



**ELADA**  
INSTITUTE  
BEYOND EDUCATION



## ABOUT ELADA INSTITUTE

Elada Institute is a private institution that aims to provide remarkable and value adding skills development skills to our clients through an exceptional and outstanding learning experience to learners.

Our courses are accredited through Services Seta, MICT Seta, ETDP Seta and QCTO.

Our training approach is Action Based, Work Based, Business Based and centered around value for clients and learners

## OUR VALUES

At Elada Institute, education is **Information** and **Revelation** resulting into relevant **transformation**. Our approach is **action-based**, **work-based** and **business-based** with emphasis on the knowledge, practical and workplace learning.

Elada Institute has its headquarters in Johannesburg South Africa and has campuses in Zambia and the Democratic Republic of Congo.

Our values are: Creativity, Inclusivity, Transparency, and Consistency with the client at the centre for their ROI.

## CONTACT DETAILS

Email: [info@eladainstitute.com](mailto:info@eladainstitute.com)

Telephone: +2720 824 6968 / Cell: +2762 422 9660

Physical Address: Bramley & DRC Campus

208, Corlett Drive, Bramley, Johannesburg, 2090

Website: [www.eladainstitute.com](http://www.eladainstitute.com)



## WHY ELADA INSTITUTE



### WE ARE THE BEST

Elada Institute provides a performance optimization journey for companies, employees and business owners through training and coaching solutions.

Our courses are accredited and aligned to SAQA standards. Our training methodology is proven for sustainable transformation: Outcome-based, Business-based, work-based, critical and systemic thinking.

Our courses are always concluded with an action plan in line with a business or work reality.

### OUR SKILLS DEVELOPMENT PROGRAMS

We offer the following solutions to corporates as well as individuals:

1. Learnership programs
2. Full qualifications programs
3. Short courses programs
4. Human Resources Solutions

Areas of specialisation are the following:

1. Management & Leadership
2. Human Resources Management
3. Information Technology
4. Business

### OUR ACCREDITATIONS





## **BUSINESS PROGRAMS**

## **CERTIFICATE: BUSINESS PRACTICE**

**SAQA ID 61755 | NQF LEVEL 01 | CREDITS 121**

### **EXIT LEVEL OUTCOMES**

After successfully completing the course, you will be able to:

- Use fundamental skills in a business environment.
- Make appropriate use of Information and Communications Technology in an office setting.
- Understand and apply entrepreneurial and business knowledge and attitude.
- Incorporate life skills in an employment or self-employment situation.

### **MODULES TO BE COVERED**

- Basic Mathematics
- Basic Communication Skills
- Marketing Skills
- Business Feasibility
- Basic Financial Management Skills
- Business Operations

### **CAREER OPPORTUNITIES**

Specific careers may include the following:

- Self employed
- Business Owner
- Business Operations Manager
- Potential Business Owners
- Business Administrator
- Entrepreneur

### **COURSE DETAILS**

Course Duration: 18 to 24 months

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

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### **ACCREDITATION**



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# NATIONAL CERTIFICATE: NEW VENTURE CREATION (SMME)

SAQA ID 49648 | NQF LEVEL 02 | CREDITS 138

## EXIT LEVEL OUTCOMES

After successfully completing the course, you will be able to:

- Use Mathematics to fulfil new venture functions effectively.
- Apply basic Communication skills in new venture creation context.
- Determine market requirements and manage the relevant marketing and selling processes.
- Demonstrate an understanding of the sector/industry in which the business operates.
- Determine financial requirements and manage financial resources of a new venture.
- Manage business operations.

## MODULES TO BE COVERED

- Basic Mathematics
- Basic Communication Skills
- Marketing Skills
- Business Feasibility
- Basic Financial Management Skills
- Business Operations

## CAREER OPPORTUNITIES

Specific careers may include the following:

- Self employed
- Business Owner
- Business Operations Manager
- Potential Business Owners
- Business Administrator
- Entrepreneur

## COURSE DETAILS

Course Duration: 18 to 24 months

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

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- January and June

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## ACCREDITATION



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# **FET CERTIFICATE: NEW VENTURE CREATION**

**SAQA ID 66249 | NQF LEVEL 04 | CREDITS 149**

## **EXIT LEVEL OUTCOMES**

After successfully completing the course, you will be able to:

- Demonstrate an ability to identify and create a new venture
- Demonstrate knowledge of interpersonal skills required in a business environment
- Demonstrate an understanding of basic economics within an market economy
- Manage a new venture by applying business principles and techniques
- Demonstrate an understanding of the role of leadership and management

## **MODULES TO BE COVERED**

- Business ideas and probability
- Business communication
- Business Planning and Teams
- Business Negotiations and Management
- Business Administration and Finances

## **CAREER OPPORTUNITIES**

Specific careers may include the following:

- Self employed
- Business Owner
- Business Operations Manager
- Potential Business Owners
- Business Administrator
- Entrepreneur

## **COURSE DETAILS**

Course Duration: 18 to 24 months

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

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## **SKILLS PROGRAMME: NEW VENTURE**

**SAQA ID SP-210401 | NQF LEVEL 02 | CREDITS 32**

### **EXIT LEVEL OUTCOMES**

After successfully completing the course, you will be able to:

- Start, manage, grow and sustain a small business.
- Know him/herself
- Know his/her industry
- Identify market opportunities
- Create business innovation
- Manage finances
- Price goods and services
- Plan and set business goals

### **MODULES TO BE COVERED**

- Being an entrepreneur.
- Know yourself.
- Know your industry
- Identifying Market opportunities
- Innovation
- Customer Service
- Financial and Cash flow management
- Basic business financial statements
- Pricing of goods and services
- Marketing
- SMART goals
- Business planning

### **CAREER OPPORTUNITIES**

Specific careers may include the following:

- Self employed
- Business Owner
- Business Operations Manager
- Potential Business Owners
- Business Administrator
- Entrepreneur

### **COURSE DETAILS**

Course Duration: 18 to 24 months

Method of Training:

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- Distance Learning
- Classroom

Application Windows:

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## MANAGEMENT PROGRAMS

## **OCCUPATIONAL CERTIFICATE: OFFICE ADMINISTRATOR-PUBLIC SERVICE ADMINISTRATOR**

**SAQA ID 91994 | NQF LEVEL 05 | CREDITS 52**

### **EXIT LEVEL OUTCOMES**

After successfully completing the course, you will be able to:

- The ability to apply Batho Pele principles to specific work role and service delivery context.
- The ability to build service delivery partnerships and communicate with citizens, stakeholders, and co-workers.
- The ability to manage workplace outcomes.
- The ability to manage human resources.
- The ability to manage finances and supply chain as it relates to work environment.

### **MODULES TO BE COVERED**

- Batho Pele Principles.
- Government System.
- Conditions of Service.
- Public Policies and Service Delivery.
- Public Service Communication and Administration.
- Programme and Project Management.
- Good Administration and Integrity in the Public Service.
- Developing and Managing Self and Others in the Workplace.
- Financial and Supply Chain Management.
- Defining service delivery criteria for a specific work.
- Building Service Delivery Partnerships and Communicating.
- Administering and managing workplace outputs.
- Developing and Managing Human Resources.
- Administering and Managing Finance and Supply Chain Management.
- 

### **CAREER OPPORTUNITIES**

Specific careers may include the following:

- Administration Officer - Local & National Government
- Business Administration Officer - Government
- Office Supervisor - Local & National Government
- Office Coordinator - Local & National Government
- Administration Clerk/Officer - Government
- Administrative Assistant - Local & National Government
- Operation Services/Support Officer - Government
- Tender Coordinator - Local & National Government

### **COURSE DETAILS**

Course Duration: 6 to 12 months

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

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# FET CERTIFICATE: GENERIC MANAGEMENT

SAQA ID 57712 | NQF LEVEL 04 | CREDITS 150

## EXIT LEVEL OUTCOMES

After successfully completing the course, you will be able to:

- Develop plans to achieve defined objectives.
- Organise resources in accordance with developed plan.
- Lead a team to work co-operatively to achieve objectives.
- Monitor performance to ensure compliance to a developed plan.
- Make decisions based on a code of ethics.

## MODULES TO BE COVERED

- Communication Skills
- Communication Skills - Second Language
- Mathematics Skills
- Team Management
- Performance Management
- Customer Care Management
- Office Administration

## CAREER OPPORTUNITIES

Specific careers may include the following:

- Project manager.
- Junior manager.
- First line manager.
- Team leader.
- Management consultant.
- Product manager.
- Logistics and distribution manager.

## COURSE DETAILS

Course Duration: 12 to 18 months

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

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# NAT CERTIFICATE : GENERIC MANAGEMENT

SAQA ID 59201 | NQF LEVEL 05 | CREDITS 162

## EXIT LEVEL OUTCOMES

After successfully completing the course, you will be able to:

- Develop plans to achieve defined objectives.
- Organise resources in accordance with developed plan.
- Lead a team to work co-operatively to achieve objectives.
- Monitor performance to ensure compliance to a developed plan.
- Make decisions based on a code of ethics.

## MODULES TO BE COVERED

- Human Resources Management
- Financial Management
- Strategic Management
- Managerial Leadership
- Risk Management

## CAREER OPPORTUNITIES

Specific careers may include the following:

- Project manager.
- Office Manager.
- First line manager.
- Team leader.
- Management consultant.
- Product manager.
- Logistics and distribution manager.

## COURSE DETAILS

Course Duration: 12 to 18 months

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

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# OCCUPATIONAL CERTIFICATE: PROJECT MANAGER

SAQA ID 101869 | NQF LEVEL 05 | CREDITS 240

## EXIT LEVEL OUTCOMES

After successfully completing the course, you will be able to:

- Initiate a project to address specific project objectives.
- Plan and prepare the delivery of a project.
- Execute and control the delivery of a project management plan.
- Manage the project close out process.

## MODULES TO BE COVERED

- Introductory Studies for Project Managers
- Project Integration Management
- Project Scope Management
- Project Time Management, Level 5, 8 Credits.
- Project Cost Management.
- Project Quality Management
- Project Human Resource Management
- Project Communications Management.
- Project Risk Management.
- Project Procurement Management.
- Project Stakeholder Management.

## CAREER OPPORTUNITIES

Specific careers may include the following:

- Project coordinator
- Assistant project manager
- Associate project manager
- Junior project manager
- Program Manager
- Project Consultant
- Portfolio Manager
- Project Scheduler

## COURSE DETAILS

Course Duration: 18 to 24 months

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

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# **NATIONAL CERTIFICATE: QUALITY MANAGEMENT SYSTEMS (QMS)**

**SAQA ID 66189 | NQF LEVEL 05 | CREDITS 120**

## **EXIT LEVEL OUTCOMES**

After successfully completing the course, you will be able to:

- Demonstrate an understanding of a quality management system.
- Enhance a quality management system.
- Implement and control a quality management system.

## **MODULES TO BE COVERED**

- Introduction to Quality Management Systems
- Ethics
- Implement and Control Quality Management Systems
- Introduction to Project Management
- Enhance a Quality Management System

## **CAREER OPPORTUNITIES**

Specific careers may include the following:

- Service Technicians,
- Manufacturing Technicians,
- Production Technicians
- Construction Technicians

## **COURSE DETAILS**

Course Duration: 12 to 18 months

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

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# OCCUPATIONAL CERTIFICATE: OFFICE ADMINISTRATOR

SAQA ID 102161 | NQF LEVEL 05 | CREDITS 445

## EXIT LEVEL OUTCOMES

After successfully completing the course, you will be able to:

- Manage resources according to good governance policies and procedures.
- Manage, coordinate and assist in the administration and clerical support of specific departments.
- Assist in selection process, induction, employee wellness and skills development of employees.
- Process given data to complete a Workplace Skills Plan.
- Assist in the administrative function of the marketing, public relations and advocacy of the organisation.
- Communicate effectively using appropriate methods.
- Plan, administer and provide support services to a special project within an organisation.

## MODULES TO BE COVERED

- Effective office administration and management.
- Business communication and customer services.
- Office protocol, department and etiquette.
- Apply End User Computing.
- Social media and digital literacy.
- Introductory project management.
- Computerised Project Management.
- Basic business calculations.
- Resource and procurement management.
- Tender and procurement processes, and procedures.
- Document management and record keeping.
- Staffing, and people support.
- Principles of the National Qualifications Framework (NQF).
- Public relations, marketing and advocacy.
- Ready for work standards.

## CAREER OPPORTUNITIES

Specific careers may include the following:

- Administration Officer
- Business Administration Officer
- Office Supervisor.
- Office Coordinator.
- Administration Clerk/Officer.
- Administrative Assistant.
- Operation Services/Support Officer.
- Tender Coordinator.

## COURSE DETAILS

Course Duration: 24 to 36 months

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

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# OCCUPATIONAL SKILLS PROGRAMME: CONFLICT MANAGEMENT

SAQA ID SP-210409 | NQF LEVEL 05 | CREDITS 8

## EXIT LEVEL OUTCOMES

After successfully completing the course, you will be able to:

- Identify and describe the main sources of conflict.
- Distinguish types of conflicts
- Apply appropriate strategies to manage conflict.
- Resolve conflict using appropriate techniques in the workplace.
- Develop and implement follow up plans
- Compile conflict resolution reports

## MODULES TO BE COVERED

- Sources of conflict.
- Types of conflicts
- Strategies for conflict management.
- Techniques in conflict management.
- Conflict consequences analysis
- Emotional intelligence in conflict resolution
- Components of Conflict Resolution Report
- Apply teamwork in conflict resolution process.
- Profile a conflict at a workplace.
- Analyse a conflict profile and determine the causes of conflict
- Determine & implement appropriate conflict management strategies
- Select and apply conflict resolution techniques
- Analyse and profile conflict consequences
- Apply emotional intelligence in conflict resolution.
- Compile and implement conflict resolution follow up plan
- Compile conflict resolution report

## CAREER OPPORTUNITIES

Specific careers may include the following:

- Mediator & Arbitrator
- Family law facilitator
- Victim advocate
- Social worker
- School counselor
- Human resources investigator
- Employee relations specialist
- Conflict resolution instructor/consultant

## COURSE DETAILS

Course Duration: 30 Days

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

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# INFORMATION TECHNOLOGY PROGRAMS

# CERTIFICATE: INFORMATION TECHNOLOGY: TECHNICAL SUPPORT

SAQA ID 78964 | NQF LEVEL 04 | CREDITS 163

## EXIT LEVEL OUTCOMES

After successfully completing the course, you will be able to:

- Communicate effectively with fellow IT staff & users of information systems.
- Demonstrate an understanding of different types of computer systems and the use of computer technology in business.
- Demonstrate an understanding of problem solving techniques, and how to apply them in a technical environment.
- Demonstrate an understanding of Computer Technology Principles.
- Select and use materials and equipment safely for technological purposes.
- Work effectively as a team member within a support team.
- Carry out, under supervision, a small size task to demonstrate knowledge of techniques & skills needed in one or more of the following areas of specialisation.

## MODULES TO BE COVERED

- Introduction to computer technology
- Networking Architecture
- Computer upgrading for hardware and software
- Troubleshooting
- Management of networks
- Business Communication
- Mathematics

## CAREER OPPORTUNITIES

Specific careers may include the following:

- Network Engineer
- IT architect
- System Engineer
- Windows server & System Administrator
- Service Consultant
- Network Administrator
- Technical Support Analyst
- Computer network/IT

## COURSE DETAILS

Course Duration: 18 to 24 months

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

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# **CERTIFICATE: INFORMATION TECHNOLOGY: END USER COMPUTING**

**SAQA ID 61591 | NQF LEVEL 03 | CREDITS 130**

## **EXIT LEVEL OUTCOMES**

After successfully completing the course, you will be able to:

- Competently apply the knowledge, techniques & skills of End User Computing applications in the workplace.
- Understand the impact and use Information Communication & Technology (ICT) in an organisation.
- Improve Communication by combining communication skills with End User Computing skills.
- Improve the application of mathematical in the workplace, by better utilising End User Computing Applications

## **MODULES TO BE COVERED**

- Demonstrate an understanding of applying Word Processing Application skills in the Workplace.
- Demonstrate an understanding of applying Presentation Application skills in the Workplace.
- Demonstrate an understanding of applying Spreadsheet Application skills in the Workplace.
- Demonstrate an understanding of applying Electronic Mail Application skills in the Workplace.
- Demonstrate an understanding of applying Web Browser Application skills in the Workplace.
- Improve Communication by combining communication skills with End User Computing skills.
- Improve the application of mathematical literacy in the workplace.

## **CAREER OPPORTUNITIES**

Specific careers may include the following:

- Office Administrator
- Office Manager
- Junior Manager
- Project Coordinator
- Personal
- Assistants / Receptionists
- Project Administrators

## **COURSE DETAILS**

Course Duration: 18 to 24 months

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

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# NATIONAL CERTIFICATE: ICT SOFTWARE TESTING

SAQA ID 83026 | NQF LEVEL 05 | CREDITS 138

## EXIT LEVEL OUTCOMES

After successfully completing the course, you will be able to:

- Demonstrate an understanding of the principles of the Software Development Life Cycle (SDLC).
- Evaluate requirements and requirement-based test design.
- Execute the testing process.
- Manage the testing process, execution and defect tracking.
- Conduct static testing.

## MODULES TO BE COVERED

- Application Development Lifecycle
- Fundamentals of Business Requirements
- Fundamentals of Development
- Testing within ADLM
- Testing Lifecycle
- Test Management
- Test Automation

## CAREER OPPORTUNITIES

Specific careers may include the following:

- Test Analyst
- Test Automation Engineer
- Test Lead
- Test Manager
- Test Consultant
- QA Analyst
- QA Team Coordinator
- Senior Test Manager

## COURSE DETAILS

Course Duration: 18 to 24 months

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

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## HUMAN RESOURCES PROGRAMS

## **NAT CERTIFICATE: OCCUPATIONALLY DIRECTED EDUCATION TRAINING AND DEVELOPMENT PRACTICES**

**SAQA ID 50334 | NQF LEVEL 05 | CREDITS 120**

### **EXIT LEVEL OUTCOMES**

After successfully completing the course, you will be able to:

- Communicate in a variety of ETD settings.
- Design and develop learning programmes and processes.
- Facilitate and evaluate learning.
- Engage in and promote assessment practices.
- Provide learning support to learners and organisations.
- Conduct skills development facilitation.

### **MODULES TO BE COVERED**

- Communicate in a variety of ETD settings.
- Design and develop learning programmes and processes.
- Facilitate and evaluate learning.
- Engage in and promote assessment practices.
- Provide learning support to learners and organisations.
- Conduct skills development facilitation.
- Engage in and promote moderation practices.

### **CAREER OPPORTUNITIES**

Specific careers may include the following:

- Learning Facilitators.
- Assessors.
- Moderators
- Learners
- Learning supporters.
- Skills Development Facilitators.

### **COURSE DETAILS**

Course Duration: 12 to 18 months

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

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# **FET CERTIFICATE: EARLY CHILDHOOD DEVELOPMENT**

**SAQA ID 58761 | NQF LEVEL 04 | CREDITS 140**

## **EXIT LEVEL OUTCOMES**

After successfully completing the course, you will be able to:

- Communicate in a variety of ways within ECD
- Use mathematics literacy in real life and education
- Plan and prepare for Early Childhood Development.
- Facilitate and monitor the development of babies, toddlers and young children.
- Provide care and support for babies, toddlers and young children.

## **MODULES TO BE COVERED**

- Communication Skills
- Communication Skills - Second Language
- Mathematical literacy
- Prepare and provide resources in the environment
- Activities and holistic development
- Starting and Managing an ECD service

## **CAREER OPPORTUNITIES**

Specific careers may include the following:

- HChildcare center Director
- Special Education teacher
- Daycare Teacher
- Preschool teacher
- Kindergarten teacher
- Teaching Assistant
- Recreation Coordinator
- Education Director

## **COURSE DETAILS**

Course Duration: 12 to 18 months

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

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# **OCCUPATIONAL CERTIFICATE: BOOKKEEPER**

**SAQA ID 98959 | NQF LEVEL 05 | CREDITS 364**

## **EXIT LEVEL OUTCOMES**

After successfully completing the course, you will be able to:

- Use standard computer software packages.
- Maintain and update filing of financial records.
- Apply fundamental financial techniques.
- Communicate effectively.
- Calculate, compile and complete relevant SARS
- Apply knowledge of bookkeeping principles and practices.

## **MODULES TO BE COVERED**

- Accounting Information Systems.
- Book keeping practice.
- Financial Accounting.
- Basic Principles of Cost and Management Accounting.
- Basic Taxation.
- Principles of Taxation.
- End User Computing.
- Business communication and customer services.
- Ready for work standards.
- Basic business calculations.
- Introductory Project management.

## **CAREER OPPORTUNITIES**

Specific careers may include the following:

- A Junior Bookkeeper
- Senior Bookkeeper
- Accounting Clerk
- Audit Clerk
- Account Manager
- Management Accountant
- Tax Accountant
- Financial Manager & Financial Advisor

## **COURSE DETAILS**

Course Duration: 24 to 36 months

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

**REGISTER NOW**

## **ACCREDITATION**



## **CONTACT DETAILS**

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# NATIONAL CERTIFICATE: LABOUR RELATIONS PRACTICE

SAQA ID 93993 | NQF LEVEL 05 | CREDITS 121

## EXIT LEVEL OUTCOMES

After successfully completing the course, you will be able to:

- Communicate effectively in the workplace with internal and external clients.
- Screen and refer cases.
- Operate the case management process and manage the flow of information.
- Apply knowledge of applicable Labour legislation to real or simulated cases.
- Apply the Rules of the Commission for Conciliation, Mediation and Arbitration.
- Understand the regulations of the Labour Relations Act relating to Collective Agreements and Bargaining Councils.
- Analyse referred disputes and select appropriate resolution process.
- Apply knowledge of the Compensation for Occupational Injury and Disease Act of 1993 (COIDA).
- Demonstrate an understanding of the transformative elements of the Human Resource Development Legislation.
- Conduct a pre-conciliation by telephone.

## MODULES TO BE COVERED

- Communication Skills
- Understand Legal Framework
- Manage Customer Service
- Apply the Case Management Process

## CAREER OPPORTUNITIES

Specific careers may include the following:

- HR officers
- Case Management Officers - Bargaining Councils
- Department of Labour Advice officers
- Labour brokers
- Union officials, particularly organisers
- CCMA case management officials
- Public and/or private agents providing labour law advice
- IR administrators

## COURSE DETAILS

Course Duration: 18 to 24 months

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

**REGISTER NOW**

## ACCREDITATION



## CONTACT DETAILS

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# NATIONAL DIPLOMA – LABOUR RELATIONS DISPUTE RESOLUTION

SAQA ID 93994 | NQF LEVEL 05 | CREDITS 241

## EXIT LEVEL OUTCOMES

After successfully completing the course, you will be able to:

- Communicate effectively in the workplace with internal and external clients.
- Screen and refer cases.
- Operate the case management process and manage the flow of information.
- Apply knowledge of applicable Labour legislation to real or simulated cases.
- Apply the Rules of the Commission for Conciliation, Mediation and Arbitration.
- Understand the regulations of the Labour Relations Act relating to Collective Agreements and Bargaining Councils.
- Analyse referred disputes and select appropriate resolution process.
- Apply knowledge of the Compensation for Occupational Injury and Disease Act of 1993 (COIDA).
- Demonstrate an understanding of the transformative elements of the Human Resource Development Legislation.
- Conduct a pre-conciliation by telephone.

## MODULES TO BE COVERED

- Communication Skills
- Understand Legal Framework
- Manage Customer Service
- Apply the Case Management Process

## CAREER OPPORTUNITIES

Specific careers may include the following:

- HR practitioners.
- Senior managers in the Bargaining Councils.
- Department of Labour officers.
- Labour brokers.
- Arbitration facilitators.
- Union officials.
- (CCMA) Panellists and Commissioners.
- Public and/or private agents providing labour law advice.

## COURSE DETAILS

Course Duration: 18 to 24 months

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

**REGISTER NOW**

## ACCREDITATION



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# OCCUPATIONAL SKILLS PROGRAMMES: ASSESSMENT PRACTITIONER

SAQA ID SP-220320 | NQF LEVEL 05 | CREDITS 20

## EXIT LEVEL OUTCOMES

After successfully completing the course, you will be able to:

- Plan and conduct assessments in a variety of occupational contexts.

## MODULES TO BE COVERED

An Assessment Practitioner plans for, conducts and administers assessment of learner competence in an occupational context.

- Assessment principles and practices
- Plan and conduct the assessment of learner competencies
- Conduct assessments of learner competence

## CAREER OPPORTUNITIES

Specific careers may include the following:

- Human Resource Manager
- Training Manager
- Facilitators
- Trainers;
- Lecturers
- Teachers.

## COURSE DETAILS

Course Duration: 30 Days

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

**REGISTER NOW**

## ACCREDITATION



## CONTACT DETAILS

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# OCCUPATIONAL SKILLS PROGRAMME: WORKPLACE BASED PRACTITIONER

SAQA ID SP-220322 | NQF LEVEL 05 | CREDITS 30

## EXIT LEVEL OUTCOMES

After successfully completing the course, you will be able to:

- Facilitate learning in an occupational context utilising adult learning principles and techniques.
- Plan, implement and evaluate work-based learning interventions in an occupational context.

## MODULES TO BE COVERED

- Facilitation of learning in an occupational context
- Work-based learning
- Facilitate experiential work-based learning
- Facilitate a work-based learning and development process

## CAREER OPPORTUNITIES

Specific careers may include the following:

- Human Resource Manager
- Training Manager
- Facilitator and Trainer
- Lecturer and Teacher
- Subject Matter Expert in Education
- Workplace coach
- Workplace mentor

## COURSE DETAILS

Course Duration: 38 Days

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

**REGISTER NOW**

## ACCREDITATION



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# **OCCUPATIONAL SKILLS PROGRAMMES: WORKPLACE ESSENTIAL SKILLS**

**SAQA ID SP-211009 | NQF LEVEL 04 | CREDITS 20**

## **EXIT LEVEL OUTCOMES**

After successfully completing the course, you will be able to:

- Network
- Find jobs online
- Apply for jobs
- Write resumes and cover letters
- Avoid job scams
- Meet employer expectations

## **MODULES TO BE COVERED**

- The workplace environment and responsibilities of an employer and employee
- Employment
- The organisation of work
- Concepts related to the employee's performance of work
- Employer organisations
- External environments in which organisations operate
- Employer-Employee relationships
- Workplace health and safety
- Understand and apply work ethics, norms and values
- Ethics at work
- Communication Skills
- Current trends influencing work

## **CAREER OPPORTUNITIES**

Specific careers may include the following:

- Career readiness
- Career enhancement
- Career realignment
- Career promotion
- Career empowerment

## **COURSE DETAILS**

Course Duration: 25 Days

Method of Training:

- Online / Virtual Learning
- Distance Learning
- Classroom

Application Windows:

- Anytime for online learners
- January and June

**REGISTER NOW**

## **ACCREDITATION**



## **CONTACT DETAILS**

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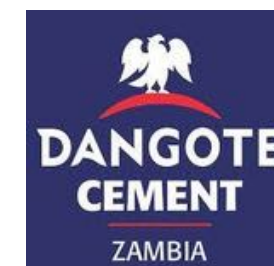
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