

# QUALIFICATIONS

## SERVICES SETA

Business Administration _____	Level 2
Business Administration _____	Level 3
Business Administration _____	Level 4
Hygiene and Cleaning Services _____	Level 1
Specialist Hygiene and Cleaning Services _____	Level 2
Hygiene and Cleaning _____	Level 3
Management _____	Level 3
Management _____	Level 4

Generic Management _____	Level 5
Project Management _____	Level 4
Project Management _____	Level 5
Contact Centre Support _____	Level 2
Contact Centre Operations _____	Level 4
New Venture Creations _____	Level 2
New Venture Creations _____	Level 4

## BANK SETA

Banking _____	Level 4
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Banking _____	Level 5
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# QUALIFICATIONS

## CATHSSETA

Professional Cookery \_\_\_\_\_ Level 4

## MERSETA

Production Technology \_\_\_\_\_ Level 2

Production Technology \_\_\_\_\_ Level 3

Production Technology \_\_\_\_\_ Level 4

## MICTSETA

End- User \_\_\_\_\_ Level 3

Tech Support \_\_\_\_\_ Level 4

Systems Development \_\_\_\_\_ Level 4

Systems Development \_\_\_\_\_ Level 5

Systems Support \_\_\_\_\_ Level 5

## INSETA

Long-term Insurance \_\_\_\_\_ Level 4

Short-term Insurance \_\_\_\_\_ Level 4

# QUALIFICATIONS

## W&RSETA

Wholesale and Retail Distribution \_\_\_\_\_ Level 2

Wholesale and Retail Operations \_\_\_\_\_ Level 3

Wholesale and Retail Operations Supervision \_\_\_\_\_ Level 4

Generic Management \_\_\_\_\_ Level 4

## TETA

Transport \_\_\_\_\_ Level 1

Freight Handling \_\_\_\_\_ Level 3

Supply Chain Management \_\_\_\_\_ Level 5

Purchasing/Procurement and supply \_\_\_\_\_ Level 5

Strategic Supply Chain Management \_\_\_\_\_ Level 5

## QCTO

Adult Literacy Teacher \_\_\_\_\_ Level 1

Contact Centre Manager \_\_\_\_\_ Level 3

Office Administrator \_\_\_\_\_ Level 5

Bookkeeper \_\_\_\_\_ Level 5

Public Service Administrator \_\_\_\_\_ Level 5

# SKILLS PROGRAMS

## PERSONAL DEVELOPMENT SKILLS PROGRAMS

Receptionist Skills Programme

Office Administration (Entry level)

Administration in a business environment (Intermediate level)

## PROJECT MANAGEMENT SKILLS PROGRAMS

Project Management (Fundamentals)

Project Management (Project Planning)

## TECHNICAL SKILLS PROGRAMS

Word and Excel Functions

Technical Support Skills Programme

Technical Support: Networking Skills Program

## ADMINISTRATION SKILLS PROGRAMS

Self and time Management

Effective communication

Workplace Readiness

## MANAGEMENT & LEADERSHIP SKILLS PROGRAMS

Leadership and Management Techniques

Management principles and techniques

People Management

Coaching and mentoring

Emotional Intelligence

Business Management

Contact Centre Customer Management

# SKILLS PROGRAMS

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## MICROSOFT SKILLS PROGRAMS

Microsoft Word Level 1 (Basic)

Microsoft Word Level 2 (Intermediate)

Microsoft Word Level 3 (Advanced)

Microsoft Excel Level 1 (Basic)

Microsoft Excel Level 1 (Intermediate)

Microsoft Excel Level 1 (Advanced)

## FINANCIAL & BUSINESS SKILLS PROGRAMS

Business Management

Entrepreneurship Readiness Programme

Financial Administration

# SKILLS PROGRAMS

## MERSETA ACCREDITED PROGRAMS

### MANUFACTURING

Assistant Metal Joiner

Assistant Spray Painter

Finisher and Components Assembler

Manufactured Component Assembler

Manufacturing Equipment Operator

Material Stock Balance Maintainer

Routine Maintenance Operator

Routine Maintenance Using Tools and Equipment

Stock Counting

Understanding of Quality Indicators in Manufacturing

First Line Maintainer

Material Handler

### MANAGEMENT & SUPERVISION

Supervisory Management Phase 1

Work in a Team

Assistant Project Manager

Production Coordinating Skills

Production Quality Assurance Skills

Production Systems Controller

Project Budget Supervisory Skills

Production Operator

Production Process Worker

Production Stock Control

Allocator and Planner of Production Tasks

### WAREHOUSING & LOGISTICS

Warehouse and Logistic Planner

Logistics and Planning Phase 3

Logistics and Planning Phase 4

Logistics Operation Skills

### HEALTH & SAFETY

Health and Safety Skills

Safety, Health and Environmental Representative

Safe Use of Tools and Equipment