

COURSE TYPE	NQF LEVEL	DURATION	NQF CREDITS	CERTIFICATION
CORE BUSINESS COURSES				Certification on successful Completion of the Assignment/Assessment (outcome-based)
Call Centre Training	4	2 days	6 credits	Yes
Business Etiquette & Protocol	4	1 day	3 credits	Yes
Business Communication	5	3 days	12 credits	Yes
Cultures Working Together	4	1 day	4 credits	Yes
Customer Satisfaction	4 - 5	2 days	4 credits	Yes
Effective Meeting Skills	4	2 days	5 credits	Yes
Event Management	4	2 days	12 credits	Yes
Excellence in Marketing	6	2 days	10 credits	Yes
Flexible Management (Supervisory Course)	5-6	5 days	15 credits	Yes
Improving Productivity	4	2 days	4 credits	Yes
Improving your Company Image	4	2 days	4 credits	Yes
Interpersonal Communication	1 – 4	2 days	4 credits	Yes
Job & Competency Profiling	5	3 days	12 credits	Yes
Managing Personal Finances	4	2 days	4 credits	Yes
Managing your Work Outputs	4	2 days	5 credits	Yes
Mentorship	5 – 6	3 days	15 credits	Yes
Performance Management	4 – 6	2 days	25 credits	Yes
Presentation Skills	5- 6	3 days	8 credits	Yes
Problem Solving & Decision Making	4	2 days	4 credits	Yes
Professional Business Writing	4	2 days	8 credits	Yes
Professional Selling	4	2 days	5 credits	Yes
Project Management + MS Project	5	4 days + 1 day ass	15 credits	Yes
Small Business Management	4– 6	5 days	15 credits	Yes
Strategic Planning	6	2 days	10 credits	Yes
Total Quality	4 - 5	2 days	8 credits	Yes
Travel Arrangements	4	1 day	7 credits	Yes
Purchasing and Store Management	5	3 days	8 credits	Yes
Fleet Management	4 - 5	2 days	5 credits	Yes
Production and Operations Management	5	4 days	10 credits	Yes

PERSONAL DEVELOPMENT				
Assertiveness	3	1 day	3 credits	Yes
Empowerment of Employees	4	2 days	3 credits	Yes
Professional Business Writing	4	2 days	8 credits	Yes
Secretaries as Office Managers	3– 4	2 days	4 credits	Yes
Self-Development	2– 4	2 days	3 credits	Yes
Stress Management	3 - 4	2 days	3 credits	Yes
Time Management	4	2 days	5 credits	Yes
Women Empowerment	4	2 days	5 credits	Yes
You are a Member of a Team	3 - 5	2 days	3 credits	Yes

EAP/QWL PROGRAMME				
Stress Management	3 - 4	2 days	3 credits	Yes
Self-Development	2 – 4	2 days	3 credits	Yes
Bereavement	3 – 4	1 day	3 credits	Yes
Counselling	3 – 4	2 days	5 credits	Yes
Drug & Alcohol Abuse	3 – 4	1 day	3 credits	Yes
HIV/AIDS Workshop and Programmes	4	2 days	8 credits	Yes

Managing Personal Finances	3 – 4	2 days	4 credits	Yes
Trauma	3 – 4	1 day	3 credits	Yes

COMPUTER TRAINING				
Typing Tutor	3	2 days	2 credits	Yes
MS Word	4	3 days	4 credits	Yes
Excel	4	3 days	4 credits	Yes
Power Point	4	2 days	3 credits	Yes
MS Project 2007	5	3 days	6 credits	Yes

ETD PRACTITIONERS & HRM				
Assessor/Moderator Training	4 – 5	3 days	10 credits	Yes
Basic Training of Trainers	4 – 5	4 days	10 credits	Yes
Curriculum Designing & Development	4 – 6	3 days	12 credits	Yes
ETD Practitioners Programme full programme	4 – 6	5 days + 2 days	35 credits	Yes
Job & Competency Profiling	5	2 days	12 credits	Yes
Performance Agreement	3-5	2 days	5 credits	Yes
Staffing Practices	4 –5	3 days	8 credits	Yes

TO : **THE BBN DIVISION**

ATTN : TRAINING CO-ORDINATOR – LAETITIA McCABE
 CELL 082 777 4741 or email: training@bbn.co.za
 FAX: 086 513 2330

Dear Laetitia,

1. I have marked the training courses I am interested in for my company/business and attach the list hereto for your information and action.
2. I need a Training Audit to be conducted. Please contact me to make an appointment to meet and discuss my/our training needs.

FROM : _____

(Name and address of Company/Business)

CONTACT PERSON: _____

POSITION : _____

TELKOM TELEPHONE NUMBER: (021) _____

CELLPHONE NUMBER: _____

EMAIL ADDRESS: _____

BBN REGISTRATION NUMBER: _____ (25% for BBN Go ProActive Business Members and BBN Community Action Partners)