



COURSE OUTLINE BROCHURE

PEOPLE SKILLS IMPACT



TRAINING TODAY
FOR A STRONGER TOMORROW

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Advanced Computer Skills Training



COURSE DESCRIPTION

This training equips individuals with basic computer proficiency who wish to advance their digital knowledge and technical capabilities. It develops practical, industry-relevant skills for professional and technical environments, including data analysis, system administration, digital communication, and problem-solving. Participants will gain the confidence and competencies needed to work effectively with emerging technologies and adapt to evolving workplace demands.

TARGET AUDIENCE

This training is designed for individuals with basic computer skills seeking employment or career advancement, including school leavers, job seekers, entry-level employees, vocational learners, and those transitioning into technology-enabled roles requiring practical, industry-relevant digital and technical skills.

DELIVERY METHOD

This course is primarily delivered face-to-face through instructor-led sessions. Participants receive practical, hands-on experience using computers and digital tools, allowing them to apply the skills learned during the training.

ASSESSMENT

Participants will complete a summative quiz at the end of the programme to assess their understanding of the key concepts covered during the training.

COST

Contact us for a customised quotation.

DURATION

Three (3) days

LEARNING OUTCOMES

By the end of the course, participants will be able to:

- Apply advanced digital skills to complete professional and technical tasks efficiently.
- Use data analysis tools and techniques to organize, interpret, and present information for informed decision-making.
- Perform basic system administration tasks, including managing system settings, users, files, and common technical issues.
- Use digital communication and collaboration tools effectively in professional environments.
- Identify and solve common technical problems using logical and systematic troubleshooting approaches.
- Use emerging technologies appropriately and understand how they can support workplace productivity and innovation.
- Apply good practices for digital security, privacy, and responsible technology use.
- Adapt digital skills to new technologies and changing workplace requirements, demonstrating confidence and continued digital learning.

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Basic Computer Skills Training



COURSE DESCRIPTION

This training equips participants with essential computer and digital skills for everyday work and personal use. It builds confidence in using computers, basic software applications, digital tools, and online services. The programme provides a practical foundation for navigating today's digital environment and supports participants in becoming more independent, productive, and comfortable when using technology.

TARGET AUDIENCE

This training is designed for individuals with little or no computer experience, including job seekers, employees, small business owners, entrepreneurs, students, and community members who want to develop essential computer and digital skills for work, business, education, and everyday use.

DELIVERY METHOD

This course is primarily delivered face-to-face through instructor-led sessions. Participants receive practical, hands-on experience using computers and digital tools, allowing them to apply the skills learned during the training.

ASSESSMENT

Participants will complete a summative quiz at the end of the programme to assess their understanding of the key concepts covered during the training.

COST

Contact us for a customised quotation.

DURATION

Two (2) days

LEARNING OUTCOMES

By the end of the course, participants will be able to:

- Identify the basic parts of a computer and explain their functions.
- Start, shut down, and use a computer confidently and safely.
- Navigate the computer desktop and manage files and folders.
- Create, edit, save, and print basic documents using word-processing software.
- Capture and organise basic information using documents and spreadsheets.
- Access the internet and search for information effectively and safely.
- Create, send, receive, and manage emails and attachments.
- Use basic digital tools and apply safe practices when working online.
- Participate in basic online meetings and use common communication tools.
- Identify and resolve common basic computer problems and know when to seek technical assistance.

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**A FAIR,
INCLUSIVE
WORKPLACE
FOR EVERYONE**

PEOPLE
RESPECT
OPPORTUNITY
GROWTH

Employment Equity



EQUAL
OPPORTUNITY



DIVERSITY

- ☒ Monitor progress
- ☒ Identify barriers
- ☒ Recommend solutions
- ☒ Promote an inclusive workplace

Employment Equity (EE) Committee & Diversity Management Training



COURSE DESCRIPTION

This training equips Employment Equity Committee members, managers, and employees with the knowledge and practical skills to advance employment equity, diversity, and inclusion. It covers legislative compliance, committee roles and responsibilities, implementation and monitoring of employment equity practices, and effective diversity management. Participants will be better prepared to support fair, inclusive, and equitable workplaces where diversity is respected, valued, and effectively managed.

TARGET AUDIENCE

This training is designed for Employment Equity Committee members, managers, supervisors, HR professionals, employee representatives, and staff involved in implementing, monitoring, or supporting employment equity, diversity, and inclusion initiatives within the workplace.

DELIVERY METHOD

This course is primarily delivered face-to-face through instructor-led, interactive training sessions. It can also be delivered online for organisations or groups requiring virtual training.

ASSESSMENT

Participants will complete a summative quiz at the end of the programme to assess their understanding of the key concepts covered during the training.

COST

Contact us for a customised quotation.

DURATION

Two (2) days

LEARNING OUTCOMES

By the end of the course, participants will be able to:

- Explain key Employment Equity legislation, principles, and compliance requirements.
- Understand the roles and responsibilities of Employment Equity Committees and relevant stakeholders.
- Identify barriers to employment equity and recommend appropriate corrective measures.
- Support the development, implementation, and monitoring of Employment Equity Plans.
- Use statistical data to monitor, analyse, and evaluate Employment Equity progress within the organisation.
- Apply practical approaches to managing workplace diversity and inclusion.
- Promote fair, equitable, and non-discriminatory workplace practices.
- Monitor outcomes, contribute to Employment Equity reporting, and support continuous improvement.

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Gender-Based Violence (GBV) Awareness Training



COURSE DESCRIPTION

This training strengthens awareness and understanding of Gender-Based Violence (GBV) and its impact on individuals, workplaces, and communities. It equips participants to identify forms and warning signs of GBV, respond appropriately, and understand available reporting and support channels. The programme promotes safe, respectful, and inclusive workplaces while encouraging shared responsibility for preventing and addressing GBV.

TARGET AUDIENCE

This training is designed for employees, managers, supervisors, HR professionals, and employee representatives who require greater awareness and practical knowledge to prevent, recognise, respond to, and address GBV in the workplace.

DELIVERY METHOD

This course is primarily delivered face-to-face through instructor-led, interactive training sessions. It can also be delivered online for organisations or groups requiring virtual training.

ASSESSMENT

Participants will complete a summative quiz at the end of the programme to assess their understanding of the key concepts covered during the training.

COST

Contact us for a customised quotation.

DURATION

One (1) day

LEARNING OUTCOMES

By the end of the course, participants will be able to:

- Explain Gender-Based Violence (GBV) and its impact on individuals, workplaces, and communities.
- Identify different forms of GBV and recognise common warning signs.
- Understand workplace rights, responsibilities, policies, and procedures relating to GBV.
- Respond appropriately and sensitively when GBV concerns are raised or disclosed.
- Identify and use appropriate reporting, referral, and support channels.
- Apply practical measures to prevent and address GBV in the workplace.
- Promote a workplace culture based on safety, dignity, respect, equality, and inclusion.
- Recognise the importance of shared responsibility in preventing GBV and supporting affected individuals.

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Informal Traders & Micro Enterprises Development Training



COURSE DESCRIPTION

This training equips Informal Traders and Micro Enterprises with the essential skills, knowledge, and practical tools to effectively manage, sustain, and grow their businesses. It strengthens their capacity to overcome common challenges, including limited resources, lack of formal business education, and restricted access to markets and finance. The programme promotes improved business practices, greater resilience, and sustainable growth, enabling participants to build stronger and more competitive enterprises.

TARGET AUDIENCE

This training is designed for aspiring and existing informal business owners, street vendors, mobile retailers, pop-up shop operators, and individuals seeking practical skills to establish, manage, grow, and sustain a successful micro retail outlet.

DELIVERY METHOD

This course is primarily delivered face-to-face through instructor-led, interactive training sessions. It can also be delivered online for organisations or groups requiring virtual training.

ASSESSMENT

Participants will complete a summative quiz at the end of the programme to assess their understanding of the key concepts covered during the training.

COST

Contact us for a customised quotation.

DURATION

One (1) days

LEARNING OUTCOMES

By the end of the course, participants will be able to:

- Explain the basic principles of running a small or informal business.
- Identify customers and understand their needs.
- Calculate basic costs, selling prices, profit, and change.
- Keep simple records of daily sales, expenses, and stock.
- Manage cash and separate business money from personal money.
- Buy, store, price, and control stock effectively.
- Provide good customer service and handle customer complaints.
- Use simple marketing methods to attract and keep customers.
- Identify basic business risks and ways to reduce losses.
- Understand the importance of business registration and basic compliance.
- Develop a simple action plan to improve, grow, and sustain the business.

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Practical Bidding & Funding Training



COURSE DESCRIPTION

This interactive training provides practical guidance on navigating tender and funding opportunities with greater confidence. Participants will learn how to understand and complete Standard Bidding Documents (SBDs), interpret bid and funding requirements, complete applications accurately, develop pricing and budgets, and compile the required supporting documentation. The course is designed to equip participants with practical skills to prepare professional, compliant, and competitive submissions for tenders, funding opportunities, and other business opportunities.

TARGET AUDIENCE

This course is designed for small and micro business owners, entrepreneurs, start-ups, emerging businesses, Business Development Officers, administrative staff, Project Managers, and employees responsible for preparing bids and funding applications.

DELIVERY METHOD

This course is primarily delivered online through instructor-led, interactive training sessions. It can also be delivered face-to-face for organisations or groups requiring in-person training. A self-paced learning option is available for individuals who prefer the flexibility to complete the course independently and at their own pace.

ASSESSMENT

Participants will complete a summative quiz at the end of the programme to assess their understanding of the key concepts covered during the training.

COST

Refer to the current course advertisement for applicable fees or contact Minda Empowerment Solutions for a customised quotation.

LEARNING OUTCOMES

By the end of the course, participants will be able to:

- Identify and interpret relevant bidding and funding opportunities.
- Understand tender, funding and compliance requirements.
- Interpret and complete Standard Bidding Documents (SBDs) correctly.
- Prepare accurate and complete bid and funding applications.
- Develop competitive pricing, budgets and cost estimates.
- Compile the required supporting and compliance documentation.
- Identify common errors that may lead to disqualification or unsuccessful applications.
- Organise and present professional, compliant and competitive submissions.
- Apply practical strategies to improve the quality of future bid and funding applications.

DURATION

Two (2) days

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Project Management Fundamentals Training



COURSE DESCRIPTION

This practical training equips participants with essential project management principles, tools, and techniques. It covers the project lifecycle, planning, scheduling, budgeting, risk management, stakeholder engagement, communication, and performance monitoring. Through practical activities and real-world examples, participants develop the skills to define objectives, manage resources, address challenges, and successfully deliver projects within agreed scope, time, cost, and quality requirements.

TARGET AUDIENCE

This training is designed for aspiring and current project managers, team leaders, supervisors, coordinators, administrators, and professionals responsible for planning, coordinating, implementing, or supporting projects who wish to strengthen their practical project management skills.

DELIVERY METHOD

This course is primarily delivered face-to-face through instructor-led, interactive training sessions. It can also be delivered online for organisations or groups requiring virtual training.

ASSESSMENT

Participants will complete a formative and summative assessment at the end of the programme to assess their understanding of the key concepts covered during the training.

COST

Contact us for a customised quotation.

LEARNING OUTCOMES

By the end of the course, participants will be able to:

- Explain key project management principles and the stages of the project lifecycle.
- Define clear project objectives, scope, deliverables, and success criteria.
- Develop practical project plans, schedules, budgets, and resource requirements.
- Identify, assess, and manage project risks and challenges.
- Effectively manage stakeholders, teams, and project communication.
- Apply appropriate tools and techniques to monitor project progress and performance.
- Manage changes while maintaining scope, time, cost, and quality requirements.
- Evaluate project outcomes, document lessons learned, and support effective project closure.

DURATION

Five (5) days excluding practicals

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Sales Assistant (General) Retail Sales Advisor Training



COURSE DESCRIPTION

This NQF Level 3 Occupational Qualification (**ID 99669, 54 Credits**) prepares learners to operate as Retail Sales Advisors in retail and wholesale environments. Learners develop practical skills to sell products and services, including Fast-Moving Consumer Goods (FMCG), clothing, furniture and specialty merchandise. The programme equips participants to engage with different customers, resolve queries, deliver quality customer service, build positive customer relationships, and effectively sell products in a full-service retail or wholesale environment.

TARGET AUDIENCE

This course is designed for individuals seeking to enter or develop their careers in the retail and wholesale sector. It is particularly suitable for individuals seeking an entry-level qualification in the FMCG, retail, and wholesale sectors.

DELIVERY METHOD

This course is primarily delivered face-to-face through instructor-led, interactive training sessions. It can also be delivered online for organisations or groups requiring virtual training.

ASSESSMENT

Participants complete formative and summative assessments covering the knowledge, practical skills, and workplace experience components. Learners must submit a Portfolio of Evidence (PoE) demonstrating competence and upon successful completion, may proceed to the External Integrated Summative Assessment (EISA), subject to QCTO requirements.

ENTRY REQUIREMENTS

NQF Level 2 (Grade 10) with Communication and Mathematics.

LEARNING OUTCOMES

By the end of the course, participants will be able to:

- Attend to different types of customers and respond appropriately to their needs, queries and complaints.
- Provide effective and professional customer service.
- Build and maintain positive customer relationships.
- Identify customer needs and recommend suitable products or services.
- Present and promote products and services to customers.
- Apply appropriate sales techniques to support successful sales.
- Sell products within a full-service retail and wholesale environment.

DURATION

Three (3) months

COST

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Small & Medium Enterprise (SME) Development Training



COURSE DESCRIPTION

This training equips small business owners and entrepreneurs with practical knowledge and skills to establish, manage, grow, and sustain successful businesses. The programme covers key areas of business management, including leadership, financial management, marketing, operations, compliance, and business planning. Participants gain practical tools and strategies to strengthen business performance, improve decision-making, identify growth opportunities, and support long-term sustainability.

TARGET AUDIENCE

This training is designed for aspiring and existing entrepreneurs, start-ups, small and micro business owners, and individuals seeking practical skills to establish, manage, grow, and sustain a business.

DELIVERY METHOD

This course is primarily delivered face-to-face through instructor-led, interactive training sessions. It can also be delivered online for organisations or groups requiring virtual training.

ASSESSMENT

Participants will complete a summative quiz at the end of the programme to assess their understanding of the key concepts covered during the training.

COST

Contact us for a customised quotation.

DURATION

(2) days

LEARNING OUTCOMES

By the end of the course, participants will be able to:

- Develop and implement a practical business plan.
- Apply basic financial management, budgeting and cash-flow principles.
- Develop effective marketing and customer engagement strategies.
- Manage day-to-day business operations efficiently.
- Understand key business registration, compliance and regulatory requirements.
- Identify suitable funding and business support opportunities.
- Apply basic leadership and people management principles.
- Identify business risks and develop appropriate mitigation measures.
- Identify growth opportunities and develop strategies for business sustainability.
- Strategically forecast and plan for your business to support long-term sustainability and growth.

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