

Leadership and Workplace Mentoring

1. Overview

This programme is for participants working toward a national qualification or those involved in logistics, human resources, or management roles. It helps participants gain skills in managing discipline, representing employees at hearings, and applying effective time management. It is especially useful for supervisors, team leaders, line managers, and anyone managing a business unit or department, and supports career growth and employability.

2. Learning Outcome:

- Manage customer satisfaction effectively
- Measure and control logistics-related costs
- Oversee transport operations
- Manage warehouse operations
- Supervise inventory and purchasing functions
- Manage the order processing function
- Reflect on personal time use to plan a balanced lifestyle
- Research balanced lifestyle elements and their impact on productivity
- Explore time management tools and techniques
- Apply time management knowledge to improve productivity and work-life balance
- Explain the concept of mentoring
- Describe qualities of an effective mentor
- Understand the role of knowledge in mentoring
- Apply mentoring skills and techniques in practice

Qualification:	Certificate of Completion
Duration:	4-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0835
SAQA US:	11286, 117171, 114215, 113835
NQF Level:	5
Credits:	23
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.

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

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 Learners Required: (1) Online, (1) Blended & (1) Face-to-face

3. Programme Content

- **(11286 US):** Institute disciplinary action
- **(1171171 US):** Manage time effectively to enhance productivity and enable a balanced lifestyle
- **(114215 US):** Mentor a colleague to enhance the individual's knowledge, skills, values and attitudes in a selected career path
- **(113835 US):** Manage logistics operations

4. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding.
- **Practical Assignments:** Hands-on tasks related to course topics.
- **Workplace Assignments and Logbook:** Application of skills in real-world settings.

Successful participants will receive a certificate of completion.

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