have completed the whole program successfully (competent on all aspects of the NVC qualification) are recommended for certification by Services Seta).



HOW TO MANAGE YOUR SCHOOL LIKE A BUSINESS

DESCRIPTION

This programme is specifically aimed at entrepreneurs who have no clear understanding of the requirements of being an entrepreneur or for people who have begun a micro enterprise and would like to improve their business management skills. The learning programme has been aligned to the New Venture Creation level 2 qualification (49648).

CONTENT

- 1.** The market mechanisms
- 2.** The successful entrepreneur
- 3.** Viability and Profitability
- 4.** Strategic planning & management
- 5.** Marketing planning and management
- 6.** Production/operational planning and management
- 7.** Financial Management
- 8.** HR management & general administration
- 9.** Negotiations in business and work
- 10.** Motivational leadership
- 11.** Strategic Implementation
- 12.** Workplace experience

DURATION

40 contact days over a period of 12 months. Learners will be required to plan and run a micro business, and develop a basic business plan for this business. Summative assessment will take place over the period of two weeks (after training has been completed) and learners will be required to complete an examination.



ELBIE OOSTHUIZEN SPEECH-LANGUAGE SERVICES

PRACTICAL ENGLISH

DESCRIPTION

This skills programme is aimed at people who wish to improve their English communication skills.

CONTENT

1. Image management and grooming
2. Communication skills
3. Specialised language use
4. Business etiquette
5. Presentation skills

DURATION

1 or 2 days based on client requirements and the number of modules included in the programme.

PRESENTATION SKILLS

DESCRIPTION

Presentation skills seminars form part of an integrated approach to Communication Skills training.

CONTENT

1. Non-verbal expression
2. Vocal expression
3. Linguistic expression
4. Researching and writing a presentation
5. Stylistic components of a presentation
6. Achieving objectives with a presentation
7. Practical execution.

DURATION

1 or 2 days based on client requirements and the number of modules included in the programme.





ASSERTIVE SKILLS

DESCRIPTION

Assertive behaviour is essential in the 21st century business world where diversity and competition is the norm. Training is presented either individually or in groups of maximum 12 delegates.

CONTENT

- 1.** Exploring the difference between assertiveness and aggression
- 2.** Different types of assertion
- 3.** Rules, techniques and levels of assertion
- 4.** Body language and voice use
- 5.** Practical exploration of work-related situations

DURATION: 1 day.

CONFLICT RESOLUTIONS SKILLS

DESCRIPTION

Conflict is part of every person's life that makes conflict resolution skills so valuable. The ability to word effectively in groups necessitates recognition of potential conflict and management thereof before it develops into full-blown conflict. Excellent conversational skills and anger management form part of one's ability to manage conflict successfully.

CONTENT

- 1.** Types and sources of conflict
- 2.** Conflict management cycle
- 3.** Conflict resolution
- 4.** Conversational skills in conflict management
- 5.** Understanding cultural differences
- 6.** Assertive behaviour
- 7.** Negotiation
- 8.** Anger management
- 9.** Practical exploration of different work-related situations

DURATION

1 or 2 days based on client requirements and the number of modules included in the programme.

CV-WRITING AND INTERVIEW SKILLS

DESCRIPTION

Today's business world involves regular job changes (both in-house promotion and external), therefore preparing CVs and getting ready for interviews is part of our business lives. Clear guidelines and practical tips are provided and followed up with a simulated 'hands-on' role-play experience.

CONTENT

- 1.** CV preparation:
 - a. Employ professional vocabulary and positive notions in the cover letter
 - b. International trends in CV layout and information presented
 - c. Focus on what the employer wants to know
 - d. Final editing of CV.
- 2.** Interview preparation:
 - a. Employ professional vocabulary and positive notions to facilitate an appropriate tone
 - b. Voice and speech coaching (if indicated)
 - c. Projecting the right image (Creating an awareness regarding appropriate business wear)
 - d. How to act? (Creating an awareness regarding non-verbal communication)
 - e. Coping with nervous tension
 - f. What to expect (Role-play scenario's, this includes tough questions for specific purposes)
 - g. What questions should you ask? (Prepare appropriate questions)
 - h. Testing and assessment centres
 - i. Subsequent interviews

DURATION: 2 days.



WRITING SKILLS

DESCRIPTION

This skills programme is aimed at business people who wish to improve their business writing skills.

CONTENT

- 1.** Syntax refinement – grammar, vocabulary, punctuation (if required)
- 2.** Document structure, layout and format
- 3.** Stylistic element such as clarity, tone and conciseness
- 4.** International trends such as “plain language” and “netiquette”

DURATION: 1 day.



PROFESSOR NICO SWART

HOW TO TEACH YOUR CHILD TO WORK WITH MONEY

DESCRIPTION

This skills programmed is aimed at children of all ages, helping them to understand the importance of money management and how they can plan for their future.

CONTENT

- 1.** South Africa and its education system
- 2.** personal financial education
- 3.** Why teach your child about finances?
- 4.** What parents should learn and know
- 5.** How to teach your child at different ages in different grades
- 6.** Questions and answers regarding pocket money
- 7.** start your own personal financial home gym
- 8.** Integrating the school syllabuses
- 9.** How to plan for your child's future
- 10.** Learning and learning difficulties
- 11.** Financial Products and services for children

DURATION: 5 days.

MONEY SKILLS FOR STOKVELS

DESCRIPTION

This skills programmed is aimed at people who are or have started stokvels. It provides insight and advise to help stokvels manage their finances and plan for future investments.

CONTENT

- 1.** Personal financial planning
- 2.** Budgeting
- 3.** Debt
- 4.** Savings and investments
- 5.** Protecting your family's financial future

DURATION: 5 days.





REAL ESTATE SKILLS FOR LEARNERS

DESCRIPTION

This skills programmed teaches young people how to plan for and buy their first residence.

CONTENT

- 1.** Renting versus buying
- 2.** How to evaluate a residence
- 3.** The role of an estate agent
- 4.** The different cost items involved in buying a residence
- 5.** Contracts
- 6.** How to finance a residence
- 7.** Practical steps to follow when buying your first residence

DURATION: 5 days.

ACAT – VARIOUS SKILLS PROGRAMMES

PROGRAMME NAME	LEVEL
Planning a Site for a Production Unit	1
Introduction to Agriculture	1
Planning the Best Use of Energy for Crop Production	1
Nature, Environment & Conservation	1
Speak English Now	1
Read English Now	1
Write English Now	1
Numeracy	1
Hand Knitting	1
Leatherwork	1
Personal & Family Care	1
Hand Sewing	1
Introduction	1
Food Preparation	1
Facilitator's Guide	1
Introduction to Business	1
Capacity Building	1
Generating an Income	1
Business Documents & Records	1
The Number System	1
Basic Number Manipulations	1
Numbers Shared, Grouped in Time & In Tables	1
Farm Technology and Maintenance	1
Basic Technical Drawing and Woodwork	1
Introduction to Technology	1
Community Volunteer Course 1	1
Laying out a plot or farm for Crop Production	2
Managing Soil & Water for Sustainable Crop Production	2
Sustainable Agriculture Crop Production I	2
Different language at Different Times	2
Working with Facts & Opinions	2
Your world, your words	2
Numeracy	2
Food Preparation - Baking	2
Machine Sewing - Making Boxer Shorts	2
Personal & Family Care	2
Machine Knitting	2
Crocheting 1	2
Embroidery 1	2
Facilitator's Guide	2





PROGRAMME NAME	LEVEL
Business Economics II	2
Legal Wise: Different forms of Business	2
Small Business Bookkeeping	2
Capacity Building III People & Nature	2
Entrepreneurship II The Basics of Entrepreneurship	2
Numbers in Time & Space	2
Numbers in our Environment	2
Numbers in Action	2
Building Construction	2
Woodwork Technology	2
Technical Drawing	2
Family Health Care II Basic First Aid	3
Family Health Care 1 Health & Sexuality	3
Sustainable Agriculture Crop Production II	3
Technology used in Agriculture	3
Factors that Influence Livestock Selection	3
Speak English Well	3
Read English Well	3
Write English Well	3
Fabric Painting 1	3
Food Processing & Preservation	3
Embroidery II - Patchwork & Applique	3
Machine Sewing II Making a Shirt	3
Crocheting II	3
Facilitator's Guide	3
Capacity Building III People & Nature	3
Entrepreneurship III Planning a Business	3
Entrepreneurship III Production, Demand & Supply	3
Small Business Bookkeeping III	3
Numbers and their Dimensions	3
Number Patterns & Fractions	3
Numbers At Work	3
Motor Vehicle Technology	3
Mechanical Technology Welding - ARC & Gas	3
Building Construction II Building a farm shed	3
Electrical Energy	4
Home-Based Health Care	4
Health Related Human Rights	4
Animal Nutrition	4
Animal Diseases & Pest Control	4
Sustainable Agriculture III - Livestock Production	4
Agriculture as a Science	4
Agricultural Production Management	4
Contracts & Tenders	4



PROGRAMME NAME	LEVEL
Language & Learning	4
Language in Society	4
Language Appreciation	4
Language & Information	4
Community Health Care	4
Fabric Painting II	4
Embroidery III Quilting	4
Machine Sewing III Making a Dress	4
Machine Sewing III Making a School Uniform	4
Catering for an Income	4
Facilitator's Guide	4
Capacity Building IV Manage with Style	4
Business Economics IV Economic Systems	4
Small Business Bookkeeping IV Financial Statements	4
Algebra	4
Numbers in Patterns, Measurements & Quantities	4
Number Sets	4
Numbers in Activities	4
Entrepreneurship IV Manage Your Small Business Well	4
Renewable Energy	4
Animal Traction	4
Home Poultry Production	1
Dairy Farming	2
Crop Production	2
Commercial Broiler Production	1
Beekeeping	1
Farming with Animals	1
Growing Vegetables	1
Growing Vegetables for the Home	1
Herbs for Health & Healing	1
Vegetable Production	1
Toilet Construction	1
Block Making	1
Garment Making 1 Making Safari Shorts	1
Garment Making 2 Making a Blouse	2
Garment Making 3 Making a lady's Suit	3
Candle Making	1

CAREERS IT

CAREER GUIDANCE FOR STUDENTS

DESCRIPTION

These skills programmes provide students from grades 4 to 12 with insight as to how to plan for a career

MODULES

- 1.** Grade 4
- 2.** Grade 5
- 3.** Grade 6
- 4.** Grade 7
- 5.** Grade 8
- 6.** Grade 9
- 7.** Grade 10
- 8.** Grade 11
- 9.** Grade 12
- 10.** After school



KEYS TO THINKING

DESCRIPTION

CONTENT

1. PROLOGUE

1.1 KEYS TO THINKING

1.1.1 Course diagram

1.1.2 Course materials

The Teacher's Guide

The goal sheet

The lesson

Relaxation

Stories

Activities

Posters

Visualizations

Homework

1.1.3 Evaluating pupils' work

1.1.4 Beyond the materials

Transfer to other subjects

The classroom environment

Teacher attitude

2. TEACHING KEYS TO THINKING

2.1 CLASSROOM MANAGEMENT:



TEACHING CO-OPERATIVE GROUPS

2.2 SPECIFIC THINKING TOOLS USED IN THIS COURSE

2.3 INTRODUCING YOUR PUPILS TO KEYS TO THINKING – GETTING STARTED

3. ADDENDUM FROM THE UPTTRAIL OFFICE

Questions and suggestions from the classroom and from UPTTRAIL

LESSONS

Unit 1: Meet Your Mind

Lesson 1: The idea of thoughtfulness

Lesson 2: Thoughtfulness and brainstorming

Lesson 3: What thoughtfulness is: Part 1 (APC)

Lesson 4: What thoughtfulness is: Part 2

Lesson 5: Using thoughtfulness (APC)

Lesson 6: Take time to think

Lesson 7: Take time to think (continued)

Lesson 8: Make thinking broad and adventurous!

Look for hidden options (APC)

Lesson 9: Be broad and adventurous!

Use hidden options (APC)

Lesson 10: Be broad and adventurous!

Look for Other People's points of View (OPV)

Lesson 11: Make remembering broad and adventurous

Lesson 12: Make thinking clear and careful (Analyze)

Lesson 13: Clear and careful thinking in Maths

(Analyze)

Lesson 14: Clear and careful thinking everywhere (OPV)

Lesson 15: Putting together ideas about thinking (CAF)

Lesson 16: Make thinking organized!

Lesson 17: Make thinking organized! (continued)

Lesson 18: Make thinking organized! Be a good partner

Lesson 19: Make thinking organized! Use words

Lesson 20: Notice times to think better



- Lesson 21: Notice times to think better in school
- Lesson 22: The Memory COAT
- Lesson 23: The Memory COAT (continued)

Unit 2: Stand Back And Think

- Lesson 1: Stand back and think about thinking
- Lesson 2: Stand back and notice thinking
- Lesson 3: The Thinking Coach
- Lesson 4: Become your own Thinking Coach
- Lesson 5: Stand back before thinking
- Lesson 6: Stand back and set goals (AGO)
- Lesson 7: Stand back and set goals (AGO)
- Lesson 8: Stand back during thinking
- Lesson 9: Stand back after thinking
- Lesson 10: Standing back before and during thinking
- Lesson 11: Standing back after thinking

Unit 3: The Understanding Circle

- Lesson 1: What is the Understanding Circle?
- Lesson 2: What is it like? Describe it (CAF)
- Lesson 3: What is it like? Compare it (Compare)
- Lesson 4: How does it work? (Analyze)
- Lesson 5: How does it work? (continued) (AGO)
- Lesson 6: How well does it work? (PMI)
- Lesson 7: How does recycling work?
- Lesson 8: How well does recycling work?
- Lesson 9: What are the causes?
- Lesson 10: What are the consequences? (C & S)
- Lesson 11: What is uncertain about it? (Evidence)
- Lesson 12: What is uncertain about it? (continued) (Evidence)
- Lesson 13: What else can we understand by using the Understanding Circle (understanding points)?
- Lesson 14: Understanding the process of making democratic decisions
- Lesson 15: Understanding the process of making democratic decisions (continued)



Unit 4: Consolidation

Lesson 1: Powerful keys to thoughtfulness

Lesson 2: Powerful keys to thoughtfulness (continued)

Lesson 3: Powerful keys to thoughtfulness (continued)

Lesson 4: Powerful keys to thoughtfulness (continued)

Lesson 5: Powerful keys to thoughtfulness (continued)

Lesson 6: Powerful keys to thoughtfulness (continued)

Lesson 7: Powerful keys to thoughtfulness (continued)

