

# 2022

## **PUBLIC AND IN-HOUSE**

### Training Schedule

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Please take note that all Public (at our premises) courses listed in this schedule can also be customised and/or presented as In-house (on-site – at your premises) courses, via **Distance Learning** or **Virtually/On-line**

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## TRAINING SCHEDULE

*\* Skills programmes that are not accredited.*

### SCHOOL OF INFORMATION TECHNOLOGY

Title	Course Code	Course No.
<i><b>MEDIA, INFORMATION AND COMMUNICATION TECHNOLOGIES SECTOR EDUCATION AND TRAINING AUTHORITY (MICT) QUALIFICATIONS:</b></i>		
Data Science Practitioner Certificate – 12 months (available soon)	DSP	0122
Certificate in Information Technology (Systems Development) – 12 months (available soon)	CIT	0122
<i><b>BEGINNER TO INTERMEDIATE DATA SCIENCE COURSES:</b></i>		
*Data Analytics powered by Excel & VBA – 3 weeks	DAE	0122
*Data Science powered by SQL – 4 weeks	VBA/SQL	0122
*Data Science powered by Python in Machine Learning and AI (Including GITHUB) – 8 weeks	PYT	0122
*Use Power BI as a Visual Analytics Platform – 3 weeks	PBI	0122
<i><b>ELEARNING COURSES:</b></i>		
*Office 365 (Pollen Series)	O365	0122
*PC Basics (Pollen Series)	PCB	0122

## SOFT SKILLS

Title	Course Code	Course No.
*Inside-Out Self-Leadership – 1 day	IOSL	0122
*Inspiring Influence – 1 day	II	0122
*Emotional Intelligence and Assertiveness – 3 days	EQA	0122
Time and Stress Management – 1 day	TSM	0122
*Business Presentation Skills – 1 day	BPS	0122
Customer Service – 1 day	CUS	0122
*Anger, Conflict and Stress Management – 2 days	ACSM	0122
Problem Solving Skills – 1 day	PS	0122
Report Writing – 2 days	RW	0122
*Minute Taking – 1 day	MT	0122
*Learn to Work (Workplace Readiness) – 3 days	LW	0122
*CV Writing & Interview Skills – 1 day	CVIS	0122

### IN-HOUSE ONLY:

(AT YOUR PREMISES)

Learn to Work (Workplace Readiness).

Please contact [bookings@signify.co.za](mailto:bookings@signify.co.za) for more information.

## SUPERVISORY COMPETENCE

Title	Course Code	Course No.
*Supervisory Fundamentals (POLC) – 1 day	POLC	0122
	POLC	0222
	POLC	0322
Supervisory Skills – 7 days	SS	0122
	SS	0222

## MANAGEMENT COMPETENCE

Title	Course Code	Course No.
Project Management – 5 days (NQF Level 4 – 50080)	PM	0122
*Change Management – 1 day	NOT PRESENTED IN PUBLIC FORMAT	

## TRAINER COMPETENCE

Title	Course Code	Course No.
Assessor – 115753 – Conduct Outcomes-based Assessment – 3 days	ASS	0122
Moderator – 115759 – Conduct Moderation of Outcomes-based Assessment – 2 days	MOD	0122
Facilitation Skills – 117871 – 3 days	FAC	0122
<b>Combo 1:</b> Assessor – 115753 – Conduct Outcomes-based Assessment + Moderator – 115759 – Conduct Moderation of Outcomes-based Assessment – 5 days	ASSMOD	0122
<b>Combo 2:</b> Assessor – 115753 – Conduct Outcomes-based Assessment + Moderator – 115759 – Conduct Moderation of Outcomes-based Assessment + Facilitation Skills – 117871 – 8 days	AMF	0122
Portfolio Building – 4 hours		

## HUMAN RESOURCE COMPETENCE

Title	Course Code	Course No.
*Performance Management – 2 days	PMM	0122
*Paterson Job Evaluation – 3 days	PJE	0122

## The **Pollen Series** is Signify Learning Academy's shelf-content.

This series provides foundational knowledge on a range of topics, aimed at Individual Contributors, Supervisory and Team Leader target audiences. Pollen will be beneficial to Middle Managers as a foundational course.

The series focuses on Micro Learning, and people who complete these can expect to gain knowledge in a focussed area or topic. In turn, each topic in the Pollen Series is divided into PODS or sections. Topics range from 1-5 PODS or sections.

- The Pollen Series can be viewed on PC, tablet, or smartphone.
- Content combines interactive activities, multi-media, and additional resources to enrich the learning experience.
- The Pollen Series can be customized to your organisation's corporate identity.

For more detail regarding the below Micro- and Short Digital learning programmes visit: [www.signifylearning.co.za](http://www.signifylearning.co.za). Make enquiries at [bookings@signify.co.za](mailto:bookings@signify.co.za).

<b>Contents</b>	
<b>Personal Mastery</b>	
Active listening	Conflict management
Emotional intelligence	Time management
Controlling your anger	
<b>Life Skills</b>	
Stress management	Resilience
Making change easy	Courageous Conversations

<b>Career Management</b>	
Teamwork	Coaching
Mentoring	Motivation
Self-directed leadership	
<b>Transversal Skills</b>	
Problem-solving	Diversity management
Decision-making	How to apologise
<b>Personal Branding</b>	
Presentation skills	Telling a good story
Being assertive	Dress for success
<b>Workplace Conduct</b>	
Meeting etiquette	Dealing with bullying
Sexual harassment	Effective Meetings
<b>Relationship Building and Networking Skills</b>	
Dealing with difficult people	Effective emails
How to talk to anyone	
<b>Technical Skills</b>	
PC basics	Selling like a Pro
Office 365	Telephone Etiquette
<b>Risk Management</b>	
Anti-Bribery & Corruption (ABC) introduction	Conflict of interest
Anti-bribery	AML/CTF: suspicious transactions
ABC compliance	Know your customer
Anti-Money Laundering and Counter Terrorist Financing (AML/CTF)	
<b>Automotive Series</b>	
Practical selling skills	
<b>Compliance</b>	
Treating customers fairly (TCF)	Occupational Health and Safety Act



FAIS awareness	Public Finance Management Act
FICA	Risk management
Basic Conditions of Employment Act	Workplace ethics
Employment Equity Act	Workplace professionalism
Labour Relations Act	Introduction to PoPIA
PoPIA for employees: From rights to responsibilities	
<b>Wellness</b>	
HIV-AIDS	Trauma and PTSD
Financial wellness	
<b>Performance</b>	
Attitude	Enthusiasm
Awareness	Self-discipline
Impact	
<b>Pollen leadership</b>	
Manager-leader	
<b>Pollen HR</b>	
Arbitration proceedings: The Employee's Guide	

**New Pollen topics to be introduced during 2022:**

1. First Aid
2. Cyber Security
3. Digital Marketing
4. Data Security: A global view
5. Shop Steward Training
6. Managing my inbox
7. Time management for high performers
8. Performance Management

Should you require any of our other programmes **contained** in this schedule to be digitised (In eLearning format), please contact us at [bookings@signify.co.za](mailto:bookings@signify.co.za) to arrange a solution which will meet your needs and requirements.

If you require any programme **not contained** in this schedule to be digitised (In eLearning format), we can co-create/customise a solution for you.

## CUSTOMISATION

Optimal training results are achieved when training is customised and co-created with our client to ensure that the organisation's vision, mission, values and industry specific policies and case studies are incorporated in the content.

## ASSESSMENT SOLUTIONS

We will assist you discover, develop, and succeed with the people in your organisation.

**Our approach is aligned to the inherent requirements of the job and the company culture.**

We assess people in a holistic way, incorporating their:

- Ability and capacity to deal with complexity.
- Personality traits.
- Cognitive ability.
- Emotional intelligence.
- Abilities and skills.

We source best-practice assessments (Competency-based Assessment Centres and Psychometric Tests) from various professional institutions.

We assess through all organisational levels nationally using our network of assessment experts.

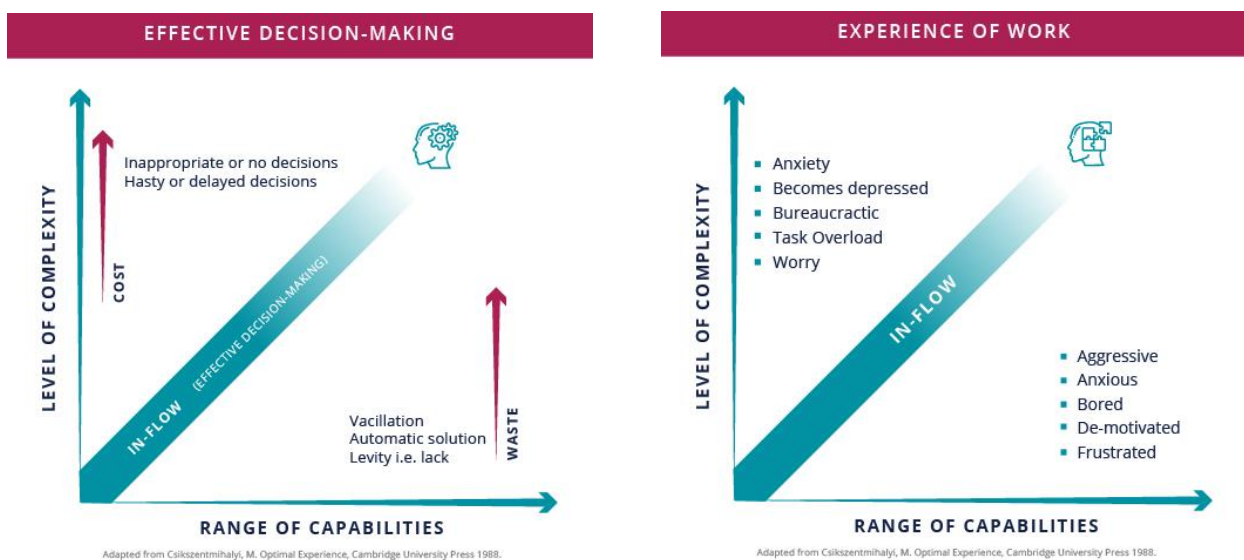
## JOB COMPLEXITY INTERVIEW (JCI)

The JCI enables us to explore the relationship between people and their work.

In this 90-minute, one-on-one interview process (in person or online), individuals receive an opportunity to explore their experience of work.

JCI allows us to address the mismatch between the employee's job responsibilities and their own capabilities.

JCI is primarily used as a career planning and development tool. It can also be used in succession planning and organisational development processes for recruitment and selection.



*A JCI will therefore establish at which level of work/complexity an individual is comfortable operating at and determine if this will change over time, i.e., future potential.*

## TERMS AND CONDITIONS OF REGISTRATION

### **Please note:**

To guarantee the delivery of the service, payment must be made prior to the commencement of the programme by bank transfer. Proof detailing the remittance advice and account number must be emailed through to our offices – [accounts@signify.co.za](mailto:accounts@signify.co.za). Signify reserves the right to recall or refuse the service or withhold learner results in the event of non-payment.

### **Non-arrival/Cancellations:**

If written cancellation is not received at least five (5) working days prior to the start of any service you will be charged the full amount. Substitute delegates are welcome at any time provided full details are sent to the course co-ordinator and that they meet the entry requirements. It must be noted that the value of one day's 'Day Conference Package' for the venue will be charged for non-arrival on the day.

### **Postponements:**

Postponements will be accepted in writing, if made before the cancellation clause comes into effect. However, it should be noted that Signify will only accept one postponement per programme.

### **Registration:**

For public programmes registration closes at 12h00 on the Friday one working week prior to the week that the programme commences.

### Programme changes:

All prices and dates are subject to change without notice. Availability of places is on a first come, first served basis, and Signify is not responsible for any cost implications for delegates who arrive without advance booking and are then turned away (preferably book 2 weeks in advance).

## CONTACT US

If you would like more information about the products and services provided by Signify Learning Academy, please contact us:



[bookings@signify.co.za](mailto:bookings@signify.co.za)



+27 12 763 6600



[www.signifylearning.co.za](http://www.signifylearning.co.za)

While all precautions are taken to ensure that the information contained in this schedule is correct at the time of printing, it is subject to change as new training courses may be added or extra courses included, while others may have to be re-scheduled or cancelled. We therefore suggest that you contact: 012 763 6600, or email [bookings@signify.co.za](mailto:bookings@signify.co.za) before making reservations.

We cannot be held liable if bookings are not confirmed.

## VISITING SIGNIFY

Signify is located on the first floor of Building C in the Westend Office Park, 254 Hall Street, Die Hoewes, Centurion, South Africa.

To find us on Google Maps, [click here](#).

### Step 1

When arriving at the main gate in Hall Street, present your driver's license and indicate that you are visiting Signify.



### Step 2

Proceed through the boom gate and follow the road to the circle.

Exit the circle at the third exit – Building C will be on your left.  
Turn left at building C.



### Step 3

Take the next right. Proceed to the allocated parking bays, 268, 269, 270, 271, 285, 286 or 287.



## INTERCOM SYSTEM

After parking in an unmarked parking bay, proceed to the main entrance of Building C.

On the intercom pedestal at the entrance, follow these steps:



1. Select the **Phonebook** option, by pressing the button on the bottom right of the key panel.
2. Use the **DOWN arrow** (8) to scroll down to Signify on the list.
3. Press the **Green Dial button** on the keypad to dial the Signify reception, who will then open the door for you.

Signify's office is on the first floor.