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**BRUNIQUEL
&
ASSOCIATES**

26

CATALOGUE

In association with:



PENDULA



**learning
exchange**



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WORKSHOPS & WEBINAR



Bruniquel & Associates (Pty) Ltd

Bruniquel & Associates (Pty) Ltd also known as B&A, is the latest addition to our family and one of South Africa's pioneers in diversity and labour relation training. B&A has been in business since 1981. B&A brings clarity into the complex and constantly changing world of labour legislation, human resource management and leadership. Using a holistic systems based approach B&A has developed cutting edge training products specifically for the South African market.

Learning Exchange (Pty) Ltd

Learning Exchange is an accredited training provider, we have successfully delivered accredited driver and plant operator training programmes for more than 20 years. Our strength in terms of implementing successful and completed Learnerships has earned us recognition as preferred supplier to several blue-chip clients.

Our methodology is to facilitate comprehensive training through specially-designed courses, which we customise for our clients, and which can be conducted at our clients' premises. We provide services to various industries, including the Taxi Industry, Commuter Transport, Freight Transport, Mining, FMGC, Courier, and Construction Industries, and work as a fully BBBEE-compliant training partner.

Pendula Group

The Pendula Group consists of a small group of companies specialising in individual and corporate training, skills development and HR/IR-related services. We are well-known in the training and development industry and have distinguished ourselves as specialists who are able to effectively maximise the potential of individuals. We play a key role in contributing to organisational success as well as to the taxation/levy-benefits. These benefits can be accessed as a result of well-planned and executed training and development activities for our clients.

HR CONSULTING

HUMAN RESOURCES | LEADERSHIP | INDUSTRIAL RELATIONS | DIVERSITY | EMPLOYMENT EQUITY

INTRODUCTION

Pioneer in diversity and labour relations



Bruniquel & Associates, one of South Africa's early pioneers in diversity and labour relation training has been in business since 1981. B&A's mission is to facilitate transformation, reduce conflict and normalise workplace relations by:

- making parties aware of their rights and duties and the need to enforce boundaries;
- providing advice and proven pragmatic policies, procedures and systems;
- creating awareness of the need for leadership to change the cycle of conflict; and
- providing practical systems based training to ensure role players have the necessary knowledge and skills.



Comprehensive offering

B&A's broad training & consulting services meet the majority of needs and can also be customised to each client's specifications.



Highly skilled and qualified staff, consultants & facilitators

Dedicated key account managers get to understand your business and develop a positive working relationship in order to provide excellent service and ensure the correct interventions to meet your specific needs.

B&A's consultants and training facilitators are subject matter experts. The Company uses internal and external consultants to make sure it can meet the demands of clients.

National presence

With our Head Office in Johannesburg, and consultants in various parts of South Africa, B&A can provide consulting services and run training courses nationwide ensuring consistency.



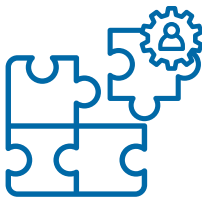
CONSULTING SERVICES

Bruniquel & Associates provides a comprehensive Human Resources consulting service to businesses nationally. Services are subject to availability of a senior SME consultant. Services includes the following:



HR/ IR AUDITS

- Conducting independent HR/IR risk and compliance audits
- Identifying risks and preparing appropriate feedback reports to management.
- Recommended appropriate risk mitigation interventions, including managing day to-day employee relations.



HR STRATEGY

- Assisting employers to develop and implement a comprehensive HR Strategy and Action Plan.
- Analysing current structures and advising on appropriate structures best suited to meet the needs of the business.



EMPLOYMENT EQUITY

- Facilitating the establishment and training of Employment Equity & Training Committees and the compilation of EE plans and reports.



SKILLS DEVELOPMENT

- Assisting clients to develop Workplace Skills Plans and Annual Training Reports and to claim SD levies and Discretionary Grants from the appropriate SETA.



EMPLOYMENT CONTRACTS

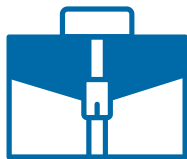
- Drafting and review of employment contracts in accordance with relevant legislation and customised in line with the policies of the Company.

HR POLICIES & PROCEDURES



- Development of customised HR policies, procedures and systems to suit the culture and needs of the business, which are legally compliant and based on best practice. (B&A have developed a set of comprehensive generic policies and procedures)

JOB EVALUATION & GRADING



- Job profiling.
- Implementation of the Paterson Job Evaluation system including preparing job profiles, training of management and employee representatives on the Paterson system, convening and managing job grading panels.

RECRUITMENT & SELECTION



- Implementation of a job competency based employment procedure with appropriate documentation.
- Facilitation of interview and selection processes.

REMUNERATION & BENEFITS



- Analysing and formalising pay structures.
- Analysing remuneration and benefits against local and national pay surveys and recommending adjustments where relevant. (through external partners)

REWARD & RECOGNITION



- Analysing and designing reward & recognition schemes based on best practice and customised to the client's needs.

ORGANISATIONAL CULTURE



- Organisational culture analysis and submitting proposals related to human resources and leadership practices.



SKILLS AUDITS

- Conducting skills audits to identify skills gaps, training needs and development.
- Ensuring WSP is aligned with business needs and skills gaps.



CAREER PATHS & SUCCESSION PLANNING

- Developing Career Paths and Succession Plans to promote employee development whilst promoting business continuity.
- Facilitate the establishment of Mentorship and Coaching Programmes.



PERFORMANCE MANAGEMENT

- Assist with the development of Company, Department and Team Balanced Scorecards.
- Assist with the development of KPAs, KPIs and Standards for all jobs.
- Conducting Performance Management workshops for managers and supervisors who will be conducting performance assessments.



TEAM BUILDING

- Facilitating team building sessions to improve the synergy and effectiveness of teams by combining theory with practice in a fun environment.



ABSENTEEISM

- Analysis of current absenteeism and sick leave records and development of appropriate corrective measures.
- Implementation of a formal referral system for dealing with troubled employees.
- Training of line management to identify and deal constructively with intermittent absenteeism.



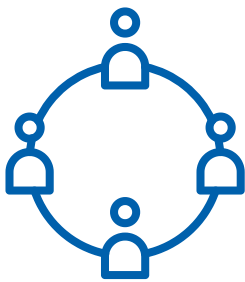
COACHING & MENTORING

- One on one engagement for individual performance and personal development; including training of managers & leaders of people.



DISCIPLINE & DISMISSALS

- Advising on corrective action and facilitating referral of employees for medical evaluations or professional counselling, and the preparation of appropriate documentation to record corrective action taken.
- Advising and assisting with the investigation of and preparation for hearings. Assisting managers to prepare for the cases.
- B&A can assist in sourcing experienced chairpersons to conduct disciplinary hearings and arbitrations.



TRADE UNION NEGOTIATIONS

- Advising on trade union approaches, including verifying representation, the drafting of Recognition & Procedural Agreements and the negotiation of these with the representative union.
- Advising and assisting with wage negotiations with the representative union.



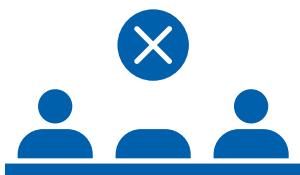
STRIKE HANDLING & CONTINGENCY PLANNING

- Assist with managing disputes including preparing appropriate correspondence and records and advising on appropriate strategies and tactics in conflict situations .
- Handling work stoppages and strikes including the implementation of contingency plans, advising on strategy, preparing notices, correspondence and other documentation and negotiating a resolution.



RETRENCHMENTS

- Assist with retrenchments including preparing appropriate documentation and engaging in retrenchment consultations with employees and trade unions, if applicable.

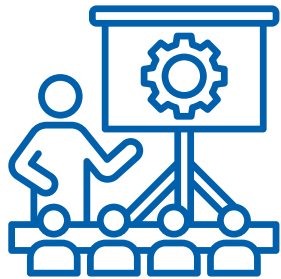


ABSENTEEISM

- Implementing absenteeism monitoring and formal referral systems to deal with absenteeism and sick leave abuse.



Industrial Relations



SUPERVISING IN A UNIONISED ENVIROMENT

2 DAYS

This non-accredited course should be the forerunner of any disciplinary training. It puts things into perspective by giving learners a basic understanding of how labour relations in South Africa have developed and how to manage/ supervise in a unionised environment. Content is tailored to each level and covers:

- How paradigms shape peoples' thinking & behaviour and the self-fulfilling prophesy.
- How patterns of conflict in SA labour relations keep repeating themselves and why a different approach is necessary to break the cycle.
- The principles of power and their impact on workplace relations.
- How good leaders create positive discipline & good leaderships with their teams.
- Why rules are necessary and to develop a strategy to create buy-in from employees for willing compliance with rules and standards.
- Key aspects of the BCEA, EEA and skills development legislation.



BASIC LABOUR LAW

2 DAYS

This course is a shortened version of the 3 day Practical Labour Law course. It makes use of two videos – The Kenny Kunene Case featuring an assault on a supervisor during a strike and a main instructional video – Employment Rights & Duties, this video is divided into the following chapters:-

- Overview of labour legislation and its link to the Constitution.
- Organisational rights incl. the role, duties and limitations of shop stewards.
- Discipline & Dismissal under the LRA. This includes LRA fairness requirements and a video of a procedurally unfair disciplinary enquiry.
- Grievance and dispute procedures.
- Key aspects of the BCEA, EEA and skills development legislation.



PRACTICAL LABOUR LAW

2 DAYS

The course provides a basic platform for the legal framework to labour relations in South Africa. An instructional Video, Employment Rights & Duties, 'drives' the course, and is divided into the following chapters:-

- Overview of Labour Legislation, including common law and contracts of employment.
- Organisational Rights including the role and duties of shop stewards.
- Discipline & Dismissals under the LRA.
- Grievance & Dispute Procedures.
- Key aspects of the BCEA, EEA and Skills Development legislation.
- LRA/EEA Interviewing Requirements.



DISCIPLINE & DISMISSALS

1 DAY

Understand the procedural and substantive fairness requirements of the Labour Relations Act of 1995 (as amended in 2002 and 2014) in respect of discipline and dismissals.)

- Definitions of Dismissal.
- Unfair Labour Practices.
- Disciplinary Rules.
- Corrective Discipline and probation.
- Dismissal for Poor Performance and dismissal due to Incapacity.
- Procedural Fairness & Substantive Fairness
- Disciplinary Enquiries.
- Disciplinary Appeals.



CHAIRING DISCIPLINARY ENQUIRIES

2 DAY

- LRA requirements in respect of dismissals for misconduct.
- Procedure for disciplinary enquiries.
- How to facilitate the leading of evidence & control cross-examination so as to ensure a fair hearing.
- How to weigh and evaluate evidence and make a substantively fair finding.
- Considering extenuating, aggravating and mitigating factors.
- Determining an appropriate substantively fair sanction.
- Preparing a written finding that will stand the scrutiny of CCMA arbitrator.



MANAGING POOR PERFORMANCE & INCAPACITY

2 DAYS

- Demonstrate an understanding of the legislation underpinning the management of poor performance,
- absenteeism, sick leave, incapacity, ill-health and minor misconduct at the workplace.
- Apply a structured problem solving approach dealing with employee shortcomings in the workplace.
- Identify unacceptable employee performance and behaviour and counsel and/or reprimand an employee constructively.
- Identify the symptoms of a troubled employee.
- Refer a troubled employee for professional counselling/medical assessment.
- Conduct a formal corrective interview with an employee and take appropriate corrective action.
- Give recognition to an employee whose performance or conduct has improved.



INITIATING DISCIPLINARY ENQUIRIES

2 DAYS

- LRA requirements in respect of dismissals for misconduct.
- How to investigate an incident and prepare notice of a disciplinary enquiry, including collecting evidence and drafting the charges.
- How to prepare for a disciplinary enquiry including preparing witnesses, preparing for cross-examination, preparing opening statements and closing arguments.
- Presenting your case including how to lead evidence and cross-examine witnesses.
- Learners develop skills through participation in practical exercises and role-plays based on actual incidents. They receive a handy ready reference booklet and an 'Initiator's Pack' giving them a checklist and step-by-step approach to initiating at a disciplinary enquiry.

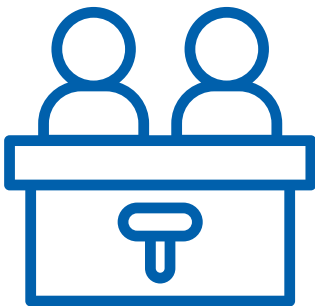


RULES OF EVIDENCE

1 DAY

The programme is 'driven' by a Video and augmented by a PowerPoint presentation. The Video, consisting of 16 chapters covers:

- The principles of natural justice.
- What is evidence?
- Presumptions and the relevance and reliability of evidence.
- Cautionary rules.
- Hearsay and opinion evidence and direct and circumstantial evidence.
- Character and previous fact evidence.
- Privilege and privileged information.
- Documents as evidence, photographs, video and electronic evidence.
- Real evidence, polygraph evidence and evidence from computers.
- Entrapment and Alco-testing.



PRACTICAL ARBITRATION SKILLS

2 DAYS

- Conciliation and how best to use the process to resolve appropriate dismissal disputes.
- Points in limine.
- Case preparation for an arbitration, including conducting an investigation, preparing witnesses, preparing for cross-examination, preparing opening statements and closing argument.
- Preparing a bundle of documents and researching relevant case law.
- Leading the case for or against the employer in a dismissal arbitration.
- Arbitration procedure and protocol.
- An opening statement is presented.
- Evidence-in-chief of witnesses is led and opposing witnesses are cross-examined.
- A closing argument is presented.



SHOPFLOOR ROLE DYNAMICS

2 DAYS

- Recognise and understand the need for change in working relationships that has been brought about by global competition and the need for service delivery.
- Demonstrate an understanding of the shop steward's role and functions in respect of collective bargaining, shop steward committee meetings and daily interactions with supervisors/management in respect of employee matters.
- Demonstrate an understanding of the role and responsibilities of supervisors and shop stewards in a modern workplace.
- Demonstrate an understanding of the internal Grievance and Dispute Procedures and LRA Dispute Procedure.
- Conduct crucial conversations with relevant parties at the workplace.
- Develop an action plan to improve the working relationship in their work areas.



PRACTICAL NEGOTIATING SKILLS

2 DAYS

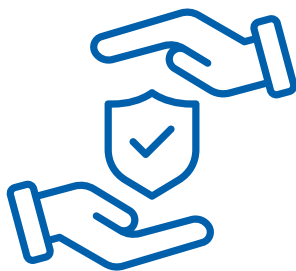
- The principles of power and how to analyse power in bargaining relationships.
- The importance of developing a working relationship with the other party.
- Bargaining conventions.
- How to structure a negotiating team.
- How to conduct an expectation test, including breaking issues into elements & determining key principles.
- Determining long and short term negotiating objectives.
- Determining bargaining limits, a BATNA and concessions.
- Negotiating a realistic mandate.
- Pre-negotiating conditioning and the opening moves.
- Developing a negotiating strategy and plan;
- Questioning to establish interests, opportunities and common ground;
- Effective listening and Behaviour labelling;
- How to handle pressure and disruptive tactics
- Various conflict handling and negotiating techniques;
- Closing the negotiation and face saving;
- Finalising and communicating the agreement to stakeholders.



ASSERTIVE CONFLICT HANDLING

2 DAYS

- The differences between aggressive, passive, manipulative and assertive behaviour.
- Assertive rights and an understanding of how people are conditioned to be non-assertive.
- Emotional issues that undermine assertiveness.
- Factors that determine one's self-image.
- The impact of emotions on behaviour and techniques for controlling emotions.
- Sources of conflict in a business, including positive & negative characteristics of conflict in the workplace.
- Transactional analysis and game playing.
- Various ways and methods of handling conflict and difficult interactions. These include, planning a strategy for difficult interactions, listening and questioning techniques, dealing with bullies at work and being sensitive while giving candid but constructive feedback to people.
- ractical exercises and role plays.

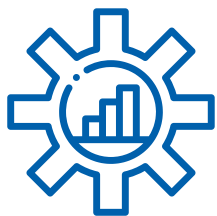


HANDLING COMPLAINTS AND GRIEVANCE

1 DAY

- Grievance and internal dispute procedures.
- Issues which may not be raised under the grievance procedure.
- LRA dispute resolution procedures.
- Handling an employee complaint including reflective listening and questioning techniques.
- Handling an employee grievance as either a chairperson or representative for the employer or employee including case preparation and negotiating a resolution to the grievance.

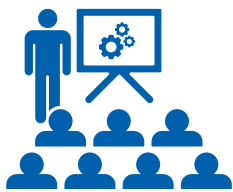
QCTO OCCUPATIONAL QUALIFICATIONS



VISUAL MERCHANDISER

SAQA ID: 99688 | NQF LEVEL 3 | CREDITS 30

This qualification equips learners to become Visual Merchandisers who plan, develop, and display merchandise to attract customers and drive sales. Delegates gain skills in creating, implementing, and maintaining effective visual merchandising displays.



TRAINING AND DEVELOPMENT PRACTITIONER

SAQA ID: 101321 | NQF LEVEL 5 | CREDITS 190

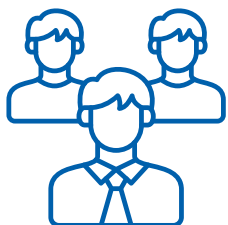
This qualification prepares learners to become Learning and Development Practitioners who plan, facilitate, and evaluate workplace learning interventions. It addresses national skills shortages by enhancing workforce competence, employability, and quality learning outcomes. Practitioners are equipped to deliver effective learning solutions that support work-based learning and contribute to South Africa's economic growth.



PROJECT MANAGER

SAQA ID: 101869 | NQF LEVEL 5 | CREDITS 240

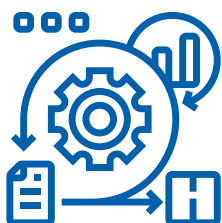
This qualification prepares learners to become Project Managers who apply project management knowledge to achieve specific objectives. Learners gain skills to initiate projects and define clear project goals. They learn to plan, execute, and control project delivery effectively. They are also equipped to manage project close-out and ensure successful completion.



OFFICE SUPERVISOR

SAQA ID: 118740 | NQF LEVEL 5 | CREDITS 240

This qualification prepares learners to become Office Supervisors who plan, organise, lead, and control office functions. Learners gain skills in coordinating work, managing communications, coaching staff, and handling conflicts. They are also equipped to ensure compliance, support HR processes, and perform financial controls in an office environment.

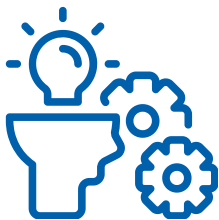


HUMAN RESOURCE MANAGEMENT ADMINISTRATOR

SAQA ID: 121150 | NQF LEVEL 5 | CREDITS 120

This qualification prepares learners to become HRM Administrators who support HR functions through workforce planning, recruitment, employee management, and development. It also equips them to provide professional HR administrative, communication, and coordination services within an organisation.

QCTO SKILLS PROGRAMMES



OCCUPATIONAL SKILLS PROGRAMME SP-220321 SKILLS DEVELOPMENT FACILITATION PRACTITIONER

NQF LEVEL 5 | CREDITS 40

A learner who achieves competencies for this skills programme will be able to plan for, conduct and administer skills development planning in an occupational context.



OCCUPATIONAL SKILLS PROGRAMME SP-210401 NEW VENTURE CREATION

NQF LEVEL 2 | CREDITS 32

This qualification prepares aspiring and existing entrepreneurs to start and grow sustainable businesses within the mainstream economy. It equips learners to identify opportunities, tender for public and private sector business, and develop their own ventures. All competencies are assessed in the context of the learner's actual new business.



OCCUPATIONAL SKILLS PROGRAMME SP-220322 WORK BASED LEARNING & DEVELOPMENT PRACTITIONER

NQF LEVEL 5 | CREDITS 30

This skills programme develops qualified practitioners who can plan and facilitate work-based learning interventions, supporting skills development and improving organisational performance. It enables companies to benefit from BEE scorecard incentives, tax advantages, and grant schemes by effectively coordinating workplace learning. Qualified practitioners help implement learnerships, internships, and apprenticeships, supporting employee growth, skills retention, and overall economic development.



OCCUPATIONAL SKILLS PROGRAMME SP-240201 BASIC END USER COMPUTING

NQF LEVEL 3 | CREDITS 30

The purpose of the qualification is to build the knowledge and skills required by learners in End User Computing. It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently in the End User Computing environment in the South African community and to respond to the challenges of the economic environment.



OCCUPATIONAL SKILLS PROGRAMME SP-240202 INTERMEDIATE END USER COMPUTING

NQF LEVEL 4 | CREDITS 20

The qualification provides a framework for learners to develop skills that will enable them to become competent in End User Computing. It introduces theoretical concepts of End User Computing and requires the application thereof, to develop a range of skills that will enable learners to be better-informed workers in their chosen industry.

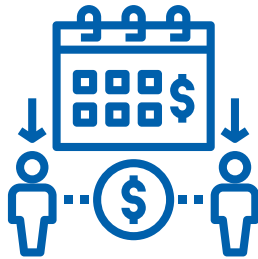


OCCUPATIONAL SKILLS PROGRAMME SP-240203 ADVANCED END USER COMPUTING

NQF LEVEL 5 | CREDITS 20

This skills programme prepares learners to perform Advanced End-User Computing tasks using a range of software applications. Learners gain the ability to create complex documents, spreadsheets, presentations, and databases while automating tasks and analysing data that improves productivity.

HISTORICAL ACCREDITATION



FETC: PAYROLL ADMINISTRATION SERVICES

SAQA: 93995 | NQF LEVEL 4 | CREDITS 161

Payroll is one of a series of accounting transactions dealing with the process of paying employees for services rendered. It does so after processing the various requirements for withholding of money from the employee for payment of payroll taxes insurance premiums, employee benefits, garnishments and other deductions. It is therefore the sum of all financial records of salaries, wages, bonuses and deductions.



FETC LABOUR RECRUITMENT SERVICES

SAQA: 58063 | NQF LEVEL 4 | CREDITS 152

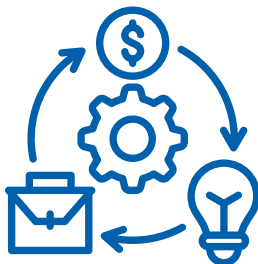
This qualification is intended for Labour Recruitment consultants in staffing services as well as recruitment consultants in the Human Resource environment, including recruiters in the Public Service, and any other person involved in a people acquisition function. This qualification aims to raise the level of professional service to employers, job seekers and other stakeholders.



NC: GENERIC MANAGEMENT

SAQA: 59201 LP60269 | NQF LEVEL 5 | CREDITS 162

A person acquiring this qualification will be able to manage first line managers in an organisational entity. First line managers may include team leaders, supervisors, junior managers, section heads and foremen. The focus of this qualification is to enable learners to develop competence in a range of knowledge, skills, attitudes and values.



NC: NEW VENTURE CREATION

SAQA: 49648 | NQF LEVEL 2 | CREDITS 130

The purpose of the New Venture Creation qualification is to provide a qualification that can form the basis for structured programmes for potential and existing entrepreneurs to capitalise on opportunities to start and grow sustainable businesses that form part of the mainstream economy, enabling the learners to tender for business opportunities within both the public and private sectors



NC: BUSINESS ADMINISTRATION SERVICES

SAQA: 23833 | NQF LEVEL 2 | CREDITS 130

This qualification is for any individual who is, or wishes to be, involved in the Administration function in any organization or business in any sector, or field as well as in non-commercial organisations such as clubs and charitable organisations.



NC: INFORMATION TECHNOLOGY: END USER COMPUTING

SAQA: 61591 | NQF LEVEL 3 | CREDITS 130

The purpose of the qualification is to build the knowledge and skills required by learners in End User Computing. It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently in the End User Computing environment in the South African community and to respond to the challenges of the economic environment.



CERTIFICATE: DESIGN TECHNIQUES

SAQA: 90721(LP60509) | NQF LEVEL 4 | CREDITS 121

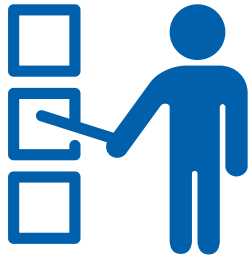
This qualification is generic and applies to the various fields and disciplines of design including fashion design, interior design, graphic design, multimedia design, jewellery design, industrial design, product design, spatial design, design research, design writing and design for the environment.



FETC: INFORMATION TECHNOLOGY: TECHNICAL SUPPORT

SAQA: 78964 | NQF LEVEL 4 | CREDITS 163

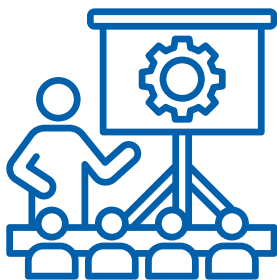
The purpose of this qualification is to build a foundational entry into the field of Computer Sciences and Information Technology, specifically into the field of Systems Support, covering basic knowledge needed for further study in the field of Systems Support at Higher Education Levels.



ND: OCCUPATIONALLY DIRECTED EDUCATION, TRAINING AND DEVELOPMENT

SAQA: 50333 | NQF LEVEL 4 | CREDITS 240

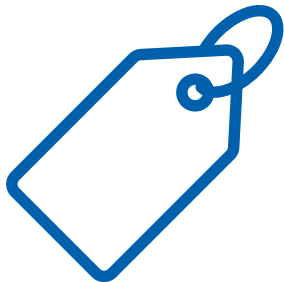
This qualification is for those who want to build on a FETC, or for those learners who have completed the National Certificate: Occupationally Directed Education, Training and Development, Level 5, to enter the field of Occupationally Directed Education, Training and Development as a potential career, and have little or no previous exposure to Education, Training and Development (ETD).



NC: OCCUPATIONALLY DIRECTED EDUCATION, TRAINING AND DEVELOPMENT

SAQA: 50334 | NQF LEVEL 5 | CREDITS 10

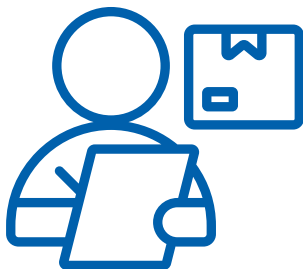
This qualification is designed for individuals who want to enter the Occupationally Directed Education, Training and Development (ODETD) field, especially those with little or no prior ETD experience. It also provides formal recognition for those already practicing in the field without qualifications. The qualification is ideal for learning facilitators, assessors, learner supporters, and Skills Development Facilitators.



NC: WHOLESALE AND RETAIL DISTRIBUTION

SAQA: 49280 | NQF LEVEL 2 | CREDITS 120

This certificate equips learners with foundational knowledge and principles of distribution within the Wholesale & Retail sector to improve workplace effectiveness. It provides clear career pathways across different levels of the industry, supporting lifelong learning and growth. The qualification helps develop essential competence in one of South Africa's largest and most impactful economic sectors.



NC: GENERIC MANAGEMENT WHOLESALE AND RETAIL MANAGEMENT

SAQA: 59201 LP63333 | NQF LEVEL 5 | CREDITS 162

This qualification equips learners to manage first-line managers, such as team leaders, supervisors, and junior managers, within an organisation. Learners develop competence in planning, implementing, and evaluating operational strategies, projects, and improvement initiatives to achieve unit objectives. It also focuses on leading teams, enhancing performance, building relationships, and applying principles of risk, financial, and knowledge management.

Masterclass Series

The Take 10 Master Series lets you choose any 10 topics and join high-impact virtual sessions at your convenience.

1. Understanding the Code of Good Practice: Dismissal
2. Understanding employment contracts
3. Fixed Term Contracts and Independent Contractors
4. The new 2025 LRA Code of Good Practice: Dismissal
5. Absenteeism & Absconding
6. How to draft a charge
7. Opening statements and closing arguments
8. Witnesses - Examination in Chief, Cross Examination & Re-examination
9. Understanding evidence and how to lead it
10. Managing ill health & injury
11. Retrenchments: Understanding the process, principles (no fault termination)
12. Incompatibility
13. Key Principles of Preparing for Conciliation
14. Key Principles in Preparing for Arbitration
15. Managing difficult conversations
16. Generational Gap in the workplace
17. Mental Health Awareness
18. Stress management
19. Personal Mastery
20. Wellness in the workplace
21. Workplace Etiquette
22. Emotional Intelligence
23. Protection of Personal Information - creating awareness
24. Bullying in the workplace
25. Managing Poor Performance (Part 1 & 2)
26. Anger Management
27. Psychological Safety
28. Critical Thinking
29. Harassment in the workplace - creating awareness
30. Cyber Security Fundamentals
31. MS Teams Etiquette & protocols
32. Awareness: Employment Equity Amendment Act & Regulations
33. Diversity, Equity & Inclusion (DEI)
34. New 2026 Parental Leave Guidelines
35. Time Management



Expert Training Providers for the Transport & Logistics Sector

Introduction

Learning Exchange is an accredited training provider, we have successfully delivered accredited driver and plant operator training programmes for more than 19 years. Our strength in terms of implementing successful and completed Learnerships has earned us recognition as preferred supplier to several blue-chip clients.

Our methodology is to facilitate comprehensive training through specially-designed courses, which we customise for our clients, and which can be conducted at our clients' premises. We provide services to various industries, including the Taxi Industry, Commuter Transport, Freight Transport, Mining, FMGC, Courier, and Construction Industries, and work as a fully BBBEE-compliant training partner.

The Learning Exchange (Pty) Ltd team has extensive experience in delivering Occupational Health and Safety, lifting operational machinery and driver training with the Sub-Saharan African region. Learning Exchange operates from its head office in Krugersdorp, Boltonia, Gauteng and its project offices nationally.

We are a **Level 2 B-BBEE Black Woman owned supplier**.

Through our team of experts we are able to service clients on a national scale.

OUR VALUES

- To deal with our clients with integrity;
- To be ethical in our dealings with staff and clients;
- To go the extra mile;
- To develop staff in line with their roles and responsibilities and
- To be professional in every aspect of our business dealings.

QCTO OCCUPATIONAL QUALIFICATIONS

OCCUPATIONAL CERTIFICATE: FREIGHT HANDLER

SAQA ID: 96396 | NQF LEVEL 3 | CREDITS 122

Receiving freight, allocating it for storage, and managing stock control. It includes preparing and ensuring the correct picking of freight for loading or off-loading, following specified procedures. Additionally, the freight is reconciled and dispatched in compliance with relevant legislation.



OCCUPATIONAL CERTIFICATE: TRUCK DRIVER

SAQA ID: 93793 | NQF LEVEL 3 | CREDITS 130

Planning and preparing a truck for transportation, ensuring it is ready for safe and efficient use. It includes operating the truck during transportation tasks and maintaining accurate operational documents and records throughout the process to ensure compliance and smooth operations.



OCCUPATIONAL CERTIFICATE: BUS DRIVER

SAQA ID: 94202 | NQF 3 | CREDITS 120

Driving a coach or bus to transport passengers safely and on time to both scheduled and non-scheduled destinations. It also includes assisting passengers with boarding and handling their luggage, while being prepared to manage any emergency situations that may arise to ensure the safety and well-being of all passengers.



OCCUPATIONAL CERTIFICATE: TRAINING AND DEVELOPMENT PRACTITIONER

SAQA ID: 101321 | NQF LEVEL 5 | CREDITS 190

Co-ordinating learning within an occupational context by identifying development needs. It includes planning and implementing relevant learning interventions and facilitating learning in different settings. The effectiveness of these interventions is then evaluated. The goal is to ensure alignment with occupational objectives.



QCTO SKILLS PROGRAMME



BASIC EMERGENCY FIRST AID RESPONDER

SP-230801 | NQF LEVEL 2 | CREDITS 2

Basic Emergency First Aid Responders provide immediate assistance to someone who has been injured or become suddenly ill until professional medical help arrives.



INTERMEDIATE EMERGENCY FIRST AID RESPONDER

SP-230802 | NQF LEVEL 3 | CREDITS 5

To build the capacity of a person to act as an Intermediate Emergency First Aid Responder. These responders provide intermediate first aid treatment and life support in the event of an emergency at a workplace and community.



ADVANCED EMERGENCY FIRST AID RESPONDER

SP-230802 | NQF LEVEL 4 | CREDITS 6

Advanced Emergency First Aid Responders provide advanced emergency first aid care to patients in critical or life-threatening situations during an emergency situation



F1 COUNTERBALANCED LIFT TRUCK DRIVER

SP-220303 | NQF LEVEL 3 | CREDITS 20

A Counterbalanced Lift Truck F1 Driver operates a Counterbalanced Lift Truck F1 that is designed and constructed for the purpose of raising or lowering to different positions, store or retrieve a load up to rated capacity of 3000 kg.



F2 COUNTERBALANCED LIFT TRUCK DRIVER

SP-220304 | NQF LEVEL 3 | CREDITS 20

A Counterbalanced Lift Truck F2 operator operates a Counterbalanced Lift Truck F2 that is designed and constructed for the purpose of raising or lowering to any position, store or retrieve a load up to a rated capacity of 7000 kg



F3 COUNTERBALANCED LIFT TRUCK DRIVER

SP-220305 | NQF LEVEL 3 | CREDITS 20

A Counterbalanced Lift Truck F3 operator operates a Counterbalanced Lift Truck F3 that is designed and constructed for the purpose of raising or lowering to any position, store or retrieve a load up to a rated capacity of 15003 kg



F4 COUNTERBALANCED LIFT TRUCK DRIVER

SP-220306 | NQF LEVEL 3 | CREDITS 20

Operate a Counterbalanced Lift Truck F4 that is designed and constructed for the purpose of raising or lowering to any position, store or retrieve a load above a rated capacity of 15000kg.



F5 REACH LIFT TRUCK DRIVER

SP-220307 | NQF LEVEL 3 | CREDITS 20

A Reach Lift Truck F5 Driver operates a Reach Lift Truck F5 that is designed and constructed for the purpose of raising or lowering to any position, store or retrieve a load up to a rated capacity of 2500kg.



F6 PEDESTRIAN-CONTROLLED LIFT TRUCK DRIVER

SP-220308 | NQF LEVEL 3 | CREDITS 20

A Pedestrian-controlled Lift Truck F6 Driver operates a Pedestrian controlled Lift Truck F6 that is designed and constructed for the purpose of raising or lowering to any position, store or retrieve a load below rated capacity of 2000kg.



F10 SIDE LOADER LIFT TRUCK DRIVER

SP-220312 | NQF LEVEL 3 | CREDITS

A Side Loader Lift Truck F10 Driver operates a Side Loader Lift Truck F10 that is designed and constructed for the purpose of raising or lowering to any position, store or retrieve a load for first and second level racking



C32 TRUCK MOUNTED CRANE OPERATOR

SP-211037 | NQF LEVEL 3 | CREDITS 42

A Truck Mounted Crane C32 Operator operate a Truck Mounted Crane C32 that is designed and constructed for the purpose of raising or lowering a load or moving it in suspension.



C33 HYDRAULIC MOBILE CRANE OPERATOR

SP-211015 | NQF LEVEL 3 | CREDITS 42

Operate a Hydraulic Mobile Crane C33 that is designed and constructed for the purpose of raising or lowering a load or moving it in suspension.



C35 HYDRAULIC MOBILE CRANE OPERATOR

SP-211016 | NQF LEVEL 3 | CREDITS 56

Operate a Hydraulic Mobile Crane C35 that is designed and constructed for the purpose of raising or lowering a load or moving it in suspension.



C36 HYDRAULIC CRANE PICK UP AND CARRY OPERATOR

SP-211014 | NQF LEVEL 3 | CREDITS 56

Operate a Hydraulic Crane Pick Up and Carry C36 that is designed and constructed for the purpose of raising or lowering a load or moving it in suspension.



C43 HYDRAULIC MOBILE CRANE OPERATOR

SP-211017 | NQF LEVEL 3 | CREDITS 42

Operate a Hydraulic Mobile Crane C43 that is designed and constructed for the purpose of raising or lowering a load or moving it in suspension.



SIDE LOADER CONTAINER C56 OPERATOR

SP-211031 | NQF LEVEL 3 | CREDITS 42

Operate a Hydraulic Mobile Crane C43 that is designed and constructed for the purpose of raising or lowering a load or moving it in suspension.

TETA QUALIFICATIONS



NC: FREIGHT HANDLING

SAQA 57831 | NQF LEVEL 3 | CREDITS 128

This qualification provides learners with practical and theoretical skills in freight handling, focusing on areas like warehousing, port operations, and airfreight. It enhances performance, decision-making, and career advancement in the freight handling industry.



NC: PROFESSIONAL DRIVING

SAQA 50285 | NQF LEVEL 3 | CREDITS 122

This qualification enhances professional driving competence in the road transport sector, improving employment prospects and earning potential. It provides a foundation for further education, career progression, and economic growth in the transport industry.



NC: SUPPLY CHAIN MANAGEMENT

SAQA 74149 | NQF LEVEL 5 | CREDITS 150

This qualification equips learners with the skills to manage and integrate supply chain processes, enhancing performance and strategy execution. It prepares individuals for leadership roles in both the public and private sectors, focusing on key supply chain management competencies.



NC: LIFTING MACHINE OPERATIONS

SAQA 64829 | NQF LEVEL 3 | CREDITS 122

This qualification is designed for individuals involved in operating or working with lifting machines, providing them with the skills, knowledge, and leadership abilities to perform lifting operations independently. It is open to both experienced and new learners seeking formal recognition or specialization in this field.



NC: FREIGHT FORWARDING AND CUSTOMS COMPLIANCE

SAQA 59365 | NQF LEVEL 3 | CREDITS 130

This qualification equips learners with the skills and knowledge to work in Freight Forwarding and Customs Compliance, focusing on import/export procedures and logistics concepts. It supports career development and enhances productivity and service delivery in the international logistics industry.



FETC: FREIGHT FORWARDING AND CUSTOMS COMPLIANCE

SAQA 59298 | NQF LEVEL 4 | CREDITS 135

This qualification equips learners with the skills and knowledge to provide world-class service in international logistics and supply chain management, focusing on client interaction, problem-solving, and understanding relevant legislation. It enhances learners' professional status and workplace effectiveness.



FETC: ROAD TRANSPORT SUPERVISION

SAQA 48439 | NQF LEVEL 4 | CREDITS 138

This qualification provides individuals with the skills and knowledge required for road transport operations, specializing in either freight or passenger transport. It supports career advancement and offers a progression path to higher levels of study in the Southern African road transport industry.



FETC: TRANSPORT OPERATIONS

SAQA 65529 | NQF LEVEL 4 | CREDITS 148

This multi-modal transport qualification recognizes the skills needed to manage transport operations across road, rail, maritime, pipeline, and aerospace sectors. It provides a foundation for career development, further specialization, and mobility within the transport industry.



GETC: TRANSPORT

SAQA 59300 | NQF LEVEL 1 | CREDITS 120

This qualification provides entry-level knowledge and skills for the transport and logistics sector, offering specialization options across various modes of transport. It supports career development and meets the growing demands of the South African economy by promoting flexibility and access to further education.



NATIONAL CERTIFICATE: LIFTING MACHINE OPERATIONS

SAQA 64829 | NQF LEVEL 3 | CREDITS 122

This qualification is for individuals involved in operating or working with lifting machines. It provides the opportunity to gain knowledge and skills for various activities using lifting equipment, open to both operators and others in or outside the lifting machine environment.

SOFT SKILLS



FOSTER AND MAINTAIN CUSTOMER RELATIONS

UNIT STANDARD: 123258 | NQF LEVEL 3 | CREDITS 10

Ensure that learners are able to interact professionally with customers. Improved customer relations leads to improved customer service, which, in turn, results in business growth and profitability.

2 Days THEORY



APPLY KNOWLEDGE OF HIV/AIDS TO A SPECIFIC BUSINESS SECTOR AND A WORKPLACE

UNIT STANDARD: 244574 | NQF LEVEL 3 | CREDITS 4

Introduce knowledge that will enable learners to be informed and caring workers in an industry and managers to develop appropriate policies to deal with the pandemic.

2 Days THEORY

LIFTING MACHINE OPERATIONS

OPERATE A TRUCK MOUNTED LOADER CRANE

UNIT STANDARD: 116253- C32 | NQF LEVEL 2 | CREDITS 20



Demonstrating an integrated practical and theoretical grounding in Crane Operations according to safe handling and maintenance practices in compliance with manufacturers and legislated standards.

Novice = 5 Days Refresher = 1 Day

OPERATE ADVANCED DEFINED PURPOSE LIFT TRUCKS

UNIT STANDARD: 242972 | NQF LEVEL 3 | CREDITS 7



Operate a battery operated defined purpose lift truck. Able to access emergency support and services in the case of an emergency while operating a lift truck.

Novice = 5 Days Refresher = 1 Day

OPERATE DEFINED PURPOSE LIFT TRUCKS

UNIT STANDARD: 242981-F12 | NQF LEVEL 2 | CREDITS 4



Able to access emergency support and services. Identify and classify the load, handle and move the freight while operating the lifting equipment in accordance with standards and its performance capabilities.

Novice = 5 Days Refresher = 1 Day

OPERATE DEFINED PURPOSE LIFT TRUCKS

UNIT STANDARD: 242981-F06 | NQF LEVEL 2 | CREDITS 4



Able to access emergency support and services. Identify and classify the load, handle and move the freight while operating the lifting equipment in accordance with standards and its performance capabilities.

Novice = 5 Days Refresher = 1 Day



OPERATE DEFINED PURPOSE LIFT TRUCKS

UNIT STANDARD: 242981-F07 | NQF LEVEL 3 | CREDITS 4

Able to access emergency support and services
Identify and classify the load, handle and move the freight while operating the lifting equipment in accordance with standards and its performance capabilities

Novice = 5 Days Refresher = 1 Day



OPERATE A TRUCK MOUNTED LOADER CRANE

UNIT STANDARD: 116253 | NQF LEVEL 2 | CREDITS 20

Demonstrating an integrated practical and theoretical grounding in Crane Operations according to safe handling and maintenance practices in compliance with manufacturers and legislated standards

Novice = 5 Days Refresher = 1 Day



CONVEY DANGEROUS GOODS BY ROAD

UNIT STANDARD: 123259 | NQF LEVEL 2 | CREDITS 4

Ensure safe loading, conveying and off-loading of dangerous goods according to legal and organisational requirements.

Novice = 2 Days Refresher = 1 Day

HEALTH & SAFETY



PERFORM BASIC LIFE SUPPORT AND FIRST AID PROCEDURES

UNIT STANDARD: 119567 | NQF LEVEL 1 | CREDITS 5

Persons required to assess the emergency situation and providing basic Life Support and basic First Aid in order to stabilise patients prior to transfer to the emergency services.

2 Days THEORY AND PRACTICAL



PROVIDE RISK-BASED PRIMARY EMERGENCY CARE/FIRST AID IN THE WORKPLACE

UNIT STANDARD: 120496 | NQF LEVEL 2 | CREDITS 5

This course covers the essential principles of primary emergency care, focusing on how to effectively respond to injuries and medical emergencies in the workplace

2 Days THEORY AND PRACTICAL



PROVIDE FIRST AID AS AN ADVANCED FIRST RESPONDER

UNIT STANDARD: 376480 | NQF LEVEL 3 | CREDITS 8

Explaining the principles of advanced first aid in emergencies. Demonstrating an advanced level of preparedness to deal with sudden illness or emergency. Assessing and managing an emergency scene/disaster.

3 Days THEORY AND PRACTICAL



MAINTAINING OCCUPATIONAL HEALTH, SAFETY AND GENERAL HOUSEKEEPING

UNIT STANDARD: 8016 | NQF LEVEL 3 | CREDITS 8

Be able to demonstrate applied competence in occupational health, safety awareness of environmental issues and general housekeeping based on statutory and industry requirements.

2 Days THEORY

INTRODUCTION

- Specialising in enterprise-wide, end-to-end management and provision of education, training and development solutions.
- Accredited training | Learnerships | Personal and professional development.
- Contact, virtual and online learning.

Learnerships

A learnership is a work-based learning programme that leads to a qualification that is registered in the National Qualifications Framework. Learnerships are directly related to an occupation or field of work, for example, project management Or office administration.-

Computer Courses

There are various computer courses available online and offline. Based on your skills and knowledge you select the computer course which best suits your need, may it be Basic windows skills to advanced Excel.

Soft Skills

There are various soft skill courses available online and offline. Based on your skills and knowledge you select the soft skill course which best suits your need, may it be Research Skills to Stress Management.

HISTORICAL ACCREDITATION



NC: WHOLESALE AND RETAIL OPERATIONS

SAQA: 58206 | NQF LEVEL 2 | CREDITS 120

The National Certificate: Wholesale and Retail Operations, addresses skills and competencies for enabling entry-level employment and positions. The qualifying learner will to access opportunities for further development and training in the specialised areas of Wholesale and Retail



FETC: BUSINESS ADMINISTRATION SERVICES

SAQA: 61595 LP35928 | NQF LEVEL 4 | CREDITS 140

This Qualification is intended to enhance the provision of service within the field of Administration within all business and non-commercial sectors. The Qualification ensures progression of learning, enabling the learner to meet standards of service excellence required within the Administration field of learning, through building day-to-day Administration skills as well as general operational.



NC: HYGIENE AND CLEANING

SAQA: 57937 | NQF LEVEL 1 | CREDITS 120

This qualification will enable learners to access learning in a related field (e.g. Hospitality, Health Care, Wholesale and Retail, Food Production or Manufacturing etc), or a related branch of cleaning (e.g. Industrial, Hospital, Car Wash, Dry Cleaning and Laundry, Garden Services, Aircraft Cleaning or Textile Cleaning etc.).



FETC: GENERIC MANAGEMENT

SAQA: 57712 LP74630 | NQF LEVEL 4 | CREDITS 150

This qualification is intended for junior managers of small organisations, junior managers of business units in medium and large organisations, or those aspiring to these positions. Junior managers include team leaders, supervisors, foremen and section heads.

SOFT SKILLS

Business Strategy and Entrepreneurship

- Basic Business Management - Boot Camp for Business Owners
- Building a Consulting Business
- Building an Online Business
- Business Ethics for the Office
- Business Etiquette- Gaining that Extra Edge
- Business Succession Planning Developing and Maintaining a Succession Plan
- Communications for Small Business Owners
- Conducting Accurate Internet Research
- Creative Thinking and Innovation
- Entrepreneurship 101
- Developing a High Reliability Organization
- Intrapreneurship
- Knowledge Management
- Skills for Administrative Assistant
- Working Smarter- Using Technology to your Advantage
- Writing a Business Plan
- Writing the Web
- Writing Reports and Proposals

Customer Service

- CRM- An Introduction to Customer Relationship Management
- Customer Service Training - Critical Elements of Customer Service
- Customer Service Training - Managing Customer Service



Communication

- Active Listening
- Advanced Writing Skills
- Body Language: Reading Body Language as a Sales Tool
- Business Writing That Works
- Communication Strategies
- Conflict Resolution - Dealing With Difficult People
- Conflict Resolution - Getting Along In The Workplace
- Conquering Your Fear of Speaking in Public
- Meeting Management - The Art of Making Meetings Work
- The Minute Taker's Course
- Influence and Persuasion

Finance & Accounting

- Accounting Skills for New Supervisors
- Budgets and Managing Money

Logistics and Supply Chain

- Inventory Management - The Nuts and Bolts
- Logistics and Supply Chain Management
- Purchasing and Procurement Basics



Human Resources and People Management

Human Resources Training - HR for the Non-HR Manager
Creating a Top-Notch Talent Management Program
Creating Successful Staff Retreats
Managing Across Cultures
Managing Difficult Conversations
Conducting Effective Performance Reviews
Managing the Virtual Workplace
Motivation Training - Motivating Your Workforce
Performance Management - Managing Employee Performance
Team Building - Developing High Performance Teams
Tough Topics: Talking to Employees about Personal Hygiene
Developing a Lunch and Learn Program

Management & Leadership

Conversational Leadership
Beyond Workplace Politics: Using Social and Emotional Competencies
Building Better Teams
Managing Pressure and Maintaining Balance
Business Leadership - Becoming Management Material
Conference and Event Management
Delegation - The Art of Delegating Effectively
Developing Your Executive Presence
Employee Accountability
Goal Setting
Leadership Skills for Supervisors - Communication, Coaching, and Conflict Problem Solving; Decision Making
Self-Leadership
Strategic Planning
The ABCs of Supervising Others
The Professional Supervisor
Risk Management
Global Business Strategies



Personal Development

- Building Your Self Esteem and Assertiveness Skills
- Critical Thinking
- Emotional Intelligence
- Getting Stuff Done - Personal Development Boot Camp
- Personal Brand: Maximizing Personal Impact
- Public Speaking - Speaking Under Pressure
- Public Speaking - Presentation Survival School
- Research Skills
- Stress Management
- Time Management - Get Organized for Peak Performance

Project and Process Management

- Advanced Project Management
- Balanced Scorecard Basics
- Business Process Management
- Change Management - Change and How to Deal With IT
- Crisis Management
- Effective Planning and Scheduling
- Intermediate Project Management
- Lean Process Improvement
- Process Improvement with Gap Analysis
- Project Management Fundamentals
- Project Management Training - Understanding Project Management
- Project Management: All You Need to Know
- Project Planning: All You Need to Know
- Six Sigma: Entering the Dojo



Sales & Marketing

- Basic Internet Marketing
- Branding: Creating and Managing Your Corporate Brand
- Building a Brand on Social Media
- Building Relationships for Success in Sales
- Call Centre Training - Sales and Customer Service Training for Call Centre Agents
- Creating a Google AdWords Campaign
- Creating Winning Proposals
- E-Commerce Management
- Introduction to E-Mail Marketing
- Marketing and Sales
- Marketing for Small Businesses
- Marketing with Social Media
- Negotiating for Results
- Networking for Success
- Overcoming Objections to Nail the Sale
- Public Relations Boot Camp
- Selling Smarter
- Social Selling for Small Businesses
- Telemarketing - Using the Telephone as a Sales Tool

Training and Development

The Practical Trainer
Advanced Skills for the Practical Trainer
Coaching and Mentoring
Developing a Training Needs Analysis
Developing Your Training Program
Facilitation Skills
Measuring Training Results

Windows and Computer Literacy

Microsoft Windows 10 : Part 1
Microsoft Windows 10 : Part 2
Windows 10: Transition from Windows 8
MS Office 2016
Microsoft Word 2016 Part 3
Microsoft Word 2016 Part 2
Microsoft Word 2016 Part 1
Microsoft Visio 2016 Part 2
Microsoft Visio 2016 Part 1
Microsoft SharePoint 2016 For Users
Microsoft Publisher 2016
Microsoft Project 2016 Part 2
Microsoft Project 2016 Part 1
Microsoft Outlook 2016 Part 2
Microsoft Outlook 2016 Part 1
Microsoft Excel 2016 PowerPivot
Microsoft Excel 2016 Part 3
Microsoft Excel 2016 Part 2
Microsoft Excel 2016 Part 1
Microsoft Excel 2016 and VBA
Microsoft Access 2016 Part 1



Public Workshops & Webinars

FEBRUARY 2026

FEB
11-12

MANAGING POOR PERFORMANCE & INCAPACITY
2 DAYS

FEB
18-19

FIRST AID
2 DAYS | ON SITE

MARCH 2026

MAR
3

EMPLOYMENT EQUITY LEGISLATION UPDATES
2 HOUR | **WEBINAR**

MAR
5

WSP SUBMISSIONS UPDATE
2 HOURS | **WEBINAR**

MAR
11-12

INITIATING DISCIPLINARY ENQUIRIES
2 DAYS

MAR
18

WORKPLACE ETIQUETTE & GUIDING PRINCIPLES
1 DAY

MAR
19

FIRE FIGHTING
1 DAY | ON SITE



APRIL 2026

APR
8-9

CHAIRING DISCIPLINARY ENQUIRIES
2 DAYS

APR
15

STRIKE HANDLING WITH THE NEW 2025 CODE OF GOOD PRACTICE: DISMISSALS
3 Hours | [WEBINAR](#)

APR
16

OCCUPATIONAL HEALTH & SAFETY (OHS)
2 HOURS | [WEBINAR](#)

APR
21

DEALING WITH INCOMPATIBILITY IN THE WORKPLACE
2 Hours | [WEBINAR](#)

APR
23

FROM THE COURTROOM TO THE BEDROOM: KEY LABOUR JUDGEMENT YOU NEED TO KNOW
2 Hours | [WEBINAR](#)

MAY 2026

MAY
6

OCCUPATIONAL HEALTH & SAFETY
1 DAY

MAY
7

BASIC MICROSOFT
1 DAY

MAY
13-14

MANAGING POOR PERFORMANCE & INCAPACITY
2 DAYS

MAY
20

FROM QUESTIONS TO CONCLUSIONS: EFFECTIVE CROSS-EXAMINATION IN PRACTICE
2 HOURS | [WEBINAR](#)

MAY
20-21

FIRST AID
2 DAYS | ON SITE

Combined

WORKSHOPS & WEBINARS

JUNE 2026

JUN
9

LEGAL LIABILITY
2 HOURS | **WEBINAR**

JUN
11

EMOTIONAL INTELLIGENCE
1 DAY

JUN
17-18

INITIATING DISCIPLINARY ENQUIRIES
2 DAYS

JUN
18

FIRE FIGHTING
1 DAY | ON SITE

JUN
19

**DEALING WITH ABSENTEEISM & SICK/OTHER
LEAVE ABUSES**
2 Hours | **WEBINAR**

JULY 2026

JUL
8

OCCUPATIONAL HEALTH & SAFETY
1 DAY

JUL
9

LEGAL LIABILITY
1 DAY

JUL
15-16

CHAIRING DISCIPLINARY ENQUIRIES
2 DAYS

JUL
22

**UNION ENGAGEMENT IN THE MODERN ERA: COLLABORATION
OVER CONFRONTATION**
2 Hours | **WEBINAR**



AUGUST 2026

<p>AUG 6</p>	<p>BEYOND THE BARGAINING TABLE: BUILDING TRUST IN A HYBRID WORKPLACE 2 Hours WEBINAR</p>
<p>AUG 12</p>	<p>SHE REP WEBINAR 2 Hours WEBINAR</p>
<p>AUG 12-13</p>	<p>MANAGING POOR PERFORMANCE & INCAPACITY 2 DAYS</p>
<p>AUG 19-20</p>	<p>SHOP STEWARD LEADERSHIP SKILLS 2 DAYS</p>

SEPTEMBER 2026

<p>SEP 9-10</p>	<p>INITIATING DISCIPLINARY ENQUIRIES 2 DAYS</p>
<p>SEP 16</p>	<p>DIVERSITY EQUITY & INCLUSION AWARENESS ½ DAY</p>
<p>SEP 16-17</p>	<p>FIRST AID 2 Days On Site</p>
<p>SEP 18</p>	<p>REDUNDANCY VS RETRENCHMENT: LEGAL NUANCES AND HUMAN REALITIES (WEBINAR) 2 Hours WEBINAR</p>

Combined



WORKSHOPS & WEBINARS

OCTOBER 2026

OCT
7-8

CHAIRING DISCIPLINARY ENQUIRIES
2 DAYS

OCT
14

CUSTOMER SERVICE
1 DAY

OCT
15

SHE-REP
1 DAY

OCT
22

MANAGING MISCONDUCT AND POOR PERFORMANCE – THE RIGHT WAY
2 Hours | **WEBINAR**

NOVEMBER 2026

NOV
4

HARASSMENT, GBV & BULLYING TRAINING
1 DAY

NOV
11

TIME MANAGEMENT
1 DAY

NOV
12

FIRE FIGHTING
1 DAY | On Site

CONTACT US



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