



Learnerships



Skills
Programmes

Basic Team Leadership Skills NQF 3: Skills Programme Breakdown

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Name of Module	Unit Standards covered	NQF Level	Duration (Days)	Approval Number
Basic Team Leadership Skills (20)	253656 – Communicate with Clients (3) 12456 - Explain and use organisational procedures (6) 9530 - Manage work time effectively (3) 116720 - Show understanding of diversity in the workplace (3) 7456 - Use mathematics to investigate and monitor the financial aspects of personal, business and national issues (5)	3	7	MERSETA SP 0582/11-17

Communicate with Clients

Engage in an effective two-way communication discussion with customers

Show a basic understanding of the role of body language and tone of voice when communicating.

Communicate effectively with clients on the telephone

Explain and use organisational procedures

Purpose of organisational policies and procedures

Purpose of an organisation having a vision, mission and values

Types of organisational policies and procedures

Types of scenarios where such policies and procedures would be applied

Manage work time effectively

Demonstrate understanding of the concept "time management in a 24-hour day world"

Describe the difference between urgent and important and prioritize daily activities

Estimate time spent on a task and draw up a general day, week and month planner to manage time

An understanding of the importance of time in the working environment, and respect for their own employer and customer`s time

Show understanding of diversity in the workplace

Demonstrate an understanding of cultural and other differences in the workplace

List and understand the concept stereotypes in the workplace

Demonstrate a basic understanding of the role of change in the workplace

Use mathematics to investigate and monitor the financial aspects of personal, business and national issues

Use mathematics to plan and control personal and/or household budgets and income and expenditure.

Use simple and compound interest to make sense of and define a variety of situations including investments, stokvels, inflation, appreciation and depreciation.

Investigate various aspects of financial transactions including costs, prices, revenue, cost price, selling price, loss and profit.

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