



The Services SETA (Sector Education & Training Authority)  
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Date: 29 January 2014

Dear David Sadie

**Accreditation of Provider – Imsimbi Training (Pty)Ltd**

This serves as confirmation that **Imsimbi Training (Pty)Ltd** accreditation no. **2147** has been awarded Full Accreditation valid until **30 March 2016** as a Provider of Education and Training for the delivery of the following learning programmes:

Name of Learning programme/Skills programme	NQF level	Number of Credits	Expiry Date	Unit Standards / Qualification aligned to Learning programme		Qualification to which the learning program and unit standards are linked / contextualized
				US	US Title	
<b>FETC Business Administration services</b>	<b>4</b>	<b>140</b>	<b>2015-06-30</b>	<b>61596</b>	<b>FETC Business Administration services</b>	<b>Qualification ID: 61596</b> <b>Qualification Title: FETC Business Administration services</b> <b>NQF Level: 4</b> <b>Credits: 140</b> <b>Registration start date: 2012-06-30</b> <b>Registration end date: 2015-06-30</b> <b>Last date of enrolment</b>
Learning Programme 1: Work and Career Orientation	4	6	<b>2015-06-30</b>	110021	Achieve personal effectiveness in business environment	<b>Qualification ID: 61595</b> <b>Qualification Title: Further Education and Training Certificate: Business Administration Services</b> <b>NQF Level: 4</b> <b>Credits: 140</b> <b>Registration start date: 2012-07-01</b> <b>Registration end date: 2015-06-30</b> <b>Last date of enrolment: 2016-06-30</b> <b>Last date of achievement: 2019-06-30</b>
Learning Programme 1: Work and Career Orientation	4	4		10022	Comply with organisational ethics	
Learning Programme 1: Work and Career Orientation	4	8		10135	Work as a project team member	
Learning Programme 1: Work and Career Orientation	5	4		15234	Apply efficient time management to the work of a department / division / section	
Learning Programme 2: Business Communication	4	5		8974	Engage in sustained oral communication and evaluate spoken texts	
Learning Programme 2: Business Communication	3	5		8968	Accommodate audience and context needs in oral communication (second language)	
Learning Programme 2: Business Communication	4	5		8975	Read, analyse and respond to a variety of texts	
Learning Programme 2: Business Communication	3	5		8969	Interpret and use information from texts (second language);	
Learning Programme 2: Business Communication	3	5		8972	Interpret a variety of literary texts (second language)	
Learning Programme 3: Business Writing	4	5		8976	Write for a wide range of contexts	

Learning Programme 3: Business Writing	3	5		8970	Write texts for a range of communicative contexts (second language)	
Learning Programme 3: Business Writing	4	5		12153	Use the writing process to compose texts required in the business environment	
Learning Programme 3: Business Writing	4	6		110023	Present information in report format	
Learning Programme 4: Maths Literacy	4	4		12417	Measure, estimate and calculate physical quantities and explore, critique and prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities	
Learning Programme 4: Maths Literacy	4	6		7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	
Learning Programme 4: Maths Literacy	4	6		9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	
Learning Programme 5: Administration	4	4		110009	Manage administration record	
Learning Programme 5: Administration	4	8		110003	Develop administrative procedures in a selected organisation	
Learning Programme 5: Administration	3	3		13929	Co-ordinate meetings, minor events and travel arrangements	
Learning Programme 5: Administration	4	4		9244	Plan and conduct meetings;	
Learning Programme 6: Finance for Office Administrators	4	5		13941	Apply the budget function in a business unit	
Learning Programme 6: Finance for Office Administrators	4	2		13945	Describe and apply the management of stock and fixed assets in a business unit	
Learning Programme 6: Finance for Office Administrators	4	4		110026	Describe and assist in the control of fraud in an office environment	
Learning Programme 6: Finance for Office Administrators	4	10		13943	Analyse new developments reported in the media that could impact on a business sector or industry	
Learning Programme 7: Customer Care	4	4		7791	Display cultural awareness in dealing with customers and colleagues	
Learning Programme 7: Customer Care	3	3		7790	Process incoming and outgoing telephone calls	
Learning Programme 7: Customer Care	3	4		13928	Monitor and control reception area	
Learning Programme 7: Customer Care	4	3		7836	Monitor customer satisfaction	
Learning Programme 7: Customer Care	4	5		109999	Manage service providers in a selected organisation	
Learning Programme 7: Customer Care	4	3		14552	Contract service providers	
Advanced Monitoring & Evaluation	5	7	2015- 06-30	243811	Determine the work required to accomplish the objectives and organise the scope of a simple to moderately complex project	<b>Qualification ID: 58309</b> <b>Qualification Title:</b> National Diploma: Project Management <b>NQF Level: 5</b> <b>Credits: 247</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b>

						2020-06-30
Advanced Report Writing	4	5	2015-06-30	12153	Use the writing process to compose texts required in the business environment	<b>Qualification ID: 61595</b> <b>Qualification Title:</b> Further Education and Training Certificate: Business Administration Services <b>NQF Level: 4</b> <b>Credits: 140</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
	4	6	2015-06-30	110023	Present information in report format	
Assertiveness	5	4	2015-06-30	252031	Apply the principles and concepts of emotional intelligence to the management of self and others	<b>Qualification ID: 59201 (LP 60269)</b> <b>Qualification Title:</b> National Certificate: Generic Management <b>NQF Level: 5</b> <b>Credits: 162</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Basic Bookkeeping Skills	3	4	2015-06-30	11711	Apply knowledge of basic accounting principles to financial services	<b>Qualification ID: 61595</b> <b>Qualification Title:</b> Further Education and Training Certificate: Business Administration Services <b>NQF Level: 4</b> <b>Credits: 140</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Business Etiquette	4	6	2015-06-30	110021	Achieve personal effectiveness in business environment	<b>Qualification ID: 61595</b> <b>Qualification Title:</b> Further Education and Training Certificate: Business Administration Services <b>NQF Level: 4</b> <b>Credits: 140</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30

						06-30 <b>Last date achievement:</b> 2019-06-30
Call Centre & Customer Service	2	3	2015-06-30	14348	Process incoming and outgoing telephone calls	<b>Qualification ID:</b> 23833 <b>Qualification Title:</b> National Certificate: Business Administration Services <b>NQF Level:</b> 2 <b>Credits:</b> 130 <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Conflict Management and Negotiation Skills	5	8	2015-06-30	114226	Interpret and manage conflicts within the workplace	<b>Qualification ID:</b> 59201 <b>Learning programme:</b> 60269 <b>Qualification Title:</b> National Certificate: Generic Management <b>NQF Level:</b> 5 <b>Credits:</b> 162 <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Corporate Governance	5	5	2015-06-30	252042	Apply the principles of ethics to improve organisational culture	<b>Qualification ID:</b> 59201 <b>Learning programme:</b> 60269 <b>Qualification Title:</b> National Certificate: Generic Management <b>NQF Level:</b> 5 <b>Credits:</b> 162 <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Customer Service Excellence for Managers (ISO Aligned)	5	6	2015-06-30	10052	Monitor handling of customers by frontline customer service	<b>Qualification ID:</b> 59201 <b>Learning programme:</b> 60273 <b>Qualification Title:</b> National Certificate: Generic Management <b>NQF Level:</b> 5 <b>Credits:</b> 162 <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30

Effective Disciplinary Hearings for Chairpersons	6	5	2015-06-30	10985	Conduct a disciplinary hearing	<b>Qualification ID: 49784</b> <b>Qualification Title:</b> National Certificate: Generic Management <b>NQF Level: 5</b> <b>Credits: 241</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2020-06-30
Frontline Customer Service	5	6	2015-06-30	10052	Monitor handling of customers by frontline customer service	<b>Qualification ID: 59201</b> <b>Learning programme: 60273</b> <b>Qualification Title:</b> National Certificate: Generic Management <b>NQF Level: 5</b> <b>Credits: 162</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Life Skills	5	4	2015-06-30	252031	Apply the principles and concepts of emotional intelligence to the management of self and others	<b>Qualification ID: 59201</b> <b>Learning programme: 60269</b> <b>Qualification Title:</b> National Certificate: Generic Management <b>NQF Level: 5</b> <b>Credits: 162</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Management & Leadership Development	5	8	2015-06-30	120300	Analyse leadership and related theories in a work context	<b>Qualification ID: 59201</b> <b>Qualification Title:</b> National Certificate: Generic Management <b>NQF Level: 5</b> <b>Credits: 162</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
	5	4	2015-06-30	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	<b>Qualification ID: 59201</b> <b>Learning programme: 60269</b> <b>Qualification Title:</b> National Certificate: Generic Management

						<b>NQF Level: 5</b> <b>Credits: 162</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Managing Poor Performance and Medical Incapacity	5	8	2015-06-30	252034	Monitor and evaluate team members against performance standards	<b>Qualification ID: 59201</b> <b>Qualification Title:</b> National Certificate: Generic Management <b>NQF Level: 5</b> <b>Credits: 162</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Meeting & minute Management	4	4	2015-06-30	242816	Conduct a structured meeting	<b>Qualification ID: 57712</b> <b>Qualification Title:</b> Further Education and Training Certificate: Generic Management <b>NQF Level: 4</b> <b>Credits: 150</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Personal Assistant	3	4	2015-06-30	13929	Co-ordinate meetings, minor events and travel arrangements	<b>Qualification ID: 61595</b> <b>Qualification Title:</b> Further Education and Training Certificate: Business Administration Services <b>NQF Level: 4</b> <b>Credits: 140</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
	4	5	2015-06-30	12153	Use the writing process to compose texts required in the business environment	<b>Qualification ID: 61595</b> <b>Qualification Title:</b> Further Education and Training Certificate: Business Administration Services <b>NQF Level: 4</b> <b>Credits: 140</b> <b>Registration start date:</b> 2012-

						07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Personal Mastery	5	4	2015-06-30	252031	Apply the principles and concepts of emotional intelligence to the management of self and others	<b>Qualification ID:</b> 59201 <b>Learning programme:</b> 60269 <b>Qualification Title:</b> National Certificate: Generic Management <b>NQF Level:</b> 5 <b>Credits:</b> 162 <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Problem Solving & Decision Making	4	8	2015-06-30	242817	Solve problems, make decisions and implement solutions	<b>Qualification ID:</b> 57712 <b>Qualification Title:</b> Further Education and Training Certificate: Generic Management <b>NQF Level:</b> 4 <b>Credits:</b> 150 <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Quality & Customer Service	5	6	2015-06-30	10052	Monitor handling of customers by frontline customer service	<b>Qualification ID:</b> 59201 <b>Learning programme:</b> 60273 <b>Qualification Title:</b> National Certificate: Generic Management <b>NQF Level:</b> 5 <b>Credits:</b> 162 <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Receptionist Training	3	4	2015-06-30	13928	Monitor and control reception area	<b>Qualification ID:</b> 61595 <b>Qualification Title:</b> Further Education and Training Certificate: Business Administration Services <b>NQF Level:</b> 4 <b>Credits:</b> 140 <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30

						<b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Scientific Report Writing	4	5	2015-06-30	12153	Use the writing process to compose texts required in the business environment	<b>Qualification ID:</b> 61595 <b>Qualification Title:</b> Further Education and Training Certificate: Business Administration Services <b>NQF Level:</b> 4 <b>Credits:</b> 140 <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
	4	6	2015-06-30	110023	Present information in report format	<b>Qualification ID:</b> 61595 <b>Qualification Title:</b> Further Education and Training Certificate: Business Administration Services <b>NQF Level:</b> 4 <b>Credits:</b> 140 <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Skills Development & Training Management	5	8	2015-06-30	252029	Lead people development and talent management	<b>Qualification ID:</b> 59201 <b>Qualification Title:</b> National Certificate: Generic Management <b>NQF Level:</b> 5 <b>Credits:</b> 162 <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
School Management Teams Leadership Development	5	8	2015-06-30	120300	Analyse leadership and related theories in a work context	<b>Qualification ID:</b> 59201 <b>Qualification Title:</b> National Certificate: Generic Management <b>NQF Level:</b> 5 <b>Credits:</b> 162 <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-



						06-30
	5	4	2015-06-30	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	<b>Qualification ID: 59201</b> <b>Learning programme: 60269</b> <b>Qualification Title:</b> National Certificate: Generic Management <b>NQF Level: 5</b> <b>Credits: 162</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Stock Management	4	2	2015-06-30	13945	Describe and apply the management of stock and fixed assets in a business unit	<b>Qualification ID: 61595</b> <b>Qualification Title:</b> Further Education and Training Certificate: Business Administration Services <b>NQF Level: 4</b> <b>Credits: 140</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Supervisory Management	4	10	2015-06-30	14667	Describe and apply the management functions of an organization	<b>Qualification ID: 58063</b> <b>Qualification Title:</b> Further Education and Training Certificate: Labour Recruitment Services <b>NQF Level: 4</b> <b>Credits: 152</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Team Leader	4	12	2015-06-30	10981	Supervise work unit to achieve work unit objectives (individuals and teams)	<b>Qualification ID: 49276</b> <b>Qualification Title:</b> Further Education and Training Certificate (FETC): Trade Exhibitions <b>NQF Level: 4</b> <b>Credits: 138</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30

Technical Report Writing	4	5	2015-06-30	12153	Use the writing process to compose texts required in the business environment	<b>Qualification ID: 61595</b> <b>Qualification Title:</b> Further Education and Training Certificate: Business Administration Services <b>NQF Level: 4</b> <b>Credits: 140</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
	4	6	2015-06-30	110023	Present information in report format	<b>Qualification ID: 61595</b> <b>Qualification Title:</b> Further Education and Training Certificate: Business Administration Services <b>NQF Level: 4</b> <b>Credits: 140</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30
Women in Management	5	4	2015-06-30	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	<b>Qualification ID: 59201</b> <b>Learning programme: 60269</b> <b>Qualification Title:</b> National Certificate: Generic Management <b>NQF Level: 5</b> <b>Credits: 162</b> <b>Registration start date:</b> 2012-07-01 <b>Registration end date:</b> 2015-06-30 <b>Last date of enrolment:</b> 2016-06-30 <b>Last date achievement:</b> 2019-06-30

A comprehensive report in terms of the evaluation of your application for accreditation will be sent to you. Where there are any recommendations and requirements stipulated please ensure that you provide the Services SETA ETQA with the required information as per the stipulations.

Finally the Services SETA wishes to congratulate **Imsimbi Training(Pty)Ltd** on this achievement and is looking forward to a long association.

Should you require any further information do not hesitate to contact the Services SETA.

Yours sincerely

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**Thabani Gula**  
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