



UNEMPLOYED YOUTH TRAINING AND JOB READINESS PROGRAMME

DURATION: 2 MONTHS

SERVICES SETA-ACCREDITED PROGRAMES

Course Title	Unit Standard	NQF level	No. of days	Credits
1. Emotional Intelligence and Personal Mastery	252031	5	8 days	4
2. Effective Business Writing & Communication Skills	12153;12155	5	6 days	10
Day to do assignment and POE in class			1 day	
4. Call centre and telephone etiquette	14348	2	4 days	3
Day to do assignment and POE in class			1 day	

5. Customer service & quality management	10052	5	4 days	6
Day to do assignment and POE in class			1 day	
6. Effective sales	10047	5	4 days	5
Day to do assignment and POE in class			1 day	
8. HIV/AIDS Peer Educator	8555	4	4 days	4
Day to do assignment and POE in class			1 day	
Dawn presentation on CV and interviewing skills			1 day	
Day to practice interviewing skills through role plays			1 day	
Personal mastery & positive thinking			2 day	
10. Re-submissions and marking			5 days	
Graduation and issuing of certificates				
a. Data capturing and typing skills	Every afternoon 2.30 - 4.30			
b. Microsoft word intermediate	Every afternoon 2.30 - 4.30			
d. Microsoft excel beginners	Every afternoon 2.30 - 4.30			
Total credits			45 days	32 credits