



Specialised & Tailored Training

Fully Accredited Learning & Certificates

Full Time Support & Coaching

On Site and Interactive Learning

[www.mspdconsulting.co.za](http://www.mspdconsulting.co.za)

## COURSE BOOKLET



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Make The Business or a Career of your Dreams happen,  
Through Accredited Learning from MSPD.

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## WHO WE ARE

### ABOUT US

We are the finest global professional training company.

We develop and deliver throughout the world a broad range of high-quality training programs and services in business skills and information technology.

**Our mission is** to provide technical professionals and managers with the skills and knowledge that significantly enhance their on-the-job productivity, and thereby improve the performance and increase the competitive advantage of their employers. We judge our success through our ability to provide the highest-quality service, as perceived by our customers, while achieving a steady growth in revenue and profit, and providing our personnel with the opportunity for individual development and achievement.

### VALUES

- Strive to meet the needs of customers through service excellence
- Respect the worth and dignity of all people
- Maintain high ethical and moral codes of conduct in business and social dealings
- Lead through effectiveness and team work

### TOTAL COMPLIANCE AND ACCREDITATIONS

Registered name	Mspd consulting pty ltd
Reg no.	2009/009942/07
SARS Income Tax No	9585105647
U.I.F NO.	U 460766506

BEE Status	Level 1 BEE Contributor (Exempt Micro Enterprise)
SSETA Accreditation	1885
LG SETA Accreditation	lgrs-1392-160205
Mict Accreditation	lpa/00/2013/07/947
Skills development levy	l460766506

### INTRODUCTION TO COMPUTER

- Typing Basics
- Microsoft Word
- Microsoft Excel
- Ask for 2010 advanced
- Beginners, Intermediary, Advanced 2010 & 2013
- Ms. Word

### MICROSOFT WORD

#### GET STARTED WITH WORD

##### LEVEL 1

- Editing a Document
- Formatting Text and Paragraphs
- Adding Tables
- Managing Lists
- Inserting Graphics Objects
- Controlling Page Appearance
- Proofing a document

#### MICROSOFT WORD 2013

##### LEVEL 2

- Working with Table and Charts
- Customizing Formats Using Styles and Themes
- Using Images in a Document
- Creating Custom Graphic Elements
- Inserting Content Using Quick Parts
- Controlling Text Flow
- Using Templates
- Using Mail Merge

#### MICROSOFT WORD 2013

##### LEVEL 3

- Collaborating on Documents
- Adding Reference Marks and Notes
- Simplifying and Managing Long Documents
- Securing a Documents

### MS EXCEL 2010 & 2013

#### GET STARTED WITH EXCEL 2013.

##### LEVEL 1

- Perform calculations.
- Modify a worksheet.
- Format a worksheet.
- Print workbook contents.
- Manage large workbooks.
- Customize the Excel environment.

##### LEVEL 2

- Create advanced formulas.
- Analyze data with logical and lookup functions.
- Organize worksheet data with tables.
- Visualize data by using charts.
- Analyzing data with PivotTables, slicers, and Pivot Charts.
- Insert graphic objects.
- Enhance workbooks.

##### LEVEL 3

- Automate worksheet functions.
- Audit worksheets.
- Analyze data.
- Work with multiple workbooks.
- Import and export data.

### SYSTEM DEVELOPMENT

- Introductory
- Microsoft disk operating system
- A+ Hardware Essential
- Software Essentials
- Networking fundamentals
- N Plus

*Contact Us for More Info!*

### ACCESS 2010 & 2013

#### LEVEL 1

- Getting Started with Access 2010
- Building The Structure of a Database
- Managing Data in a Table
- Querying a Database
- Designing Forms
- Generating Reports
- Controlling Data Entry
- Joining Tables
- Creating Flexible Queries
- Improving Forms
- Customizing Reports
- Sharing Data Across Applications

### POWERPOINT 2010 & 2013

#### LEVEL 1

- Getting Started with PowerPoint
- Creating a Presentation
- Formatting Text on Slides
- Adding Graphical Objects to a Presentation
- Modifying Graphical Objects in Presentation
- Working With Tables
- Working With Charts
- Preparing to Deliver a Presentation

#### LEVEL 2

- Customizing the PowerPoint Environment
- Customizing a Design Template
- Adding SmartArt Graphics to a Presentation
- Adding Special Effects to a Presentation
- Customizing a Slide Show
- Collaborating on a Presentation
- Securing and Distributing a Presentation

### OUTLOOK 2010 & 2013

#### LEVEL 1

- Getting Started with Outlook 2010
- Composing Email Messages
- Sending and Receiving Email Messages
- Organizing Email Messages
- Managing Contacts
- Scheduling Appointments Using Outlook
- Scheduling Meetings
- Managing Tasks, Notes, and Journal Entries

#### LEVEL 2

- Customizing Message Options
- Organizing and Locating Messages
- Setting Calendar Options
- Tracking Activities Using the Journal
- Managing Tasks
- Sharing Folder Information
- Customizing the Outlook Environment

#### LEVEL 3

- Personalizing Your Email
- Organizing Outlook Items
- Managing Outlook Data Files
- Managing Contacts and Contact Information
- Saving and Archiving Email
- Creating a Custom Outlook Form
- Working Offline and Remotely

### MS PROJECT 2010 & 2013

#### LEVEL 1

- Getting Started with Microsoft Project
- Creating a Project Plan
- Managing Tasks in a Project Plan
- Managing Resources in a Project Plan
- Finalizing a Project Plan

# EMPOWER

### CONTACT CENTER

#### 2 DAYS

- Inbound & Outbound
- Types of Call Centre
- Customer Service Conduct
- Telephone Manners
- Listening Skills (etc)

### SELF-DEVELOPMENT SKILLS

#### 2 DAYS

#### **Believe in one's personal capabilities through positive self esteem**

- Factors which influence communication Persists in all circumstances related to scope of work.
- Constantly pushes oneself towards action.
- Persist if problems seem unidentified.
- Ask for feedback on identified problems until it is resolved.
- Demonstrates energy and commitment when necessary.
- Self-esteem depends on many questions:
  - Is your job worthwhile?
  - Do others respect what you do?
  - Do you believe you are successful?
  - How do you see your image?
  - How do you feel about your strengths and weaknesses?
- Are you comparing yourself to others and ignoring the unique value that you have?
- What do you think of your social status?
- How do you relate to others?
- Can you make your own decisions? A lack of choices leads to low self-esteem

### TELEPHONE COURTESY/RECEPTIONIST

#### 2 DAYS

- Telephone manner
- Pronunciation
- Taking messages
- Interpreting clients needs
- Dealing with difficult clients
- Closing conversations
- Outbound call Managing your voice message system, telephone messages and customer callback
- Managing different callers behaviours
- Employ effective telephone etiquette
- Answer telephone according to organisational standards
- Process incoming calls according to organisational standards Methods and techniques for processing incoming and outgoing telephone calls.
- An understanding of the organization's telephone system.

# EMPOWER

### EFFECTIVE MEETING COMMUNICATION AND MANAGEMENT OF DAILY DIARY

- Secretarial/management of diary
- Introduction to the training session
- Demonstrate an understanding of the agenda of meetings
- Listening skills
- The advantages of well-constructed agendas
- Matters on agenda appear in a logical and systematic order
- Sources of agenda matters are identified and explained
- An agenda is produced in the required format and time frame
- Demons Prepare and take minutes of a meeting trait an understanding of the agenda of meetings
- Types of minutes are identified and explained
- The importance of accurate recording and producing of minutes is explained
- The distribution list
- Resources required for minute taking
- Manage diary calendars using the cons and pros of colors

- ⇒ **ASSERTIVENESS IN WORKPLACE**
- ⇒ **PROJECT MANAGEMENT**
- ⇒ **EFFECTIVE RISK MANAGEMENT SKILLS**
- ⇒ **FINANCE FOR NON-FINANCIAL MANAGERS**
- ⇒ **EFFECTIVE REPORT WRITING SKILLS**
- ⇒ **MENTORING AND COACHING MANAGEMENT**
- ⇒ **PRESENTATION SKILLS**
- ⇒ **BUSINESS PLAN DEVELOPMENT PROGRAMME**
- ⇒ **MANAGING OF HIV IN THE WORKPLACE**
- ⇒ **FIRST AID AND PROCEDURES LEVEL I & II -**
- ⇒ **BUSINESS WRITING -**
- ⇒ **MANAGING TIME FOR RESULTS**
- ⇒ **NEGOTIATING FOR RESULTS**

### PUBLIC SECTOR COURSES

- Public Finance Management Act
- Fraud and detection of contracts in a public sector
- Strategic Management
- Supply Chain Management
- Acquisition Management
- Demand Management
- Logistic Management
- Assets and Disposal Management
- Batho Pele Principles
- Disaster Management
- Policy development and management

**ANY QUESTIONS?  
PLEASE CONTACT US TODAY!**

### **NATIONAL CERTIFICATE IN THE FOLLOWING COURSES**

- **Public Administration Course**
- **Ward committee**

## OUR TRAINING METHODOLOGY



All the modules and electives will feature a number of aspects which will be common across all of them. Obviously there will be distinct differences in them given the subjects to be covered in the programme.

### **ALL THE MODULES AND ELECTIVES WILL FEATURE THE FOLLOWING:**

- Stated Training Outcomes
- Modular based
- NQF Aligned
- Assessment Processes
- Content that is applicable, valid, durable, useful, reliable and sufficient
- Information will be sequenced from generic to specific, concrete to abstract, knowledge to skills.
- We will have a Learner Guide, Facilitator's Guide & Assessment Guide
- Will outline specific methodology to be employed
- Will identify training aids which will match the content, methodology and outcomes
- Will feature lesson plans
- Will contain indices, glossary and icons used
- Will have references – sources consulted
- Will have an acknowledgement page
- The training materials need to be finalized and would consist of work-books, transparencies, charts and handouts.



## CONTACT Us

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