Staff Training

TRAINING CALENDAR 2027



Staff Training

Index

About Staff Training

At a Glance 1

About Us 2

Optional Purchases 3

Short Courses – Open-Hosted Training Schedule 4

Lead & Manage 5–8

Communication & Ethics 9–14

EQ & Wellness 15–17

Time & Productivity 18–21

Customer Focus & Industry 22–24

AI Included 25–27

Power Sessions & In-house Training

Power Sessions 28

Additional Workshops – In-house Training 29

Pricing & Accreditation

Open-Hosted Pricing 30

Accredited Unit Standards 31–37

Good to Know

Course Information, Payments & Cancellations 38

Page numbers match the number printed at the bottom of each page. In the digital copy, click any entry to jump straight to it.

Staff Training

AT A GLANCE



Our Vision

To enable, empower and educate our learners by focusing on self-mastery, accountability and emotional intelligence. Creating a strong workforce and allowing for South African economic growth through the development of highly competent and focused leadership pipelines.

Our Values

Inclusivity – Affordable training for all, achieved through training small and large groups.

Knowledge – Customised, current and innovative solutions for large and small business, risk monitoring and pro-active content creation.

Caring – Focusing on empowering our delegates by providing support and healthy challenges and inspiring self-determination and accountability.

Relevance – Adaptation of leading global theories for the South African context and creative solution finding for today's challenges.

Excellence – Constantly striving to improve and achieve smooth turnkey delivery through exceptional client care and user friendly processes.

Contact Us

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Where We Train

Cape Town, Johannesburg, Pretoria, Polokwane, Durban & Port Elizabeth

In-house Training: We offer in-house training at your premises.

Virtual: Training is also available online via Teams or Zoom.

Our Philosophy

Focus on Real Challenges
To continually understand and unpack current market challenges.

Focus on Real Solutions
To continually adopt and adapt global theories and trends for African markets.

Focus on Real People
To consistently help create real options for the larger SA workforce.

Focus on Real Personal Growth
To consistently encourage accountability as a tool of choice.

Focus on Real Skills Development
To focus on current and trending skills requirements.

ABOUT US



Staff Training is a SETA accredited organisation, offering a wide range of soft skill, communications and leadership workshops and learnerships throughout South Africa.

Our highly capable facilitators engage with our delegates using a wide variety of training tools, creating in-depth and very practical approaches to everyday situations.

We also work closely with our clients to customise workshops for specific outcomes, providing comprehensive HR solutions, enabling us to address the root cause of the business challenges being faced.

- **Pre-Workshop Surveys** – Measurement of the current state of skills
- **Post Workshop Surveys** – Assessment of workshop knowledge retention.
- **Classroom Learning** – Nationwide with highly motivated facilitators
- **Virtual Learning** – Any of our workshops can also be presented virtually, via Zoom or Teams.
- **Post Workshop E-learning** – Afterburner courses expanding on knowledge gained in training.
- **Competency Testing** – SETA accreditation and Skills Check for KPI Reporting
- **Online Learning** – A continually expanding portfolio.
- **LevelUp Coaching** – One-on-one coaching option for those who would like to address and build on the knowledge they gained during training.
- **PowerPath Coaching** – An add-on to our management courses and a powerful investment into your future leaders.

In addition, our flagship offerings include comprehensive self-mastery and leadership training using the Enneagram, a globally acclaimed personal growth and leadership tool. These Enneagram packages are combined with Leadership, Emotional Intelligence, Self Mastery and Team Development solutions.

Staff Training is registered on the Central Supplier Database and is an EME level 4 contributor with 100% procurement recognition.

When ROI Matters...

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. These sessions are particularly useful for unpacking real life scenarios and assisting with converting theory into practice under the tutelage of an experienced coach.

Surveys

Pre- and post-workshop surveys are available to help determine your specific goals and current training or change related needs. Surveys are a great measurement tool and help determine the impact of HR and management efforts.

PowerPath Coaching

An add-on to our management courses and a powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching:

Enneagram Group Coaching Journey

Enneagram: Insight to Action

SHORT COURSES

Please note that dates are subject to change depending on trainer and venue availability.

Pricing guide can be found on page 30, but we would like to emphasise that should you opt for the SETA Accredited version of our workshops listed below there will be additional costs, so please keep this in mind when requesting your quote.

Staff Training

COURSE CATEGORY

LEAD AND MANAGE

Course	Duration	Unit Standard	Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Lead & Manage															
3 Day Leadership	3 Days	242824	**CT**			9-11		5-7			3-5		19-21		
			JHB, DBN			2-4				20-22		7-9			6-8
			Virtual		9-11		6-8		8-10				26-28		
Basic Project Management	2 Days	252022	**CT, PLK, PE**		10-11	10-11		11-12	9-10		5-6	15-16		9-10	
			JHB,PTA,DBN		10-11	10-11		11-12	9-10		5-6	15-16		9-10	
			Virtual		10-11	10-11		11-12	9-10		5-6	15-16		9-10	
Coaching Skills for Managers	2 Days	252035	**CT, PE**			16-17				7-8		14-15			7-8
			JHB, DBN			16-17				7-8		14-15			7-8
			Virtual			16-17				7-8		14-15			7-8
Conflict Management	2 Days	114226	**CT, PLK, PE**		24-25		21-22		1-2	6-7	11-12	8-9		10-11	
			JHB,PTA,DBN		24-25		21-22		1-2	6-7	11-12	8-9		10-11	
			Virtual		24-25		21-22		1-2	6-7	11-12	8-9		10-11	
Critical Thinking and Problem Solving	2 Days	242817	**CT, PLK, PE**		3-4	17-18		24-25		8-9	24-25		20-21	24-25	
			JHB,PTA,DBN		3-4	17-18		24-25		8-9	24-25		20-21	24-25	
			Virtual		3-4	17-18		24-25		8-9	24-25		20-21	24-25	
Delegating for Success	1 Day	N/A	**CT, PLK, PE**		25		16		30				28		
			JHB,PTA,DBN		25		16		30				28		
			Virtual		25		16		30				28		

All workshops listed under our open-hosted training schedule are also available as In-house training upon request.

Course	Duration	Unit Standard	Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Lead & Manage (continued)															
Developing your Management Potential I	1 Day	242818	**CT, PLK, PE**		15		12	17		12	16		11	15	
			JHB,PTA,DBN		15		12	17		12	16		11	15	
			Virtual		15		12	17		12	16		11	15	
Developing your Management Potential II	1 Day	242817	**CT, PLK, PE**		16		13	18		13	17		12	16	
			JHB,PTA,DBN		16		13	18		13	17		12	16	
			Virtual		16		13	18		13	17		12	16	
Developing your Management Potential III	1 Day	242813	**CT, PLK, PE**		18		15	20		15	19		14	18	
			JHB,PTA,DBN		18		15	20		15	19		14	18	
			Virtual		18		15	20		15	19		14	18	
Having Courageous Discussions	1 Day	N/A	**CT, PLK, PE**					27							1
			JHB,PTA,DBN					27							1
			Virtual					27							1
How to Build Your Leadership Pipeline	2 Days	N/A	**CT, PLK, PE**		23-24		20-21		22-23				21-22		
			JHB,PTA,DBN		23-24		20-21		22-23				21-22		
			Virtual		23-24		20-21		22-23				21-22		
How to Give Effective Feedback	1 Day	242817	**CT, PLK, PE**				29					23			
			JHB,PTA,DBN				29					23			
			Virtual				29					23			

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Course	Duration	Unit Standard	Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Lead & Manage (continued)															
How to Improve Team Collaboration	1 Day	N/A	**CT, PLK, PE**					10				27			
			JHB,PTA,DBN					10				27			
			Virtual					10				27			
How to Lead a Team to Productivity	Half Day	252034	**CT, PLK, PE**		8		19		21		12	10	8		8
			JHB,PTA,DBN		8		19		21		12	10	8		8
			Virtual		8		19		21		12	10	8		8
How to Manage Change	2 Days	252021	**CT, PLK, PE**			4-5		19-20		28-29			6-7		
			JHB,PTA,DBN			4-5		19-20		28-29			6-7		
			Virtual			4-5		19-20		28-29			6-7		
How to Manage Effective Meetings	Half Day	242816	**CT, PLK, PE**					14				17			
			JHB,PTA,DBN					14				17			
			Virtual					14				17			
Managing Gen Z	1 Day	N/A	**CT, PLK, PE**		19							1			
			JHB,PTA,DBN		19							1			
			Virtual		19							1			
Office Management	2 Days	242820	**CT, PLK, PE**		2-3	11-12	8-9		17-18		23-24	29-30		11-12	
			JHB,PTA,DBN		2-3	11-12	8-9		17-18		23-24	29-30		11-12	
			Virtual		2-3	11-12	8-9		17-18		23-24	29-30		11-12	

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Staff Training

COURSE CATEGORY

COMMUNICATION AND ETHICS

Course	Duration	Unit Standard	Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Communication & Ethics															
3 Day Leadership	3 Days	242824	**CT**			9-11		5-7			3-5		19-21		
			JHB, DBN			2-4				20-22		7-9			6-8
			Virtual		9-11		6-8		8-10				26-28		
Assertiveness in the Workplace	1 Day	N/A	**CT, PLK, PE**	25	25		8	25		29		14		30	
			JHB,PTA,DBN	25	25		8	25		29		14		30	
			Virtual	25	25		8	25		29		14		30	
Business Etiquette and Professionalism	1 Day	114959	**CT, PLK, PE**	28		18		6	9	7		16		16	
			JHB,PTA,DBN	28		18		6	9	7		16		16	
			Virtual	28		18		6	9	7		16		16	
Business Writing Skills	1 Day	119463	**CT, PLK, PE**		5		22		10	13	25		21		8
			JHB,PTA,DBN		5		22		10	13	25		21		8
			Virtual		5		22		10	13	25		21		8
Communication Excellence	1 Day	119454	**CT, PLK, PE**	18		10		7	23		31		14	11	
			JHB,PTA,DBN	18		10		7	23		31		14	11	
			Virtual	18		10		7	23		31		14	11	
Conflict Management	2 Days	114226	**CT, PLK, PE**		24-25		21-22		1-2	6-7	11-12	8-9		10-11	
			JHB,PTA,DBN		24-25		21-22		1-2	6-7	11-12	8-9		10-11	
			Virtual		24-25		21-22		1-2	6-7	11-12	8-9		10-11	

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Course	Duration	Unit Standard	Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Communication & Ethics (continued)															
Customer Care	1 Day	242829	**CT, PE**		10	12	13	18		22		9		4	
			JHB, DBN		10	12	13	18		22		9		4	
			Virtual		10	12	13	18		22		9		4	
Debt Collecting	2 Days	119674	**CT, PLK, PE**	26-27			14-15				10-11		13-14		
			JHB,PTA,DBN	26-27			14-15				10-11		13-14		
			Virtual	26-27			14-15				10-11		13-14		
Diversity and Inclusion	1 Day	252043	**CT, PLK, PE**	27		5	20		15		6	30		5	
			JHB,PTA,DBN	27		5	20		15		6	30		5	
			Virtual	27		5	20		15		6	30		5	
Eliminating Workplace Harassment and Bullying	1 Day	N/A	**CT, PLK, PE**		18		15			27			12		
			JHB,PTA,DBN		18		15			27			12		
			Virtual		18		15			27			12		
Emotional Intelligence	1 Day	252031	**CT, PLK, PE**		4		28		3	15	23		20		7
			JHB,PTA,DBN		4		28		3	15	23		20		7
			Virtual		4		28		3	15	23		20		7

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Course	Duration	Unit Standard	Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Communication & Ethics (continued)															
Frontline Reception I	1 Day	14338	**CT, PLK, PE**	19		11		12	24		18	22		24	
			JHB,PTA,DBN	19		11		12	24		18	22		24	
			Virtual	19		11		12	24		18	22		24	
Frontline Reception II	1 Day	N/A	**CT, PLK, PE**	20				13			19			25	
			JHB,PTA,DBN	20				13			19			25	
			Virtual	20				13			19			25	
Frontline Service and Upselling	1 Day	N/A	**CT, PLK, PE**	22				31			4		7		
			JHB,PTA,DBN	22				31			4		7		
			Virtual	22				31			4		7		
Having Courageous Discussions	1 Day	N/A	**CT, PLK, PE**					27							1
			JHB,PTA,DBN					27							1
			Virtual					27							1
How to Complete Tender Documents	1 Day	119712	**CT, PLK, PE**	29		15		4	7	21		2		23	
			JHB,PTA,DBN	29		15		4	7	21		2		23	
			Virtual	29		15		4	7	21		2		23	
How to Deal with Difficult Clients and Discussions	Half Day	114974	**CT, PLK, PE**		22		5			1				9	
			JHB,PTA,DBN		22		5			1				9	
			Virtual		22		5			1				9	

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Course	Duration	Unit Standard	Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Communication & Ethics (continued)															
How to Give Effective Feedback	1 Day	242817	**CT, PLK, PE**				29					23			
			JHB,PTA,DBN				29					23			
			Virtual				29					23			
How to Improve Team Collaboration	1 Day	N/A	**CT, PLK, PE**					10				27			
			JHB,PTA,DBN					10				27			
			Virtual					10				27			
How to Manage Effective Meetings	Half Day	242816	**CT, PLK, PE**					14				17			
			JHB,PTA,DBN					14				17			
			Virtual					14				17			
Managing Gen Z	1 Day	N/A	**CT, PLK, PE**		19							1			
			JHB,PTA,DBN		19							1			
			Virtual		19							1			
Minute Taking	2 Days	13934	**CT, PLK, PE**		17-18		7-8	26-27		14-15	30-31		5-6	2-3	
			JHB,PTA,DBN		17-18		7-8	26-27		14-15	30-31		5-6	2-3	
			Virtual		17-18		7-8	26-27		14-15	30-31		5-6	2-3	
Presentation Skills	2 Days	119465	**CT, PLK, PE**	21-22				19-20				21-22		17-18	
			JHB,PTA,DBN	21-22				19-20				21-22		17-18	
			Virtual	21-22				19-20				21-22		17-18	

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Course	Duration	Unit Standard	Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Communication & Ethics (continued)															
Report Writing	1 Day	242820	**CT, PLK, PE**		23		23		29		2	13	18		3
			JHB,PTA,DBN		23		23		29		2	13	18		3
			Virtual		23		23		29		2	13	18		3
Resilience Training	2 Days	N/A	**CT, PLK, PE**					11-12							2-3
			JHB,PTA,DBN					11-12							2-3
			Virtual					11-12							2-3
Telesales Training	1 Day	119462	**CT, PLK, PE**			19			30			28		18	
			JHB,PTA,DBN			19			30			28		18	
			Virtual			19			30			28		18	

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Staff Training

COURSE CATEGORY

EQ AND WELLNESS

Course	Duration	Unit Standard	Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
EQ & Wellness															
3 Day Leadership	3 Days	242824	**CT**			9-11		5-7			3-5		19-21		
			JHB, DBN			2-4				20-22		7-9			6-8
			Virtual		9-11		6-8		8-10				26-28		
Communication Excellence	1 Day	119454	**CT, PLK, PE**	18		10		7	23		31		14	11	
			JHB,PTA,DBN	18		10		7	23		31		14	11	
			Virtual	18		10		7	23		31		14	11	
Conflict Management	2 Days	114226	**CT, PLK, PE**		24-25		21-22		1-2	6-7	11-12	8-9		10-11	
			JHB,PTA,DBN		24-25		21-22		1-2	6-7	11-12	8-9		10-11	
			Virtual		24-25		21-22		1-2	6-7	11-12	8-9		10-11	
Diversity and Inclusion	1 Day	252043	**CT, PLK, PE**	27		5	20		15		6	30		5	
			JHB,PTA,DBN	27		5	20		15		6	30		5	
			Virtual	27		5	20		15		6	30		5	
Eliminating Workplace Harassment and Bullying	1 Day	N/A	**CT, PLK, PE**		18		15			27			12		
			JHB,PTA,DBN		18		15			27			12		
			Virtual		18		15			27			12		
Emotional Intelligence	1 Day	252031	**CT, PLK, PE**		4		28		3	15	23		20		7
			JHB,PTA,DBN		4		28		3	15	23		20		7
			Virtual		4		28		3	15	23		20		7

All workshops listed under our open-hosted training schedule are also available as In-house training upon request.

Course	Duration	Unit Standard	Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
EQ & Wellness (continued)															
Having Courageous Discussions	1 Day	N/A	**CT, PLK, PE**					27							1
			JHB,PTA,DBN					27							1
			Virtual					27							1
Resilience Training	2 Days	N/A	**CT, PLK, PE**					11-12							2-3
			JHB,PTA,DBN					11-12							2-3
			Virtual					11-12							2-3
Stress and Time Management	1 Day	242811	**CT, PLK, PE**	19		16		31		7	10	22		22	
			JHB,PTA,DBN	19		16		31		7	10	22		22	
			Virtual	19		16		31		7	10	22		22	

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Staff Training

COURSE CATEGORY

TIME AND PRODUCTIVITY

Course	Duration	Unit Standard	Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Time & Productivity															
Basic Project Management	2 Days	252022	**CT, PLK, PE**		10-11	10-11		11-12	9-10		5-6	15-16		9-10	
			JHB,PTA,DBN		10-11	10-11		11-12	9-10		5-6	15-16		9-10	
			Virtual		10-11	10-11		11-12	9-10		5-6	15-16		9-10	
Critical Thinking and Problem Solving	2 Days	242817	**CT, PLK, PE**		3-4	17-18		24-25		8-9	24-25		20-21	24-25	
			JHB,PTA,DBN		3-4	17-18		24-25		8-9	24-25		20-21	24-25	
			Virtual		3-4	17-18		24-25		8-9	24-25		20-21	24-25	
Delegating for Success	1 Day	N/A	**CT, PLK, PE**		25		16		30				28		
			JHB,PTA,DBN		25		16		30				28		
			Virtual		25		16		30				28		
Developing your Management Potential I	1 Day	242818	**CT, PLK, PE**		15		12	17		12	16		11	15	
			JHB,PTA,DBN		15		12	17		12	16		11	15	
			Virtual		15		12	17		12	16		11	15	
Developing your Management Potential II	1 Day	242817	**CT, PLK, PE**		16		13	18		13	17		12	16	
			JHB,PTA,DBN		16		13	18		13	17		12	16	
			Virtual		16		13	18		13	17		12	16	
Developing your Management Potential III	1 Day	242813	**CT, PLK, PE**		18		15	20		15	19		14	18	
			JHB,PTA,DBN		18		15	20		15	19		14	18	
			Virtual		18		15	20		15	19		14	18	

All workshops listed under our open-hosted training schedule are also available as In-house training upon request.

Course	Duration	Unit Standard	Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Time & Productivity (continued)															
How to Complete Tender Documents	1 Day	119712	**CT, PLK, PE**	29		15		4	7	21		2		23	
			JHB,PTA,DBN	29		15		4	7	21		2		23	
			Virtual	29		15		4	7	21		2		23	
How to Lead a Team to Productivity	Half Day	252034	**CT, PLK, PE**		8		19		21		12	10	8		8
			JHB,PTA,DBN		8		19		21		12	10	8		8
			Virtual		8		19		21		12	10	8		8
How to Manage Effective Meetings	Half Day	242816	**CT, PLK, PE**					14				17			
			JHB,PTA,DBN					14				17			
			Virtual					14				17			
How to Plan Effectively	Half Day	N/A	**CT, PLK, PE**		9	9	9	25		20		7		30	
			JHB,PTA,DBN		9	9	9	25		20		7		30	
			Virtual		9	9	9	25		20		7		30	

All workshops listed under our open-hosted training schedule are also available as In-house training upon request.

Course	Duration	Unit Standard	Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Time & Productivity (continued)															
Minute Taking	2 Days	13934	**CT, PLK, PE**		17-18		7-8	26-27		14-15	30-31		5-6	2-3	
			JHB,PTA,DBN		17-18		7-8	26-27		14-15	30-31		5-6	2-3	
			Virtual		17-18		7-8	26-27		14-15	30-31		5-6	2-3	
Office Management	2 Days	242820	**CT, PLK, PE**		2-3	11-12	8-9		17-18		23-24	29-30		11-12	
			JHB,PTA,DBN		2-3	11-12	8-9		17-18		23-24	29-30		11-12	
			Virtual		2-3	11-12	8-9		17-18		23-24	29-30		11-12	
Report Writing	1 Day	242820	**CT, PLK, PE**		23		23		29		2	13	18		3
			JHB,PTA,DBN		23		23		29		2	13	18		3
			Virtual		23		23		29		2	13	18		3
Stress and Time Management	1 Day	242811	**CT, PLK, PE**	19		16		31		7	10	22		22	
			JHB,PTA,DBN	19		16		31		7	10	22		22	
			Virtual	19		16		31		7	10	22		22	

All workshops listed under our open-hosted training schedule are also available as In-house training upon request.

Staff Training

COURSE CATEGORY

CUSTOMER FOCUS AND INDUSTRY

Course	Duration	Unit Standard	Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Customer Focus & Industry															
Assertiveness in the Workplace	1 Day	N/A	CT, PLK, PE	25	25		8	25		29		14		30	
			JHB,PTA,DBN	25	25		8	25		29		14		30	
			Virtual	25	25		8	25		29		14		30	
Customer Care	1 Day	242829	CT, PE		10	12	13	18		22		9		4	
			JHB, DBN		10	12	13	18		22		9		4	
			Virtual		10	12	13	18		22		9		4	
Debt Collecting	2 Days	119674	CT, PLK, PE	26-27			14-15				10-11		13-14		
			JHB,PTA,DBN	26-27			14-15				10-11		13-14		
			Virtual	26-27			14-15				10-11		13-14		
Frontline for Medical Practices	1 Day	N/A	CT, PLK, PE	28							31				
			JHB,PTA,DBN	28							31				
			Virtual	28							31				
Frontline Reception I	1 Day	14338	CT, PLK, PE	19		11		12	24		18	22		24	
			JHB,PTA,DBN	19		11		12	24		18	22		24	
			Virtual	19		11		12	24		18	22		24	
Frontline Reception II	1 Day	N/A	CT, PLK, PE	20				13			19			25	
			JHB,PTA,DBN	20				13			19			25	
			Virtual	20				13			19			25	

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Course	Duration	Unit Standard	Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Customer Focus & Industry (continued)															
Frontline Service and Upselling	1 Day	N/A	**CT, PLK, PE**	22				31			4		7		
			JHB,PTA,DBN	22				31			4		7		
			Virtual	22				31			4		7		
Goods Receiving and Dispatch	1 Day	N/A	**CT, PLK, PE**		11		21			6			19		
			JHB,PTA,DBN		11		21			6			19		
			Virtual		11		21			6			19		
How to Deal with Difficult Clients and Discussions	Half Day	114974	**CT, PLK, PE**		22		5			1				9	
			JHB,PTA,DBN		22		5			1				9	
			Virtual		22		5			1				9	
Merchandising	1 Day	N/A	**CT, PLK, PE**			5		5		14			25		
			JHB,PTA,DBN			5		5		14			25		
			Virtual			5		5		14			25		
Telesales Training	1 Day	119462	**CT, PLK, PE**			19			30			28		18	
			JHB,PTA,DBN			19			30			28		18	
			Virtual			19			30			28		18	

All workshops listed under our open-hosted training schedule are also available as In-house training upon request.

Staff Training

COURSE CATEGORY

AI INCLUDED

Course	Duration	Unit Standard	Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
AI Included															
AI for Managers I	2 Hours	N/A	**CT, PLK, PE**			16			22		24		5		
			JHB,PTA,DBN			16			22		24		5		
			Virtual			16			22		24		5		
AI for Managers II	2 Hours	N/A	**CT, PLK, PE**			17			23		25		6		
			JHB,PTA,DBN			17			23		25		6		
			Virtual			17			23		25		6		
AI for Managers III	2 Hours	N/A	**CT, PLK, PE**			18			24		26		7		
			JHB,PTA,DBN			18			24		26		7		
			Virtual			18			24		26		7		
Business Writing with AI Integration	2 Days	N/A	**CT, PLK, PE**			11-12			29-30		17-18		27-28		
			JHB,PTA,DBN			11-12			29-30		17-18		27-28		
			Virtual			11-12			29-30		17-18		27-28		
Critical Thinking and Problem Solving with AI	2 Days	N/A	**CT, PLK, PE**	21-22		3-4		6-7	10-11	21-22		16-17		17-18	
			JHB,PTA,DBN	21-22		3-4		6-7	10-11	21-22		16-17		17-18	
			Virtual	21-22		3-4		6-7	10-11	21-22		16-17		17-18	
Customer Care in an AI-Enabled Workplace	1 Day	N/A	**CT, PLK, PE**	19			6			8			25		
			JHB,PTA,DBN	19			6			8			25		
			Virtual	19			6			8			25		

All workshops listed under our open-hosted training schedule are also available as In-house training upon request.

Course	Duration	Unit Standard	Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
AI Included (continued)															
Effective Communication in the AI Workplace	1 Day	N/A	**CT, PLK, PE**		16				8			8			7
			JHB,PTA,DBN		16				8			8			7
			Virtual		16				8			8			7
Minute Taking with AI Productivity	2 Days	N/A	**CT, PLK, PE**	27-28			22-23			22-23			13-14		
			JHB,PTA,DBN	27-28			22-23			22-23			13-14		
			Virtual	27-28			22-23			22-23			13-14		
Office Management and AI Productivity	2 Days	N/A	**CT, PLK, PE**		11-12		14-15		2-3	1-2	5-6	9-10		3-4	
			JHB,PTA,DBN		11-12		14-15		2-3	1-2	5-6	9-10		3-4	
			Virtual		11-12		14-15		2-3	1-2	5-6	9-10		3-4	
Planning and Productivity with AI	1 Day	N/A	**CT, PLK, PE**	20				13			18		12		
			JHB,PTA,DBN	20				13			18		12		
			Virtual	20				13			18		12		
Project Management with AI Tools	2 Days	N/A	**CT, PLK, PE**		23-24				17-18			28-29			1-2
			JHB,PTA,DBN		23-24				17-18			28-29			1-2
			Virtual		23-24				17-18			28-29			1-2
Report Writing with AI Integration	1 Day	N/A	**CT, PLK, PE**			8				5		1		25	
			JHB,PTA,DBN			8				5		1		25	
			Virtual			8				5		1		25	

All workshops listed under our open-hosted training schedule are also available as In-house training upon request.

Power Sessions

Power Session: Combating Digital Fatigue	Power Session: Introduction to Change Management
Power Session: Eliminating Workplace Bullying and Harassment	Power Session: Professionalism in the Workplace
Power Session: Email and Telephone Etiquette	Power Session: Staying in Touch while Working Apart
Power Session: Emotional Intelligence	Power Session: Stress and Time Management
Power Session: Etiquette for Online Meetings	Power Session: Work-Life Balance
Power Session: How to Deal with Difficult Clients	

Power Sessions are condensed workshops offered as 1 hour, 2 hour or 3 hour sessions respectively.
Please get in touch with us to learn more and request a quote.

Additional Workshops - In-house Training

Course	Duration	Unit Standard
A Professional Team Approach	3 Days	242819 242812 242821 252037
Aids Awareness	1 Day	13915
Aids Awareness (Half-Day)	Half Day	13915
Communicating for Efficiency	2 Days	N/A
Customer Care for Delivery Staff	Half Day	114974
Customer Care Training	2 Days	10354
English Business Writing Skills	2 Days	12153
Enneagram and Emotional Intelligence for Leaders	2 Days	252031
Enneagram and EQ for Leaders (Extended Day)	Extended Day	N/A
Enneagram and The Culture Canvas for Leaders	2 Days	N/A
Ethics in Management	2 Days	113924
Etiquette, Ethics and Customer Care	1 Day	113924 252042

Course	Duration	Unit Standard
Foundations of AI	Half Day	N/A
Frontline for Security Staff	1 Day	N/A
How to Manage Sexual Harassment Complaints	Half Day	N/A
Sales for Admin Staff	1 Day	119462
Sales Negotiations	1 Day	119472
Sexual Harassment Full Day	1 Day	N/A
Sexual Harassment ½ Day	Half Day	N/A
Stock Loss Prevention	1 Day	N/A
Team Development with the Enneagram	2 Days	242819
Team Refocus and Strategising	1 Day	N/A
The Leadership Impact Series (Platinum and Silver)	Varies	N/A

While some of our workshops are designed for in-house training, selected workshops can also be made available as open-hosted sessions. Get in touch with our team to discuss your needs and find out what options are available.

We are updating our 2027 pricing

Thank you for your interest in our 2027 workshops. We are currently speaking with our venues, printers and other service providers to confirm our 2027 pricing, so that the rates we share with you are accurate.

We will publish our open-hosted rates as soon as they are confirmed. In the meantime, you are welcome to browse the 2027 calendar and start planning your training with us.

Need an urgent quote?

If you have an urgent training request, or need a quote for open-hosted, group, in-house or SETA accredited training, please reach out to us. Our team will gladly help.

Call 0861 996 660 | **info@stafftraining.co.za**

ACCREDITED UNIT STANDARDS



We are a SETA accredited training provider.

Accredited unit standards may change due to the SETA/QCTO changeover. Our accredited courses include assessments, so pricing differs from our Open-Hosted pricing. Please contact us to request a quote for your accredited training.

USID	Title	NQF	Credits	Days
	Change			
252021	Formulate Recommendations for a Change Process	5	8	2
	Communication- Oral			
119454	Maintain and Adapt Oral Communication	2	5	1
119459	Write/Present/Sign for a Wide Range of Contexts	4	5	1
119462	Engage in Sustained Oral/Signed Communication and Evaluate Spoken/Signed Texts	4	5	1
119465	Write/Present/Sign Texts for Communicative Contexts	3	5	1
119472	Accommodate Audience and Context Needs in Oral/Signed Communication	3	5	1
12433	Use Communication Techniques Effectively	5	8	2
	Communication- Written			
119463	Access and Use Information From Texts	2	5	1
119456	Write for a Defined Context	2	5	1
119457	Interpret and Use Information From Texts	3	5	1
119469	Read/View, Analyse and Respond to a Variety of Texts	4	5	1
12153	Use the Writing Process to Compose Texts Required in the Business Environment	4	5	1
	Conflict Management			
114226	Interpret and Manage Conflicts Within the Workplace	5	8	2

USID	Title	NQF	Credits	Days
	Critical Thinking and Problem Solving			
242822	Employ a Systematic Approach to Achieving Objectives	4	10	3
242817	Solve Problems, Make Decisions and Implement Solutions	4	8	2
	Customer Care			
242829	Monitor the Level of Service to a Range of Customers	4	5	1
114974	Apply the Basic Skills of Customer Service	2	2	1
13930	Monitor and Control the Receiving and Satisfaction of Visitors	3	4	1
10354	Contribute to a Diverse Working Environment in a Contact Centre	2	8	2
14338	Attend to Customer Enquiries in an Office Setting	2	2	1
	Disaster Management			
251960	Identify and Describe Disaster Related Risks and Threatening Situations	3	5	1
	Diversity			
252043	Manage a Diverse Work Force to Add Value	5	6	2
	Emotional Intelligence			
252031	Apply the Principles and Concepts of Emotional Intelligence to the Management of Self and Others	5	4	1
	Ethics			
113924	Apply Basic Business Ethics in a Work Environment	2	2	1
252042	Apply the Principles of Ethics to Improve Organisational Culture	5	5	1

USID	Title	NQF	Credits	Days
	Finances			
7468	Use Mathematics to Investigate and Monitor Financial Aspects of Personal, Business, National and International Issues	4	6	2
7469	Use Mathematics to Investigate and Monitor Financial Aspects of Personal and Community Life	2	2	1
119674	Manage Finances for a New Venture	2	10	3
252040	Manage the Finances of a Unit	5	8	2
242810	Manage Expenditure Against a Budget	4	6	2
119666	Determine Financial Requirements of a New Venture	2	8	2
13932	Prepare and Process Documents for Financial and Banking Processes	3	5	1
	HIV/AIDS			
13915	Demonstrate Knowledge and Understanding of HIV/AIDS in a Workplace	3	4	1
	Leadership			
242821	Identify Responsibilities of a Team Leader in Ensuring That Organisational Standards Are Met	4	6	2
120300	Analyse Leadership and Related Theories in a Work Context	5	8	2
242824	Apply Leadership Concepts in a Work Context	4	12	3

USID	Title	NQF	Credits	Days
	Learning			
119460	Use Language and Communication in Occupational Learning Programmes	2	5	1
119467	Use Language and Communication in Occupational Learning Programmes	3	5	1
252041	Promote a Learning Culture in an Organisation	5	5	1
	Management			
119668	Manage Business Operations	2	8	2
242818	Describe the Relationship of Junior Management to Other Roles	4	5	1
252020	Create and Manage an Environment That Promotes Innovation	5	6	2
252025	Monitor, Assess and Manage Risk	5	8	2
252044	Apply the Principles of Knowledge Management	5	6	2
252029	Lead People Development and Talent Management	5	8	2
252032	Develop, Implement and Evaluate an Operational Plan	5	8	2
252026	Apply a Systems Approach to Decision Making	5	6	2
252035	Select and Coach First Line Managers	5	8	2
252027	Devise and Apply Strategies to Establish and Maintain Workplace Relationships	5	6	2
242814	Identify and Explain the Core and Support Functions of an Organisation	3	6	2
242813	Explain the Contribution Made By Own Area of Responsibility to the Overall Organisational Strategy	4	5	1

USID	Title	NQF	Credits	Days
	Meeting			
242816	Conduct a Structured Meeting	4	5	1
13929	Co-Ordinate Meetings, Minor Events and Travel Arrangements	3	3	1
13934	Plan and Prepare Meeting Communications	3	4	2
	Numeracy			
7480	Demonstrate Understanding of Rational and Irrational Numbers and Number Systems	2	3	1
252036	Apply Mathematical Analysis to Economic and Financial Information	5	6	2
9015	Apply Knowledge of Statistics and Probability to Critically Interrogate and Communicate Findings	4	6	2
9016	Represent, Analyse and Calculate Shape and Motion in 2D and 3D Space	4	4	1
9009	Apply Basic Knowledge of Statistics and Probability to Investigate Life-Related Problems	2	3	1
	New Venture			
119670	Produce a Business Plan for a New Venture	2	8	2
119673	Identify and Demonstrate Entrepreneurial Ideas and Opportunities	2	7	2
119671	Identify the Composition of a Selected New Venture's Industry/Sector and Its Procurement Systems	2	8	2
	Professionalism			
114959	Professional Behaviour in a Business Environment	2	4	1
242815	Apply the Organisation's Code of Conduct in a Work Environment	4	5	1

USID	Title	NQF	Credits	Days
	Project Management			
252022	Develop, Implement and Evaluate a Project Plan	5	8	2
	Recruitment			
12140	Recruit and Select Candidates To Fill Defined Positions	5	9	2
	Teams			
242819	Motivate and Build a Team	4	10	3
242820	Maintain Records for a Team	3	4	1
252037	Build Teams to Achieve Goals and Objectives	5	6	2
242812	Induct A Member Into a Team	3	4	1
	Tenders			
119712	Tender for Business Or Work in a Selected New Venture	3	8	2
	Time Management			
242811	Prioritise Time And Work for Self and Team	4	5	1

Bookings can be made at info@StaffTraining.co.za or by calling our national offices at 0861 996 660

Please note SETA has granted an extension on registrations for accredited unit standards, please contact us to discuss and arrange your accredited training

Staff Training Courses

Open-Hosted courses: Course manual, venue, lunch and refreshments supplied by our training venue. Please note that all one-day courses can be trained more in-depth over two-days.

In-house courses: All course manuals supplied. No lunch, refreshments or venue supplied.

Our in-house training is fully customisable and can be tailored to suit your organizational requirements. Staff Training will train up to a maximum of 20 delegates in-house, but one-on-one training can also be arranged.

Virtual Training: We now offer clients a virtual training option, via Teams or Zoom. Please contact us to learn more.

SETA Accredited Courses

At Staff Training we offer you SETA Accreditation (as per the Services SETA requirements) at an additional fee. Please note that assessments can only be conducted on Services SETA Accredited courses.

Please note: Some Unit Standards are now historical and SETA has granted an extension on others… For more information and clarity on assessments please contact us.

Ongoing Learning

At Staff Training we offer you online Afterburners as an optional addition to some of our workshops. These continued learning courses are aimed at re-capping what was learnt during the workshop, and expanding the learning to include additional useful knowledge and skills.

We also offer Skills Assessment Checks as an optional addition to most of our workshops, helping to improve the implementation of new skills and increase the ROI of soft skills training.

Self-Study Online Course

A continually expanding portfolio. We offer you a range of self-study Online Courses to help you take your skills development online. Flexible and affordable, now you and your team can learn anywhere and anytime.

Payments and Cancellations

All fees are payable in advance, 21 days prior to course or within seven days of placing of order, whichever comes first.

Cancellations or postponements within 48 hours prior to the course will carry a 100% penalty fee, within 72 hours a 50% cancellation fee.