

Accreditation Scope

QCTO - OCCUPATIONAL QUALIFICATIONS						
SETA - QAP	ACCREDITATION NUMBER	LEARNERSHIP/PART QUALIFICATION/SKILLS PROGRAAMES	SAQA ID	SAQA TITLE	NQF LEVEL	CREDITS
ETDP	01-QCTO/SDP141024130404	Skills Programme	SP-211007	Occupational Skills Programmes: Learning Support Facilitator	Level 5	20
SSETA	01-QCTO/SDP070125160536	Skills Programme	SP-201201	Occupational Skills Programme: Workplace Preparation	Level 2	30
QCTO	01-QCTO/SDP140225141926	Skills Programme	SP – 211009	Occupational Skills Programme: Workplace Essentials	Level 4	20
QCTO	01-QCTO/SDP140225141926	Skills Programme	SP - 220319	Occupational Skills Programme: Learning and Development Facilitator	Level 5	36
QCTO	01-QCTO/SDP140225141926	Skills Programme	SP - 210401	Occupational Skills Programme: New Venture Creation	Level 2	32
QCTO	01-QCTO/SDP140225141650	Skills Programme	SP - 220320	Occupational Skills Programme: Assessment Practitioner	Level 5	20
QCTO	01-QCTO/SDP140225141650	Skills Programme	SP - 220321	Occupational Skills Programme: Skills Development facilitation Practitioner	Level 5	40
QCTO	01-QCTO/SDP140225141650	Skills Programme	SP - 210502	Occupational Skills Programme: Conflict management	Level 5	8
QCTO	01-QCTO/SDP140225141650	Skills Programme	SP - 220322	Occupational Skills Programme: Workplace Based Practitioner	Level 5	30

CQTO/HWSETA	01-QCTO/SDP150625185202	Skills Programme	SP - 230801	Occupational Skills Programme: Basic Emergency First Aid Responder	Level 2	2
WR SETA	01-QCTO/SDP040225095209	Learnership	99446	Occupational Certificate: Dispatching and Receiving Clerk	Level 3	34
WR SETA	01-QCTO/SDP040225095209	Qualification	118731	Occupational Certificate: Shelf Filler	Level 2	27
WR SETA	Pending site visit	Learnership	99688	Occupational Certificate: Visual Merchandiser	Level 3	30
MerSETA	712101001 - pending	Qualification	120037	Occupational Certificate: Production operator	Level 3	122
MerSETA	32Q320308060864 - pending	Part-qualification	115722	Occupational certificate: First-line production supervisor	Level 4	86
SSETA	01-QCTO/SDP240221-658	Learnership	101869	Occupational Certificate: Project Manager	Level 5	240
SSETA	01-QCTO/SDP220624095824	learnership	118712	Occupational Certificate: Above Service Cleaner	Level 1	46
SSETA	01-QCTO/SDP220624095824	learnership	118711	Occupational Certificate: Commercial Ablution Cleaner	Level 1	46
SSETA	01-QCTO/SDP220624095824	learnership	118709	Occupational Certificate: Commercial Cleaner	Level 1	120
SSETA	01-QCTO/SDP220624100028	Learnership	118713	Occupational Certificate: Commercial Floor Cleaner	Level 1	49
SSETA	01-QCTO/SDP220624095824	Full Qualification	118730	Occupational Certificate: Healthcare Cleaner	Level 2	120
SSETA	01-QCTO/SDP220624095824	Learnership	99687	Occupational Certificate: Contact Centre Manager	Level 5	285

SSETA	01-QCTO/SDP220624095824	Learnership	118741	Occupational Certificate: Small Business Consultant	Level 5	244
SSETA	01-QCTO/SDP220624095824	Learnership	118706	Occupational Certificate: Marketing Coordinator	Level 5	175
SSETA	01-QCTO/SDP220624100028	Learnership	118251	Occupational Certificate: Recruitment Manager	Level 5	186
SSETA	01-QCTO/SDP220624100028	Full Qualification	101876	Occupational Certificate: Management Assistant	Level 5	316
SSETA	01-QCTO/SDP220624100028	Learnership	118740	Occupational Certificate: Office Supervisor	Level 5	240
TETA	01-QCTO/SDP190324094901	Learnership	110942	Occupational Certificate: Supply Chain Partitioner	Level 5	180
WR SETA	01-QCTO/SDP020424111128	Learnership	103150	Occupational Certificate: Retail Chain Store Manager	Level 5	106
WR SETA	01-QCTO/SDP020424111128	Learnership	99703	Occupational Certificate: Store Person	Level 2	41
WR SETA	01-QCTO/SDP020424111128	Learnership	99708	Occupational Certificate: Service Station Attendant	Level 2	28

ASSESSMENT CENTRE - QCTO QUALIFICATIONS						
SETA	ACCREDITATION NUMBER	LEARNERSHIP/PART QUALIFICATION/SKILLS PROGRAAMES	SAQA ID	SAQA TITLE	NQF LEVEL	CREDITS
SSETA	01-QCTO/AC- TTC070823090005	Learnership	101869	Occupational Certificate: Project Manager	Level 5	240
SSETA	01-QCTO/AC- TTC150924215856	learnership	118709	Occupational Certificate: Commercial Cleaner	Level 1	120
SSETA	01-QCTO/AC- TTC150924215856	learnership	118712	Occupational Certificate: Above Service Cleaner	Level 1	46
SSETA	01-QCTO/AC- TTC150924215856	learnership	118711	Occupational Certificate: Commercial Ablution Cleaner	Level 1	46
SSETA	01-QCTO/AC- TTC150924215856	Full Qualification	118730	Occupational Certificate: Healthcare Cleaner	Level 2	120
SSETA	01-QCTO/AC- TTC150924215856	Learnership	118740	Occupational Certificate: Office Supervisor	Level 5	240
SSETA	01-QCTO/AC- TTC150924220244	Learnership	118706	Occupational Certificate: Marketing Coordinator	Level 5	175
SSETA	01-QCTO/AC- TTC150924220244	Learnership	118251	Occupational Certificate: Recruitment Manager	Level 5	186
SSETA	01-QCTO/AC- TTC150924220244	Full Qualification	101876	Occupational Certificate: Management Assistant	Level 5	316
SSETA	01-QCTO/AC- TTC150924220244	Learnership	99687	Occupational Certificate: Contact Centre Manager	Level 5	285
SSETA	01-QCTO/AC- TTC150924220244	Learnership	118741	Occupational Certificate: Small Business Consultant	Level 5	244
TETA	01-QCTO/AC- TTC150924215856	Learnership	110942	Occupational Certificate: Supply Chain Partitioner	Level 5	180

LEGACY QUALIFICATION (ALL USs INCLUDED)						
SETA	ACCREDITATION NUMBER	LEARNERSHIP/PART QUALIFICATION/SKILLS PROGRAAMES	SAQA ID	SAQA TITLE	NQF LEVEL	CREDITS
AgriSETA	AGRI/c prov/1942/22	Learnership	48971	National Certificate: Mixed farming systems	Level 1	120
AgriSETA	AGRI/c prov/1942/22	Learnership	49052	National Certificate: Plant production	Level 3	133
AgriSETA	AGRI/c prov/1942/22	Learnership	49582	National Certificate: Poultry production	Level 1	120
AgriSETA	AGRI/c prov/1942/22	Learnership	49048	National Certificate: Animal production	Level 3	120
CATHSSETA	613/R/000292/2016	Learnership	14113	National Certificate: Food and Beverage Services	Level 4	133
ETDP SETA	ETDPS1260	Learnership	50331	National Certificate: Occupationally Directed Education Training and Development Practices	Level 6	145
LG SETA	LGRS-865-111206	Learnership	57823	National Certificate: Ward Committee Governance	Level 2	120
LG SETA	LGRS-865-111206	Learnership	50081	Further Education and Training Certificate: Leadership Development	Level 4	160
MICT SETA	LPA/00/2014/01/3154	Learnership	49077	National Certificate Information Technology: End User Computing	Level 3	130
SSETA	2335	Learnership	49648	National Certificate: New venture Creation	Level 2	138
SSETA	2335	Learnership	57712 LP 74630	Further Education and Training Certificate: Generic Management	Level 4	150
SSETA	2335	Learnership	61595 LP 35928	Further Education and Training Certificate: Business Administration Services	Level 4	140
SSETA	2335	Learnership	59201 LP 60269	Further Education and Training Certificate: Generic Management	Level 5	162

MERSETA	MerSETA: 19-MER/ACC/002817	Learnership	58781	National Certificate: Production Technology	Level 2	120
MERSETA	MerSETA: 19-MER/ACC/002817	Learnership	58785	National Certificate: Production Technology	Level 3	120
W&R SETA	LPA/00/2014/01/3154	Learnership	58206	National Certificate: Wholesale and retail operations	Level 2	126

IN-PROGRESS (awaiting site verification)						
SETA	ACCREDITATION NUMBER	LEARNERSHIP/PART OR FULL QUALIFICATION/ SKILLS PROGRAAMES	SAQA ID	SAQA TITLE	NQF LEVEL	CREDITS
SSETA	Pending	Learnership	118710	Occupational Certificate: Commercial Kitchenette Cleaner	Level 1	47
WR SETA	Pending	Learnership	99669	Occupational Certificate: Sales Assistant (General) (Retail Sales Advisor),	Level 3	54
WR SETA	Pending	Qualification	101863	Occupational Certificate: Cash Office Clerk	Level 2	30
WR SETA	Pending	Full Qualification	121792	National Occupational certificate: Sales representative	Level 4	155
WR SETA	Pending	Learnership	99573	National Occupational Certificate: Retail Supervisor	Level 4	100
WR SETA	Pending	Learnership	99708	Occupational Certificate: Checkout Operator	Level 2	35
MICT SETA	Pending	Skills Programme	SP-240201	Basic End User Computing	Level 3	30
MICT SETA	Pending	Skills Programme	SP-240202	Intermediate End User Computing	Level 4	20
MICT SETA	Pending	Skills Programme	SP-240203	Advanced End User Computing	Level 5	20

Customised, essential/soft impactful & fit for purpose credit-bearing & non-credit bearing workshops.

Afri Training offers the following on open workshops or client-specific workshops; either credit-bearing or non-credit bearing.

Business essential skills

- **Business ethics –**

Framework: For a customized, essential, and impactful workshop on Business Ethics, both credit-bearing and non-credit bearing options can be created to suit different Frameworks and audiences. The workshop to be fit-for-Framework, focusing on practical knowledge and ethical decision-making in the business world.

- **Change management –**

Framework: For customized, essential, and impactful workshops on Change Management that are fit-for-Framework for both credit-bearing and non-credit bearing formats, the goal is to provide participants with both the theoretical knowledge and practical skills to manage change effectively within organizations.

- **Contact Centre and Customer Service –**

Framework: These workshops aim to enhance customer service capabilities, boost career progression, and improve organizational effectiveness in the contact centre industry.

- **Critical Thinking –**

Framework: These workshops aim to cultivate analytical thinkers who can approach challenges creatively and logically, benefiting both individual growth and organizational success.

- **Customer service –**

Framework: These workshops aim to enhance the customer experience, improve business reputation, and increase customer satisfaction, ultimately driving success for both employees and organizations.

- **Conflict in the workplace –**

Framework: Equip participants with practical skills to identify, manage, and resolve workplace conflicts while fostering a positive and productive work environment.

- **Communication for Impact –**

Framework: These workshops are designed to help participants communicate more effectively, build rapport, engage audiences, and convey messages that drive desired outcomes, improving both personal and organizational success.

- **Cultural awareness –**

Framework: For customized, essential, and impactful workshops on Cultural Awareness, these workshops aim to equip participants with the knowledge, skills, and sensitivity to interact effectively in diverse cultural settings. This includes understanding cultural differences, improving communication, and developing intercultural competency.

- **Difficult conversations –**

Framework: These workshops are designed to help participants navigate challenging conversations effectively, whether in professional, academic, or personal contexts

- **Delivery service excellence –**

Framework: These workshops are designed to equip participants with the skills and knowledge needed to provide exceptional service in any customer-facing role, whether in credit-bearing or non-credit bearing formats. The workshops aim to improve the quality-of-service delivery, focus on customer satisfaction, and ensure that employees can manage expectations and exceed them consistently.

- **Diversity Management –**

Framework: These workshops aim to equip participants with the skills to manage and leverage diversity, create inclusive environments, and improve team dynamics, ultimately contributing to a more productive and harmonious workplace.

- **Emotional Intelligence –**

Framework: Help participants understand the basics of Emotional Intelligence and provide them with practical tools to improve their self-awareness, self-regulation, empathy, and social skills.

- **Effective meetings –**

Framework: These sessions are designed to help participants develop the skills to plan, organize, and lead productive meetings, whether in a credit-bearing or non-credit bearing format. The workshops focus on the critical components of effective meetings, including time management, communication, decision-making, and collaboration. Both formats ensure that the learning is applicable, practical, and tailored to the needs of the participants.

- **Employment Equity –**

Framework: Provide employees with the fundamental knowledge and tools to understand the principles of employment equity, including diversity, inclusivity, and equal opportunity in the workplace.

- **Fundamentals in Project Management –**

Framework: These workshops aim to provide participants with the skills and confidence to manage projects of varying scope and complexity, improving their effectiveness in project delivery and contributing to organizational success.

- **Frontline reception control –**
Framework: These workshops aim to develop key skills in managing the front desk and reception area, ensuring that participants can perform tasks efficiently, maintain a professional demeanor, and contribute to a smooth and positive experience for all visitors and clients.
- **HIV/AIDS awareness –**
Framework: By offering HIV/AIDS Awareness workshops that are customized, essential, and impactful, participants will gain practical knowledge and skills to promote prevention, reduce stigma, and support those affected by HIV.
- **Manage personal finances –**
Framework: For customized, essential, and impactful workshops on Managing Personal Finances, these sessions are designed to help participants develop practical skills for budgeting, saving, investing, and managing debt. The workshops are adaptable to both credit-bearing and non-credit bearing formats, catering to various audiences, from students to working professionals, and can be tailored to meet the specific needs of different groups.
- **Microsoft Word / Beginner –**
Framework: By the end of the workshop, learners will be able to create, edit, format, and save basic Microsoft Word documents. They will also gain confidence in using essential tools and features to improve their productivity and document quality.
- **Microsoft Word / Intermediate –**
Framework: By the end of this intermediate workshop, learners will be able to produce polished, professional Microsoft Word documents, handle complex formatting, work with larger documents efficiently, and utilize collaboration features. They will also be skilled in using advanced tools like Mail Merge and references for greater productivity in both personal and work contexts.
- **Microsoft Word / Advance –**
Framework: By the end of this advanced workshop, learners will be proficient in creating sophisticated, polished documents with advanced formatting, automation, and collaboration tools. They will be able to efficiently handle large-scale, complex documents, apply professional-level formatting, and use Word's advanced features to streamline their workflows, ultimately enhancing productivity and document quality.
- **Microsoft PowerPoint (Basic/Intermediate/Advanced) –**
Framework: Creating customized, essential, and impactful workshops for Microsoft PowerPoint (Basic, Intermediate, Advanced) with a focus on providing practical skills, enhancing presentation quality, and boosting participant confidence in using PowerPoint for various professional and academic needs.

- **Microsoft Outlook (Basic/Intermediate/Advanced Minute taking –**
Framework: For customized, essential, and impactful workshops on Microsoft Outlook (Basic, Intermediate, Advanced) and Minute Taking, the aim is to empower participants with practical skills for managing emails, schedules, and tasks in Outlook while enhancing their ability to take effective, professional meeting minutes
- **Personal Effectiveness –**
Framework: Help participants develop key personal effectiveness skills to improve productivity, goal achievement, and work-life balance.
- **Presentation and public speaking –**
Framework: The workshop will focus on building both the technical and soft skills required for successful public speaking, from structuring and delivering a presentation to engaging and influencing an audience. Participants will gain the tools and confidence needed to speak with clarity, authority, and authenticity.
- **Report Writing –**
Framework: By the end of the workshop, learners will have the confidence and skills to create professional, well-structured, and impactful reports. They will be able to present complex information clearly and concisely, ensuring their reports are actionable, relevant, and tailored to the needs of the target audience. These skills will contribute to better communication within organizations, clearer documentation for decision-making, and improved professional credibility.
- **Stock control –**
Framework: Provide employees with the foundational knowledge and practical skills to manage stock effectively, ensuring accurate inventory levels, minimizing waste, and improving operational efficiency.
- **Time Management –**
Framework: Equip employees with foundational leadership skills to enhance their influence and effectiveness within teams.
- **Telephone etiquette –**
Framework: For customized, essential, and impactful workshops on Telephone Etiquette, these sessions aim to improve professional communication skills, focusing on how to make phone interactions effective, respectful, and efficient.
- **Work-life balance –**
Framework: these sessions are designed to help individuals and professionals find a sustainable balance between their work responsibilities and personal life. By promoting healthier work habits, reducing stress, and increasing overall well-being.

Leadership/supervisor/management skills

- **Advance Supervisory –**
Framework: These workshops are designed to enhance the skills of supervisors, equipping them with advanced tools for managing teams and improving operational efficiency in the workplace.
- **Building a high performing team –**
Framework: For customized, essential, and impactful workshops on Building a High-Performing Team, the focus would be on equipping individuals with the necessary skills and strategies to foster collaboration, communication, trust, and productivity within teams.
- **Financial for non-financial management –**
Framework: Workshops designed to equip non-financial managers with the essential financial literacy skills they need to make informed decisions, manage budgets, interpret financial reports, and understand the financial health of their organizations. These workshops are customizable to fit the specific needs of participants, whether in a formal academic setting (credit-bearing) or as a practical training for professionals (non-credit bearing).
- **Fundamental of labour legislation –**
Framework: The Fundamentals of Labour Legislation workshops are designed to provide participants with the necessary understanding of key workplace legal frameworks, rights, and obligations. These workshops aim to equip HR professionals, managers, and leadership teams with the knowledge and skills to navigate legal complexities, ensure workplace compliance, and foster a fair work environment.
- **Interview and recruit for impact –**
Framework: The "Interview and Recruit for Impact" workshops are designed to equip HR professionals, managers, and team leaders with the necessary skills to conduct impactful interviews and make informed, effective recruitment decisions.
- **Lead and motivate teams –**
Framework: The "Lead and Motivate Teams" workshops are designed to empower managers, team leaders, and aspiring leaders with the essential skills to lead diverse teams effectively, enhance team dynamics, and inspire high performance.
- **Leadership in the workplace –**
Framework: Provide employees and emerging leaders with the foundational knowledge and skills necessary to become effective leaders, whether managing a team or working in a collaborative role.
- **Leadership development programme –** **Framework:** The aim would be to provide participants with essential skills and knowledge that can be applied in their professional lives, focusing on both soft skills and practical leadership tools.
- **Manage relationships –**
Framework: The workshops will aim to strengthen both hard and soft skills essential for building, managing, and nurturing relationships in various professional contexts, including within teams, with clients, and across organizational levels.

- **Negotiation for win-win Unit standard –**

Framework: The workshop will focus on equipping participants with the necessary tools and techniques to achieve mutually beneficial outcomes in negotiations, fostering collaboration and long-term relationships. It will emphasize key negotiation strategies that create value for all parties involved, which is essential for building trust, enhancing partnerships, and driving organizational success.

- **Networking –**

Framework: The Networking Workshop will focus on equipping participants with the tools to expand their professional networks, build meaningful relationships, and leverage these connections to create opportunities for personal and organizational growth.

- **Operations Manager –**

Framework: By the end of the workshop, learners will have the knowledge and skills to effectively manage the operations of their organization, from planning and resource management to team leadership and process optimization. They will be equipped to streamline operations, reduce costs, improve efficiency, and contribute to the overall success of the business. These competencies will prepare them for career advancement or to take on higher-level management roles.

- **Problem solving –**

Framework: The focus of the workshop will be on equipping participants with critical problem-solving skills that are necessary to address issues efficiently and drive innovative solutions. Whether dealing with day-to-day challenges or more complex strategic issues, this workshop will provide participants with the tools and methodologies to approach problems systematically, collaboratively, and creatively

- **Supervisory Skills –**

Framework: Provide new or mid-level supervisors with the essential skills to manage teams, communicate effectively, resolve conflicts, and foster a productive, positive work environment.

- **Team leader –**

Framework: The Team Leader workshop will focus on developing the core competencies necessary to lead and inspire teams, manage challenges, and drive performance. Whether your organization is looking to enhance the leadership skills of existing team leaders or prepare emerging leaders for future responsibilities, this program will offer a comprehensive approach to team leadership.

- **Manage individual and Team Performance –**

Framework: These workshops focus on equipping leaders and managers with the skills necessary to effectively manage both individual and team performance.

- **Conduct a disciplinary enquiry, unit standard –**

Framework: The workshop will focus on providing practical guidance on how to conduct a disciplinary enquiry, ensuring compliance with organizational policies and legal requirements, and maintaining a fair and respectful process throughout. Participants will gain the necessary tools to manage disciplinary processes, address workplace misconduct, and handle sensitive situations professionally.

- **Describe and apply the management functions of an organisation –**

Framework: The workshop will focus on equipping participants with the essential knowledge and skills to understand, describe, and effectively apply the core management functions that drive organizational success. These functions are fundamental to ensuring that resources are managed efficiently and that organizational goals are met.

Occupational training and development programmes

- **Assessor –**

Framework: The Assessor Workshop will focus on equipping participants with the tools necessary to conduct fair, effective, and legally compliant assessments, ensuring they can provide constructive feedback that supports learner development while adhering to quality assurance standards.

- **Facilitator –**

Framework: The Facilitator Workshop will focus on developing both the technical and soft skills needed for successful facilitation, ensuring that participants are able to engage their audience, encourage participation, and create an effective learning environment. The workshop will cover strategies for designing and delivering interactive and impactful learning experiences.

- **Coaching and mentoring –**

Framework: The Coaching and Mentoring workshop will focus on developing the key skills required to effectively guide, support, and inspire individuals in a one-on-one setting, promoting both personal and professional growth. Whether aimed at enhancing leadership capabilities, developing future leaders, or fostering an environment of continuous learning, this workshop will provide participants with the tools to build strong and effective coaching and mentoring relationships.

- **Moderator –**

Framework: The Moderator Workshop will focus on empowering participants with the tools to manage group dynamics, ensure engaging and productive discussions, and guide conversations in a way that is informative, respectful, and results-driven. Whether moderating team meetings, panel discussions, or external events, this workshop will help participants develop the confidence and skills needed for successful moderation.

- **Skills development facilitator –**

Framework: The Skills Development Facilitator Workshop will focus on equipping participants with the competencies to design, facilitate, and assess training programs that align with organizational goals and individual learner needs. Whether the focus is on developing skills for internal teams or preparing facilitators to train others, this workshop will provide the tools and confidence needed to deliver high-impact learning experiences.

Sales/business development skills

- **Power selling techniques –**

Framework: The Power Selling Techniques Workshop will focus on developing advanced selling strategies, improving sales communication, and equipping participants with the tools to influence and persuade customers, leading to increased sales performance. Whether you are looking to empower your sales team or develop individual sales professionals, this workshop will provide the practical skills necessary for success in a competitive marketplace.

- **Consultative selling –**

Framework: The Consultative Selling Workshop will focus on equipping participants with the tools to engage with clients, understand their unique needs, and provide solutions that align with their goals. It emphasizes building long-term relationships, rather than simply closing a sale, positioning your sales team as trusted experts in your industry.

- **Network with Framework –**

Framework: The "Network with Framework" workshop aims to equip participants with the necessary tools and strategies to network effectively, cultivating valuable connections that align with their career goals, business Frameworks, or personal development aspirations.

- **Self-branding –**

Framework: The "Network with Framework" workshop will focus on equipping individuals with the skills needed to network not just for personal gain, but to build valuable, long-term relationships that support both individual and organizational growth. The program aims to develop strategic networking skills that can unlock opportunities, foster collaboration, and establish valuable professional connections.

- **Sales Management –**

Framework: These workshops are designed to equip sales managers with the essential skills and knowledge to effectively manage sales teams and drive sales performance.

Recruitment sales training

- **Candidate sourcing and management –**

Framework: The Candidate Sourcing and Management workshop will focus on equipping participants with the tools and best practices to identify, engage, and retain high-quality candidates throughout the recruitment process. By adopting a strategic approach to sourcing and managing candidates, your team will be able to attract top talent and create long-lasting relationships that benefit both the organization and the candidates.

- **Competency-based interviewing –**

Framework: The Competency-Based Interviewing workshop will focus on equipping participants with the tools to assess candidates' skills, knowledge, and behaviours based on the specific competencies required for the role. By utilizing a competency-based approach, interviewers can make more Framework, consistent, and informed hiring decisions, ultimately leading to better organizational fit and improved employee performance.

- **Marketing candidates effectively –**

Framework: The Marketing Candidates Effectively workshop will focus on equipping participants with the tools and strategies necessary to present candidates in the best possible light, ensuring they stand out in a competitive job market. By learning how to effectively communicate a candidate's skills, qualifications, and unique value proposition, your team will be able to increase candidate placement success and build strong relationships with clients and employers.

- **Client Relationship Excellence –**

Framework: Upon completion of the workshop, learners will have developed the knowledge and skills required to build and maintain strong client relationships, handle challenging client situations with ease, and deliver exceptional customer service. They will be equipped to foster long-term client loyalty, reduce churn, and contribute significantly to the overall success of their organization.

- **Project manage the process from order to placement –**

Framework: The Project Management from Order to Placement workshop focuses on providing participants with the tools and strategies needed to efficiently manage each stage of the process, ensuring smooth coordination, communication, and timely delivery. Whether it's managing recruitment placements, project-based services, or product delivery, this workshop will help ensure that your team handles the process from start to finish with precision and effectiveness.

- **Understanding the hidden needs and opportunities –**

Framework: The "Understanding the Hidden Needs and Opportunities" workshop will focus on empowering participants to think creatively and strategically about uncovering hidden opportunities, whether they are related to customer needs, business processes, or market gaps. By developing an understanding of these often-overlooked areas, your team will be better positioned to drive innovation, improve customer satisfaction, and enhance overall organizational performance.

- **Using benefit statements and proof to manage objections –**

Framework: The "Using Benefit Statements and Proof to Manage Objections" workshop focuses on equipping participants with the skills to confidently address objections during sales conversations, customer service interactions, or any scenario where managing resistance is key. By learning how to highlight the benefits of a solution and provide credible proof, your team will be able to build trust, overcome resistance, and close more successful deals.