

Diversity, Ethics and Social Development Champion

1. Overview

This programme equips participants with the personal, interpersonal, and professional skills needed to operate effectively in South Africa's diverse work and community environments. Participants will explore the dynamics of diversity, apply stress and values management in professional settings, understand basic project management tools, and improve customer service in community-based contexts.

2. Programme Outcome:

- Demonstrate an understanding of diversity and psycho-social dynamics in community settings
- Investigate and address privilege and power within diverse communities
- Identify, reflect on, and apply professional values and ethics within a workplace
- Recognise sources of stress and apply strategies to manage stress effectively
- Use project management tools to support small-scale or sub-projects
- Deliver quality customer service, resolve complaints, and improve service delivery in community environments

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0755

SAQA US:

263936, 120385, 8648, 15096, 14050

NQF Level:

5

Credits:

26

Entry Requirements:

Communication & Mathematical Literacy at NQF 4

Training Options:

Online - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required: (1) Online, (1) Blended & (1) Face-to-Face

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

3. Programme Content

- **(263936 US):** Apply knowledge of issues of diversity in a specific South African context
- **(120385 US):** Apply a range of project management tools and techniques
- **(8648 US):** Demonstrate an understanding of professional values and ethics
- **(15096 US):** Demonstrate an understanding of stress in order to apply strategies to achieve optimal stress levels in personal and work situations
- **(14050 US):** Care for customers in a community environment

4. Topics

- Module 1: Diversity and Community Dynamics
- Module 2: Professional Values and Ethics
- Module 3: Stress Management
- Module 4: Project Management Tools for Community Projects
- Module 5: Customer Service in a Community Context

5. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

We trust that the above is in order and look forward to hearing from you for Implementation