

Unleashing Your Potential



Schedule of Training Courses

July – December 2026



Imsimbi Training is a fully accredited training provider with Services Seta, Number 2147 as well as a Level 1 BBBEE company.

All courses in this schedule where unit standards are identified are accredited with Services Seta, ETDP Seta, Cathsseta, TETA, MICT Seta and the QCTO.

Classroom & Online Training options available

Group discounts available on request. We need a minimum of 6 delegates for a public course to proceed.

For online bookings, visit our website: www.imsimbi.co.za

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DBN: 031 003 5893

Course	Unit Standards	Location	July	Aug	Sept	Oct	Nov	Dec
Advanced Monitoring & Evaluation	252024 L5 credits 4 252034 L5 credits 8 252032 L5 credits 8	Online		31-4			16-20	
		JHB		31-4			16-20	
		CT		31-4			16-20	
		DBN		31-4			16-20	
Advanced Project Management	252024 L5 credits 4 252022 L5 credits 8	Online	6-10		7-11		23-27	
		JHB	6-10		7-11		23-27	
		CT	6-10		7-11		23-27	
		DBN	6-10		7-11		23-27	
Advanced Report Writing	110023 L4 credits 6 12153 L4 credits 5	Online	28-31		28-1	27-30		7-10
		JHB	28-31		28-1	27-30		7-10
		CT	28-31		28-1	27-30		7-10
		DBN	28-31		28-1	27-30		7-10
Anger Management	252031 L5 credits 4	Online				1-2		2-3
		JHB				1-2		2-3
		CT				1-2		2-3
		DBN				1-2		2-3
Assertiveness	252027 L5 credits 6	Online		17-18			30-1	
		JHB		17-18			30-1	
		CT		17-18			30-1	
		DBN		17-18			30-1	
		PE		17-18				
		E.London						
Assessment Practitioner: Occupational Skills Programme QCTO	115753 L5 credits 15	Online	13-16	31-4			9-13	
		JHB	13-16	31-4			9-13	
		CT	13-16	31-4			9-13	
		DBN	13-16	31-4			9-13	

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Course	Unit Standards	Location	July	Aug	Sept	Oct	Nov	Dec
Best Practice in Quality Management	252024 L5 credits 4	Inhouse only - Available on request						
Business Administration Services FETC L4 Learnership Programme Modules 1-6	61595 (L.P. 35928) L4 credits 140	Online		18-21			17-20	
		JHB		18-21			17-20	
		CT		18-21			17-20	
Business Banking Officer: Higher Occupational Certificate QCTO	SAQA ID 121927 L5 credits 146	Online						
		Physical						
Business Etiquette & Professional Conduct in the Workplace	7790 L3 credits 3 110021 L4 credits 6	Online			9-11		23-25	
		JHB			9-11		23-25	
		CT			9-11		23-25	
		DBN			9-11		23-25	
Call Centre & Customer Service	7790 L3 credits 3	Online		17		9		3
		JHB		17		9		3
		CT		17		9		3
		DBN		17		9		3
Change Management	252021 L5 credits 8	Inhouse only - Available on request						
Conflict Management: Occupational Skills Programme QCTO (4 Days)	QCTO SP 210409 L5 credits 8	Online	Inhouse only - Available on request					
		Physical						
Conflict Management	114226 L5 credits 8	Online		24-25		7-8	25-26	
		JHB		24-25		7-8	25-26	
		CT		24-25		7-8	25-26	
		DBN		24-25		7-8	25-26	
Conflict Management and Negotiation Skills	114226 L5 credits 8	Online		24-26		7-9	25-27	
		JHB		24-26		7-9	25-27	
		CT		24-26		7-9	25-27	
		DBN		24-26		7-9	25-27	
Corporate Governance (Ethics) 1 Day	252042 L5 credits 5	Inhouse only - Available on request						

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Course	Unit Standards	Location	July	Aug	Sept	Oct	Nov	Dec
Customer Service Excellence	10052 L5 credits 6	Online	23-24		7-8		2-3	
		JHB	23-24		7-8		2-3	
		CT	23-24		7-8		2-3	
		DBN	23-24		7-8		2-3	
		E. London			7-8			
		PE	23-24				2-3	
Data & Records Management	110009 L4 credits 4	Online		17-18		22-23		2-3
		JHB		17-18		22-23		2-3
		CT		17-18		22-23		2-3
		DBN		17-18		22-23		2-3
Diversity Management	252043 L5 credits 6	Online			21-22			10-11
		JHB			21-22			10-11
		CT			21-22			10-11
		DBN			21-22			10-11
Effective Business Writing Skills	12153 L4 credits 5 12155 L4 credits 5	Online	8-10	31-2		26-28		7-9
		JHB	8-10	31-2		26-28		7-9
		CT	8-10	31-2		26-28		7-9
		DBN	8-10	31-2		26-28		7-9
Effective Disciplinary Hearings	11286 L5 credits 8 10985 L6 credits 5	Online		26-28		7-9		7-9
		JHB		26-28		7-9		7-9
		CT		26-28		7-9		7-9
		DBN		26-28		7-9		7-9
Effective Disciplinary Hearings for Chairpersons 2 Days	10985 L5 credits 5	Inhouse only - Available on request						
Effective Disciplinary Hearings for Initiators 2 Days	11286 L5 credits 8	Inhouse only - Available on request						

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Course	Unit Standards	Location	July	Aug	Sept	Oct	Nov	Dec
Effective Disciplinary Hearings for Shop Stewards 2 Days	11286 L5 credits 8	Inhouse only - Available on request						
Effective Sales	10047 L5 credits 5	Online	2-3	27-28		26-27	23-24	
		JHB	2-3	27-28		26-27	23-24	
		CT	2-3	27-28		26-27	23-24	
		DBN	2-3	27-28		26-27	23-24	
Emotional Intelligence & Personal Mastery	252031 L5 credits 4	Online	8-10	19-21	16-18	14-16	11-13	1-3
		JHB	8-10	19-21	16-18	14-16	11-13	1-3
		CT	8-10	19-21	16-18	14-16	11-13	1-3
		DBN		19-21			11-13	
		PE				14-16		
Emotional Intelligence for Leaders	252031 L5 credits 4	Online	Inhouse only - Available on request					
		Physical						
Emotional Intelligence & Team Building	252031 L5 credits 4		Inhouse only - Available on request					
Employment Equity Committee			Inhouse only - Available on request					
Employment Equity, Skills Development & Labour Law	13952 L4 credits 8	Online	1-3		9-11		9-11	
		JHB	1-3		9-11		9-11	
		CT	1-3		9-11		9-11	
		DBN	1-3		9-11		9-11	
Fast Food Services: National Certificate NQF L3 Learnership : 26 in-class days	SAQA ID 14115 at NQF Level 3 worth 133 credits	Online						
		Face-face						
Food & Beverage Services: National Certificate NQF L4 Learnership 24 in-class days	SAQA ID 14113 NQF Level 4 138 credits	Online						
		Face-Face						

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Course	Unit Standards	Location	July	Aug	Sept	Oct	Nov	Dec
Finance For Non-Financial Managers	242810 L4 credits 6 114738 L4 credits 6	Online	7-9	18-20	15-17	13-15	17-19	8-10
		JHB	7-9	18-20	15-17	13-15	17-19	8-10
		CT	7-9	18-20	15-17	13-15	17-19	8-10
		DBN	7-9	18-20	15-17	13-15	17-19	8-10
		PE			15-17			
		E.London	7-9				17-19	
Frontline Customer Service	242829 L4 credits 5	Online	21		18		27	
		JHB	21		18		27	
		CT	21		18		27	
		DBN	21		18		27	
HIV AIDS Awareness (Half Day)		Inhouse only - Available on request						
HIV AIDS Peer Educator 3 Days	13915 L3 credits 4	Inhouse only - Available on request						
HIV/AIDS Workplace Management 3 Days	252033 L5 credits 8							
Human Resources Management and Labour Relations	12140 L5 credits 9 252034 L5 credits 8 11286 L5 credits 8 10985 L5 credits 5	Online	6-10	3-7		12-16	23-27	
		JHB	6-10	3-7		12-16	23-27	
		CT	6-10	3-7		12-16	23-27	
		DBN	6-10	3-7		12-16	23-27	
Human Resource Management Officer: Advanced Occupational Certificate - QCTO Learnership	SAQA ID 121151 L6 credits 134	Online		17-21			9-13	
		JHB		17-21			9-13	
		CT		17-21			9-13	
Implementing Internships, Learnerships and employee tax incentives (1 Day)		Online	13			23		3
		JHB	13			23		3
		CT	13			23		3
		DBN	13			23		3
Interpersonal Skills	252027 L5 credits 6	Online			23		23	
		JHB			23		23	
		CT			23		23	
		DBN			23		23	

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Course	Unit Standards	Location	July	Aug	Sept	Oct	Nov	Dec
Interviewing and CV Writing Course 2 Days								
Innovation & Creative Thinking	252020 L5 credits 6	Online		27-28		29-30	30-1	
		JHB		27-28		29-30	30-1	
		CT		27-28		29-30	30-1	
		DBN		27-28		29-30	30-1	
Job Readiness	252031 L5 credits 4 7790 L3 credits 3		Inhouse only - Available on request					
Labour Relations & Effective Discipline	11286 L5 credits 8 10985 L6 credits 5	Online	8-10	5-7		14-16	25-27	
		JHB	8-10	5-7		14-16	25-27	
		CT	8-10	5-7		14-16	25-27	
		DBN	8-10	5-7		14-16	25-27	
Learning & Development Facilitator: Occupational Skills Programme QCTO	QCTO SP – 220319 L5 credits 36	Online		3-7	28-2		16-20	
		JHB		3-7	28-2		16-20	
		CT		3-7	28-2		16-20	
		DBN		3-7	28-2		16-20	
Learning & Development Professional: Advanced Occupational Certificate QCTO	SAQA ID 121276 L6 credits 280	Online						
		Physical						
QCTO Learnership Management Assistant: Occupational Certificate – NQF L5	SAQA ID 334302001 L5 credits 316	Online		24-28			9-13	
		JHB		24-28			9-13	
		CT		24-28			9-13	
Supervisory Management (Management level 1)	252032 L5 credits 8	Online	13-15	12-14	14-16	5-7	9-11	7-9
		JHB	13-15	12-14	14-16	5-7	9-11	7-9
		CT	13-15	12-14	14-16	5-7	9-11	7-9
		DBN	13-15	12-14	14-16	5-7	9-11	7-9
Management and Leadership Development (Management Level 2)	120300 L5 credits 8 15224 L5 credits 4	Online	15-17	24-26	7-9	29-31	2-4	1-3
		JHB	15-17	24-26	7-9	29-31	2-4	1-3
		CT	15-17	24-26	7-9	29-31	2-4	1-3
		DBN	15-17	24-26	7-9	29-31	2-4	1-3

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Managing Poor Performance and Medical Incapacity 2 Days	252034 L5 credits 8		Inhouse only - Available on request					
Managing Virtual Teams 2 Days			Inhouse only - Available on request					
Meeting & Minute Management	242816 L4 credits 5	Online		11-12		1-2		
		JHB		11-12		1-2		
		CT		11-12		1-2		
		DBN		11-12		1-2		
Mentoring and Coaching	252035 L5 credits 8	Online		3-4		28-29		10-11
		JHB		3-4		28-29		10-11
		CT		3-4		28-29		10-11
		DBN		3-4		28-29		10-11
Microsoft Office Excel 2016 Basic	Microsoft certificate	Online	8	5	11	1	6	
		JHB	8	5	11	1	6	
Microsoft Office Excel 2016 Intermediate	Microsoft certificate	Online	22	17	23	9	17	
		JHB	22	17	23	9	17	
Microsoft Office Excel 2016 Advanced	Microsoft certificate	Online	27	27	28	26	26	
		JHB	27	27	28	26	26	
Microsoft Office Excel 2016 A-Z	Microsoft certificate	Online	8+22+27	5+17+27	11+23+26 Oct	1+9+26	6+17+26	
		JHB	8+22+27	5+17+27	11+23+26 Oct	1+9+26	6+17+26	
Microsoft Office Power BI Desktop Introduction	Microsoft certificate	Online		13-14		29-30		10-11
		JHB		13-14		29-30		10-11
Microsoft Office PowerPoint 2016 Basic	Microsoft certificate	Online		4	10	5	3	
		JHB		4	10	5	3	
Microsoft Office PowerPoint 2016 Advanced	Microsoft certificate	Online		20	25	16	16	
		JHB		20	25	16	16	

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Microsoft Office PowerPoint A-Z	Microsoft certificate	Online		4+20	10+25	5+16	3+16	
		JHB		4+20	10+25	5+16	3+16	
Microsoft Office Outlook Basics 2016	Microsoft certificate	Online	6		7		5	
		JHB	6		7		5	
Microsoft Office Outlook Advanced 2016	Microsoft certificate	Online	16		21		27	
		JHB	16		21		27	
Microsoft Office Outlook A-Z	Microsoft certificate	Online	6+16		7+21		5+27	
		JHB	6+16		7+21		5+27	
Microsoft Office Word 2016 Basic	Microsoft certificate	Online	7	6	8	2	2	
		JHB	7	6	8	2	2	
Microsoft Office Word 2016 Intermediate	Microsoft certificate	Online	17	18	14	12	13	
		JHB	17	18	14	12	13	
Microsoft Office Word 2016 Advanced	Microsoft certificate	Online	16	28	22	22	23	
		JHB	16	28	22	22	23	
Microsoft Office Word A-Z	Microsoft certificate	Online	7+17+28Aug	6+18+28	8+14+22	2+12+22	2+13+23	
		JHB	7+17+28Aug	6+18+28	8+14+22	2+12+22	2+13+23	
Data Science: Occupational Certificate - QCTO Learnership 12 Months	SAQA ID 118708 L5 credits 185	Online		3-7			16-20	
		JHB		3-7			16-20	
		CT		3-7			16-20	
Python Programmer: Occupational Skills Programme QCTO	QCTO SP 230375 L4 credits 60	Online						
		JHB						
Basic End User Computing: Occupational Skills Programme QCTO (5 Days)	QCTO SP 240201 L3 credits 30	Online		30-4			9-13	
		JHB		30-4			9-13	
Intermediate End User Computing: Occupational Skills Programme QCTO (6 Days)	QCTO SP 240202 L4 credits 20	Online				5-9+12	30-4+7	
		JHB				5-9+12	30-4+7	
Advanced End User Computing: Occupational Skills Programme QCTO (7 Days)	QCTO SP 240203 L5 credits 20	Online					16, 17, 23-27	
		JHB					16, 17 23-27	

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Course	Unit Standards	Location	July	Aug	Sept	Oct	Nov	Dec
Monitoring and Evaluation	252034 L5 credits 8 252032 L5 credits 8	Online	1-3		28-30		9-11	
		JHB	1-3		28-30		9-11	
		CT	1-3		28-30		9-11	
		DBN	1-3		28-30		9-11	
National Certificate in General Management NQF Level 4 Modules 1-6 Learnership	SAQA ID 57712 NQF L4, 150 credits (23 Days)	Online	13-17			19-23		
		JHB	13-17			19-23		
		CT	13-17			19-23		
National Certificate in General Management NQF Level 5 Modules 1-6 Learnership MDP	NQF L5 Qual. No. 59201 Programme no. 60269 164 credits (26 Days)	Online		3-7			9-13	
		JHB		3-7			9-13	
		CT		3-7			9-13	
Negotiation Skills	117853 L5 credits 8	Online			21-22		19-20	
		JHB			21-22		19-20	
		CT			21-22		19-20	
		DBN			21-22		19-20	
Negotiation Skills for Wage Negotiators	117853 L5 credits 8		Inhouse only - Available on request					
New Venture Creation/ Enterprise development: Occupational Skills Programme QCTO	QCTO SP 210401 L2 credits 32	Online	20-24			26-30		
		JHB	20-24			26-30		
		CT	20-24			26-30		
		DBN	20-24			26-30		
Office Administrator: Occupational Certificate QCTO	QCTO SP 102161 L5 credits 445	Online						
		JHB						
Office Management	110009 L4 credits 4	Online	13-14	31-1			9-10	
		JHB	13-14	31-1			9-10	
		CT	13-14	31-1			9-10	
		DBN	13-14	31-1			9-10	

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Course	Unit Standards	Location	July	Aug	Sept	Oct	Nov	Dec
Office Supervisor: Occupational Certificate - QCTO learnership	SAQA ID 118740 L5 credits 240	Online						
		JHB						
		CT						
Operations Management	252032 L5 credits 8	Online	6-7		14-15		19-20	
		JHB	6-7		14-15		19-20	
		CT	6-7		14-15		19-20	
		DBN	6-7		14-15		19-20	
Performance Management	252034 L5 credits 8	Online			3-4		12-13	
		JHB			3-4		12-13	
		CT			3-4		12-13	
		DBN			3-4		12-13	
Personal Assistant	13929 L3 credits 3 12153 L4 credits 5	Online			28-30		11-13	
		JHB			28-30		11-13	
		CT			28-30		11-13	
		DBN			28-30		11-13	
Personal Finance 1 Day		Inhouse only - Available on request						
Personal Mastery 2 Days	252031 L5 credits 4	Inhouse only - Available on request						
Presentation and Communication Skills	242840 L4 credits 2 119462 L4 credits 5	Online	9-10	11-12	14-15	5-6	16-17	7-8
		JHB	9-10	11-12	14-15	5-6	16-17	7-8
		CT	9-10	11-12	14-15	5-6	16-17	7-8
		DBN	9-10	11-12	14-15	5-6	16-17	7-8
		PE	9-10				16-17	
		E.London			14-15			
Problem Solving & Decision Making	242817 L4 credits 8	Online		13-14		12-13		10-11
		JHB		13-14		12-13		10-11
		CT		13-14		12-13		10-11
		DBN		13-14		12-13		10-11

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Course	Unit Standards	Location	July	Aug	Sept	Oct	Nov	Dec
Project Management	252022 L5 credits 8 252024 L5 credits 4	Online	15-17	17-19	28-30	19-21	16-18	9-11
		JHB	15-17	17-19	28-30	19-21	16-18	9-11
		CT	15-17	17-19	28-30	19-21	16-18	9-11
		DBN	15-17	17-19	28-30	19-21	16-18	9-11
		PE	15-17		28-30		16-18	
		E.London		17-19		19-21		9-11
National Certificate in Project Management L5 Learnership	NQF L5 Qual. No. 58395 120 credits (22 Days)	Online			28-1		30-4	
		JHB			28-1		30-4	
		CT			28-1		30-4	
Project Manager: Occupational Certificate - QCTO learnership	SAQA ID 101869 L5 credits 240	Online		17-21		12-16		
		JHB		17-21		12-16		
		CT		17-21		12-16		
Public Finance Management	242810 L4 credits 6	Online			2-4		4-6	
		JHB			2-4		4-6	
		CT			2-4		4-6	
		DBN			2-4		4-6	
Reception & Telephone Etiquette	13928 L3 credits 4	Online		3-4		12-13		
		JHB		3-4		12-13		
		CT		3-4		12-13		
		DBN		3-4		12-13		
Recruitment and Selection	12140 L5 credits 9	Online	2-3		10-11		5-6	
		JHB	2-3		10-11		5-6	
		CT	2-3		10-11		5-6	
		DBN	2-3		10-11		5-6	
Renewable Energy Workshop Assistants Skills Programme L4	QCTO – SP-210602 NQF Level 4, 24 credits (24 Days)	JHB						
Report Writing	110023 L4 credits 6 12153 L4 credits 5	Online		11-13		12-14	30-2	
		JHB		11-13		12-14	30-2	
		CT		11-13		12-14	30-2	
		DBN		11-13		12-14	30-2	

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Research Methodology & Report Writing	110023 L4 credits 6 12153 L4 credits 5	Online	27-29			13-15		
		JHB	27-29			13-15		
		CT	27-29			13-15		
Risk Management	252025 L5 credits 8	Online	30-31			5-6		10-11
		JHB	30-31			5-6		10-11
		CT	30-31			5-6		10-11
		DBN	30-31			5-6		10-11
Sexual Harassment in the workplace 2 Days			Inhouse only - Available on request					
Sexual Harassment in the workplace half day workshop			Inhouse only - Available on request					
Skills Development Committee 2 Days	252029 L5 credits 8		Inhouse only - Available on request					
Skills Development & Training Management	252029 L5 credits 8	Online		13-14		22-23	30-1	
		JHB		13-14		22-23	30-1	
		CT		13-14		22-23	30-1	
		DBN		13-14		22-23	30-1	
Stock Management	13945 L4 credits 2	Online	23		14		12	
		JHB	23		14		12	
		CT	23		14		12	
		DBN	23		14		12	
Strategic Planning and Change Management	15219 L5 credits 4 252021 L5 credits 8	Online	20-22		7-9		4-6	
		JHB	20-22		7-9		4-6	
		CT	20-22		7-9		4-6	
		DBN	20-22		7-9		4-6	
Stress Management	252031 L5 credits 4	Online		3		30		3
		JHB		3		30		3
		CT		3		30		3
		DBN		3		30		3

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Course	Unit Standards	Location	July	Aug	Sept	Oct	Nov	Dec
Supervisory Management (Management level 1)	252032 L5 credits 8	Online	13-15	12-14	14-16	5-7	9-11	7-9
		JHB	13-15	12-14	14-16	5-7	9-11	7-9
		CT	13-15	12-14	14-16	5-7	9-11	7-9
		DBN	13-15	12-14	14-16	5-7	9-11	7-9
Supply Chain Management: National Certificate (TETA)	SAQA ID 74149 L5 Credits 150	Online		24-28		19-23		
		JHB		24-28		19-23		
		CT		24-28		19-23		
Supply Chain Practitioner: Occupational Certificate QCTO Learnership	SAQA ID 110942 L5 worth 180 Credits	Online		17-21		12-16		
		JHB		17-21		12-16		
		CT		17-21		12-16		
Supply Chain Manager: Occupational Certificate QCTO Learnership	SAQA ID 11357 L6 credits 180	Online		3-7			16-20	
		JHB		3-7			16-20	
		CT		3-7			16-20	
		DBN		3-7			16-20	
Team Building	252037 L5 credits 6	Online	15		17		13	
		JHB	15		17		13	
		CT	15		17		13	
		DBN	15		17		13	
Team Leader	242811 L4 credits 5	Online	20-22		2-4		30-2	
		JHB	20-22		2-4		30-2	
		CT	20-22		2-4		30-2	
		DBN	20-22		2-4		30-2	
Building High Performance Teams	252037 L5 credits 6	Online			21-22			7-8
		JHB			21-22			7-8
		CT			21-22			7-8
		Dbn			21-22			7-8

All prices exclude VAT

Group discounts available on request

Course	Unit Standards	Location	July	Aug	Sept	Oct	Nov	Dec
Technical Report Writing	12153 L4 credits 5 110023 L4 credits 6	Online		24-26		19-21		7-9
		JHB		24-26		19-21		7-9
		CT		24-26		19-21		7-9
		DBN		24-26		19-21		7-9
Telephone Etiquette	7790 L3 credits 3	Online		5		2	30	
		JHB		5		2	30	
		CT		5		2	30	
		DBN		5		2	30	
Telephone and Email Etiquette	7790 L3 credits 3	Online		6-7		1-2	30-1	
		JHB		6-7		1-2	30-1	
		CT		6-7		1-2	30-1	
		DBN		6-7		1-2	30-1	
Time Management	15234 L5 credits 4	Online	6-7		16-17	15-16	12-13	2-3
		JHB	6-7		16-17	15-16	12-13	2-3
		CT	6-7		16-17	15-16	12-13	2-3
		DBN	6-7		16-17	15-16	12-13	2-3
		PE	6-7				12-13	
		EL			16-17			2-3
Women in Management	15224 L5 credits 4		Inhouse only - Available on request					
Workplace Essential Skills: Occupational Skills Programme QCTO	QCTO SP-211009 L4 credits, 20	Online				19-23		
		JHB				19-23		
		CT				19-23		
		DBN				19-23		
Coaching	(One on One)	Price on request						
Life Coaching	(One on One)	Price on request						
Executive Coaching	(One on One)	Price on request						
RPL – Recognition of Prior Learning	Available on Request	Price on request						

All prices exclude VAT

Group discounts available on request

ONLINE LEARNING:

Course Duration: 7 hours per day on MS teams

1. All learning material and assessment material online
2. Complete the workbook assessment online
3. Participate in a live **MS TEAMS** class tutorial with experienced facilitators
4. Enjoy 7 hours of class interaction with the facilitator per day
5. Successfully submit Seta assignment online and receive your accredited certificate
6. All e-learning courses are accredited by the Setas!
7. Learners need a computer with internet access and webcam. **Cellphones are not recommended as the screens are too small for activities.**
8. All online courses make use of online materials using links provided. **Hard copies can be requested at an additional cost.**

CLASSROOM COURSE FEES INCLUDE:

- Course facilitation by subject matter experts
 - Corporate venue, two morning teas, lunches, and refreshments
- Fully accredited courses, with assessment of POE's, and issuing of Seta certificates
 - Attendance certificates for all delegates
 - Pens/attendance register/evaluation forms
- 8 gig USB with templates (classroom/face-face training) and course resources
 - Contact the coach for assistance with POE's
 - Pre and post assessments on request
- If any of the above dates don't fit your diary, please let us know so that we can give you future dates.
 - Discounted in-house prices and course profiles will be forwarded on request.
 - In-house training can be arranged nationwide for 6 learners and more.
 - We are happy to advise that we can customise our course content to suit your requirements for any suitable number of days.
- **Discounts will be given for group bookings for in-house and public courses.**
 - Prices may be subject to an adjustment during the course of 2024.

National Certificate in General Management NQF Level 5

This course is accredited by the Services Seta and material covers SAQA ID 59201/60269 – NQF - L5 164 Credits

This FETC programme can be offered as a 12-month learnership programme with

26 days of in-class attendance:

Employers placing their employees on the learnership programme are eligible to receive a R22,400.00 tax rebate from SARS.

Module	Johannesburg		Cape Town	
Module 1: Professional Team Development	02-06 February 2026 18-22 May 2026 03-07 August 2026 09-13 November 2026	(Group 1) (Group 2) (Group 3) (Group 4)	02-06 February 2026 18-22 May 2026 03-07 August 2026 09-13 November 2026	(Group 1) (Group 2) (Group 3) (Group 4)
Module 2: Professional Management & Leadership	14- 17 April 2026 07-10 July 2026 15-18 September 2026 26-29 January 2027	(Group 1) (Group 2) (Group 3) (Group 4)	14 - 17 April 2026 07-10 July 2026 15-18 September 2026 26-29 January 2027	(Group 1) (Group 2) (Group 3) (Group 4)
Module 3: Professional EQ, Conflict & Change Management	22-26 June 2026 31 August -04 September 2026 16-20 November 2026 8-12 March 2027	(Group 1) (Group 2) (Group 3) (Group 4)	22-26 June 2026 31 August -04 September 2026 16-20 November 2026 8-12 March 2027	(Group 1) (Group 2) (Group 3) (Group 4)
Module 4: Professional Human Resource Management	12-14 August 2026 09-11 November 2026 18-20 January 2027 3-5 May 2027	(Group 1) (Group 2) (Group 3) (Group 4)	12-14 August 2026 09-11 November 2026 18-20 January 2027 3-5 May 2027	(Group 1) (Group 2) (Group 3) (Group 4)
Module 5: Financial Management for Professionals	14-18 September 2026 18-22 January 2027 8-12 March 2027 07-11 June 2027	(Group 1) (Group 2) (Group 3) (Group 4)	14-18 September 2026 18-22 January 2027 8-12 March 2027 07-11 June 2027	(Group 1) (Group 2) (Group 3) (Group 4)
Module 6: Professional Results-based Management – Planning, Monitoring and Evaluation	26–29 October 2026 02-05 March 2027 12-15 April 2027 19-22 July 2027	(Group 1) (Group 2) (Group 3) (Group 4)	26–29 October 2026 02-05 March 2027 12-15 April 2027 19-22 July 2027	(Group 1) (Group 2) (Group 3) (Group 4)

National Certificate in General Management NQF Level 4

This course is accredited by the Services Seta and material covers SAQA ID 57712 at NQF Level 4 worth 150 credits

This FETC programme can be offered as a 12-month learnership programme with

20 days of in-class attendance for learners with at least matric. Learners without matric will additionally do Module 5.

Employers placing their employees on this learnership programme are eligible to receive a R22,400.00 tax rebate from SARS for each learner.

Module	Johannesburg		Cape Town	
Module 1: Team Management	09-13 March 2026	(Group 1)	09-13 March 2026	(Group 1)
	11-15 May 2026	(Group 2)	11-15 May 2026	(Group 2)
	13-17 July 2026	(Group 3)	13-17 July 2026	(Group 3)
	19-23 October 2026	(Group 4)	19-23 October 2026	(Group 4)
Module 2: Communication	04-08 May 2026	(Group 1)	04-08 May 2026	(Group 1)
	20-24 July 2026	(Group 2)	20-24 July 2026	(Group 2)
	31 Aug-04 September 2026	(Group 3)	31 Aug-04 September 2026	(Group 3)
	07-11 December 2026	(Group 4)	07-11 December 2026	(Group 4)
Module 3: Maths Literacy	13-17 July 2026	(Group 1)	13-17 July 2026	(Group 1)
	05-09 October 2026	(Group 2)	05-09 October 2026	(Group 2)
	02-06 November 2026	(Group 3)	02-06 November 2026	(Group 3)
	01-05 February 2027	(Group 4)	01-05 February 2027	(Group 4)
Module 4: Managing Time & Performance	07 - 11 September 2026	(Group 1)	07 - 11 September 2026	(Group 1)
	25-29 January 2027	(Group 2)	25-29 January 2027	(Group 2)
	15 - 19 February 2027	(Group 3)	15 - 19 February 2027	(Group 3)
	05-09 April 2027	(Group 4)	05-09 April 2027	(Group 4)
Module 5: Second Language Communication (Compulsory at an extra fee for learners without matric)				

Business Administration Services NQF Level 4

Further Education and Training Certificate (FETC) - Learnership

SAQA ID 61595 (L.P. 35928) NQF L4 worth 140 Credits.

This FETC programme can be offered as a 12-month learnership programme with 20 days of in-class attendance.

Employers placing their employees on this learnership programme are eligible to receive a R22,400.00 tax rebate from SARS for each learner.

Module	Johannesburg		Cape Town	
Module 1: Work & Career Orientation	10-13 February 2026	(Group 1)	10-13 February 2026	(Group 1)
	12-15 May 2026	(Group 2)	12-15 May 2026	(Group 2)
	18-21 August 2026	(Group 3)	18-21 August 2026	(Group 3)
	17-20 November 2026	(Group 4)	17-20 November 2026	(Group 4)
Module 2: Bus Comm & Bus Writing	08-10 April 2026	(Group 1)	08-10 April 2026	(Group 1)
	30 June-03 July 2026	(Group 2)	30 June -03 July 2026	(Group 2)
	29 Sept -02 October 2026	(Group 3)	29 Sept -02 October 2026	(Group 3)
	18-21 January 2027	(Group 4)	18-21 January 2027	(Group 4)
Module 3: Maths Literacy	17-19 June 2026	(Group 1)	17-19 June 2026	(Group 1)
	26-28 August 2026	(Group 2)	26-28 August 2026	(Group 2)
	30 Nov-02 December 2026	(Group 3)	30 Nov-02 December 2026	(Group 3)
	01-03 March 2027	(Group 4)	01-03 March 2027	(Group 4)
Module 4: Administration	12-14 August 2026	(Group 1)	12-14 August 2026	(Group 1)
	19-21 October 2026	(Group 2)	19-21 October 2026	(Group 2)
	25-27 January 2027	(Group 3)	25-27 January 2027	(Group 3)
	05-07 April 2027	(Group 4)	05-07 April 2027	(Group 4)
Module 5: Finance for Office Administrators	21-23 September 2026	(Group 1)	21-23 September 2026	(Group 1)
	20-22 January 2027	(Group 2)	20-22 January 2027	(Group 2)
	08-10 March 2027	(Group 3)	08-10 March 2027	(Group 3)
	07-09 June 2027	(Group 4)	07-09 Jun 2027	(Group 4)
Module 6: Customer Care	25-27 November 2026	(Group 1)	25-26 November 2026	(Group 1)
	03-05 March 2027	(Group 2)	03-05 March 2027	(Group 2)
	05 - 07 April 2027	(Group 3)	05 - 07 April 2027	(Group 3)
	14-16 July 2027	(Group 4)	14-16 July 2027	(Group 4)

National Certificate: Project Management NQF Level 5

This course is accredited by the Services Seta and material covers SAQA ID: 58395 – 120 credits - 22 DAYS

Can be offered as a 12-month learnership programme with 22 days of in-class attendance.

Employers placing their employees on this learnership programme are eligible to receive a R22,400.00 tax rebate from SARS for each learner.

Module	Johannesburg	Cape Town
Module 1: Manage Project Scope and Time 4	28 September – 1 October 2026 (Group 1) 24-27 November 2026 (Group 2)	28 September – 1 October 2026 (Group 1) 24-27 November 2026 (Group 2)
Module 2: Manage Project Communications 5	30 November 4 December 2026 (Group 1) 18-22 January 2027 (Group 2)	30 November 4 December 2026 (Group 1) 18-22 January 2027 (Group 2)
Module 3: Manage Project Finances 4	26 – 29 January 2027 (Group 1) 8-11 March 2027 (Group 2)	26 – 29 January 2027 (Group 1) 8-11 March 2027 (Group 2)
Module 4: Manage Application of project Integrative 4 Processes	2-5 March 2027 (Group 1) 20-23 April 2027 (Group 2)	2-5 March 2027 (Group 1) 20-23 April 2027 (Group 2)
Module 5: Monitor, Control execution and project closure management 5	3-7 May 2027 (Group 1) 31 May – 4 June 2027 (Group 2)	3-7 May 2027 (Group 1) 31 May – 4 June 2027 (Group 2)

Occupational Certificate: Project Management (QCTO) NQF Level 5

This qualification is accredited by the QCTO and material covers SAQA ID: 101869 NQF L5 worth 240 credits -

20 in-class Days

Employers placing their employees on this learnership programme are eligible to receive a R22,400.00 tax rebate from SARS for each learner.

Module	Johannesburg		Cape Town	
Module 1: Manage Project Scope & Time	09-13 February 2026	(Group 1)	09-13 February 2026	(Group 1)
	11-15 May 2026	(Group 2)	11-15 May 2026	(Group 2)
	17-21 August 2026	(Group 3)	17-21 August 2026	(Group 3)
	12-16 October 2026	(Group 4)	12-16 October 2026	(Group 4)
Module 2: Manage Project Communications	04-07 May 2026	(Group 1)	04-07 May 2026	(Group 1)
	20-23 July 2026	(Group 2)	20-23 July 2026	(Group 2)
	07-10 September 2026	(Group 3)	07-10 September 2026	(Group 3)
	07-10 December 2026	(Group 4)	07-10 December 2026	(Group 4)
Module 3: Manage Project Finances & Quality	22-24 June 2026	(Group 1)	22-24 June 2026	(Group 1)
	16-18 September 2026	(Group 2)	16-18 September 2026	(Group 2)
	28-30 October 2026	(Group 3)	28-30 October 2026	(Group 3)
	15-17 February 2027	(Group 4)	15-17 February 2027	(Group 4)
Module 4: Project Integration Management	03-06 August 2026	(Group 1)	03-06 August 2026	(Group 1)
	02-05 November 2026	(Group 2)	02-05 November 2026	(Group 2)
	18-21 January 2027	(Group 3)	18-21 January 2027	(Group 3)
	01-04 March 2027	(Group 4)	01-04 March 2027	(Group 4)
Module 5: Manage Project Closure	05-08 October 2026	(Group 1)	05-08 October 2026	(Group 1)
	08-11 February 2027	(Group 2)	08-11 February 2027	(Group 2)
	08-11 March 2027	(Group 3)	08-11 March 2027	(Group 3)
	03-06 May 2027	(Group 4)	03-06 May 2027	(Group 4)

National Certificate: Supply Chain Management (QCTO) NQF L5

25 in-class days:

NB: An additional charge apply for face-face training at an Imsimbi venue. Please ask the sales consultant for more details.

**This course is accredited by the Transport Seta and material covers SAQA ID 74149 at NQF LEVEL 5 worth 150 Credits
Can be offered as a learnership. Employers are eligible to receive a R22,400.00 tax rebate from SARS for each learner on a learnership.**

Module	Johannesburg		Cape Town	
Module 1: Professional Values & Ethics	16-20 February 2026	(Group 1)	16-20 February 2026	(Group 1)
	04-08 May 2026	(Group 2)	04-08 May 2026	(Group 2)
	24-28 August 2026	(Group 3)	24-28 August 2026	(Group 3)
	19-23 October 2026	(Group 4)	19-23 October 2026	(Group 4)
Module 2: Understanding Supply Chain Management	11-15 May 2026	(Group 1)	11-15 May 2026	(Group 1)
	13-17 July 2026	(Group 2)	13-17 July 2026	(Group 2)
	14-18 September 2026	(Group 3)	14-18 September 2026	(Group 3)
	30 Nov-4 December 2026	(Group 4)	30 Nov-4 December 2026	(Group 4)
Module 3: Information & Risk Management	08-12 June 2026	(Group 1)	08-12 June 2026	(Group 1)
	07-11 September 2026	(Group 2)	07-11 September 2026	(Group 2)
	19-23 October 2026	(Group 3)	19-23 October 2026	(Group 3)
	08-12 February 2027	(Group 4)	08-12 February 2027	(Group 4)
Module 4: Supply Chain Operations	17-21 August 2026	(Group 1)	17-21 August 2026	(Group 1)
	09-13 November 2026	(Group 2)	09-13 November 2026	(Group 2)
	11-15 January 2027	(Group 3)	11-15 January 2027	(Group 3)
	08-12 March 2027	(Group 4)	08-12 March 2027	(Group 4)
Module 5: Materials/Logistics Management	12-16 October 2026	(Group 1)	12-16 October 2026	(Group 1)
	01-05 February 2027	(Group 2)	01-05 February 2027	(Group 2)
	01-05 March 2027	(Group 3)	01-05 March 2027	(Group 3)
	10-14 May 2027	(Group 4)	10-14 May 2027	(Group 4)

Occupational Certificate: Supply Chain Practitioner (QCTO) NQF L5

25 in-class days:

This course is accredited by the QCTO and material covers SAQA ID 110942 at NQF LEVEL 5 worth 180 Credits
Can be offered as a learnership. Employers are eligible to receive a R22,400.00 tax rebate from SARS for each learner on a learnership.

Module	Johannesburg	Cape Town
Module 1	Dates available on request	Dates available on Request
Module 2		
Module 3		
Module 4		
Module 5		

[illegible]

Advanced Occupational Certificate: Human Resource Management Officer (QCTO) NQF L6

This is a two-year Diploma Programme

25 Inclass Days

Available online and face-face

This qualification is accredited by QCTO and the material covers SAQA QUAL ID 121151 at a NQF level 6 worth 134 credits

Module	Johannesburg & Online	Cape Town & Online
Module 1 : Organisational Success and Sustainability (5 Days)	• 16-20 February 2026 • 18-22 May 2026 • 17-21 August 2026 • 9-13 November 2026	• 16-20 February 2026 • 18-22 May 2026 • 17-21 August 2026 • 9-13 November 2026
Module 2 : Effective Talent Management (5 Days)		
Module 3 : Learning and Development (5 Days)		
Module 4: Employment Relations (5 Days)		
Module 5: Human Resource Management Services (5 Days)		

Advanced Occupational Certificate: Learning and Development Professional (QCTO) NQF L6

**This course is to be accredited by the QCTO and material covers SAQA ID 121276 at NQF level 6 worth 280 credits
Can be offered as a learnership. Employers are eligible to receive a R22,400.00 tax rebate from SARS for each learner on a learnership.**

[illegible]

Occupational Certificate: Data Science Practitioner (QCTO) NQFL 5

This is a 12-month programme

30 inclass Days

Available online and face-face

This qualification is accredited by QCTO and the material covers SAQA QUAL ID 118708 at a NQF level 5 worth 185 credits

Module	Johannesburg & Online	Cape Town & Online
Module 1: Introduction to Data Science and Analysis (5 Days)	09-13 February 2026 11-15 May 2026 03-07 August 2026 16-20 November 2026	09-13 February 2026 11-15 May 2026 03-07 August 2026 16-20 November 2026
Module 2: Understanding Computing Theory (5 Days)		
Module 3: Basic Statistics for Data Analytics (5 Days)		
Module 4: Data Science and Data Analysis (5 Days)		
Module 5: Data Science and Visualisation (5 Days)		
Module 6: Becoming a Professional Data Analyst (5 Days)		

National Certificate in Fast Food Services NQF L3

26 in-class days:

Available online and face-face

This course is to be accredited by the Cathsseta and material covers SAQA ID 14115 at NQF Level 3 worth 133 credits
Can be offered as a learnership. Employers are eligible to receive a R22,400.00 tax rebate from SARS for each learner on a learnership.

Module	Johannesburg	Cape Town
Module 1: Fundamentals of the Hospitality Industry (4 Days)	Dates to be confirmed (in-house, available on request)	Dates to be confirmed (in-house, available on request)
Module 2: Management of Stock (2 Days)		
Module 3: Food Production (5 Days)		
Module 4: Food Service (2 Days)		
Module 5: Financial Administration (2 Days)		
Module 6: Service Excellence (2 Days)		
Module 7: Communication & Personal Development (3 Days)		
Module 8: Basic Computer Skills (2 Days)		
Module 9: First Aid (2 Days)		
Final Practical Summative Assessments (2 Days)		

National Certificate in Food & Beverage Services NQF L4

24 in-class days:

Available online and face-face

This course is to be accredited by the Cathsseta and material covers SAQA ID 14113 at NQF Level 4 worth 138 credits
Can be offered as a learnership. Employers are eligible to receive a R22,400.00 tax rebate from SARS for each learner on a learnership.

Module	Johannesburg	Cape Town
Module 1: Fundamentals of the Hospitality Industry (3 Days)	Dates to be confirmed (in-house, available on request)	Dates to be confirmed (in-house, available on request)
Module 2: Communication and Customer Service (3 Days)		
Module 3: Safety in Food & Beverage Service (3 Days)		
Module 4: Food & Beverage Service (5 Days)		
Module 5: Process Payments & Stock Management (3 Days)		
Module 6: Personal Development (3 Days)		
Module 7: Basic First Aid (2 Days)		
Final Practical Summative Assessment (2 Days)		

[illegible]

Occupational Certificate: Office Supervisor (QCTO) SAQA ID 118740 NQF L5 credits 240

25 in-class days:

Available online and face-face

This programme is to be accredited by the QCTO and material covers SAQA ID 118740 at NQF Level 5 worth 240 credits
Can be offered as a learnership. Employers are eligible to receive a R22,400.00 tax rebate from SARS for each learner on a learnership.

	Module	Johannesburg	Cape Town
	Knowledge Modules	Dates to be confirmed (in-house, available on request)	Dates to be confirmed (in-house, available on request)
Learning Programme 1 (4 Days)	Role, Functions and Fundamentals of Office Supervision, Level 5, 25 Credits.		
Learning Programme 2 (4 Days)	Communications, Level 5, 25 Credits		
Learning Programme 3 (4 Days)	Internal Controls in an Office Environment, Level 5, 25 Credits		
	Practical Modules		
Learning Programme 4 (2 Days)	Provide Planning Support on Recruitment, Selection and Disciplinary Processes of an Organisation, Level 5, 10 Credits		
Learning Programme 5 (2 Days)	Coaching and Mentoring of Personnel Clerks, Filing Clerks and Data Capturers in an Office Environment, Level 5, 10 credits		
Learning Programme 6 (4 Days)	Organising and Coordinating Work Activities, Level 5, credits 10; Handle Internal Communications within an Office Environment, Level 5, Credits 15 Handle Conflicts and Solve Problems within an Office Environment, Level 5, credits 10		
Learning Programme 7 (4 Days)	Organising and Coordinating Work Activities, Level 5; credits 10 Handle Internal Communications within an Office Environment, Level 5, credits 15 Handle Conflicts and Solve Problems within an Office Environment, Level 5, credits 10		
Learning Programme 8 (Work Experience Modules)	Recruitment, Selection and Discipline Maintenance Support, Level 5, credits 10 Scheduling and Coordination of Various Activities in and Outside Own Department, Level 5, credits 15 Coaching, Mentoring and Team Building, Level 5, credits 10 Communications, Level 5, credits 25 Conflict Resolution in an Office, Level 5, credits 10 Office Internal Controls, Level 5, credits 10 Office Financial Controls, Level 5, credits 10		
	Final Integrated Summative Assessment (1 Day)		

Occupational Certificate: Management Assistant (QCTO) SAQA ID 101876 NQF L5 credits 316

25 in-class days:

Available online and face-face

This programme is to be accredited by the QCTO and material covers SAQA ID 334302001 at NQF Level 5 worth 316 credits
Can be offered as a learnership. Employers are eligible to receive a R22,400.00 tax rebate from SARS for each learner on a learnership.

Module	Johannesburg	Cape Town
	Dates to be confirmed (in-house, available on request)	Dates to be confirmed (in-house, available on request)
Module 1: Office Protocol	STARTING DATES: GROUP 1: 16-20 FEBRUARY 2026 STARTING DATES: GROUP 2: 11-15 MAY 2026 STARTING DATES: GROUP 3: 24-28 AUGUST 2026 STARTING DATES: GROUP 4: 09-13 NOVEMBER 2026	STARTING DATES: GROUP 1: 16-20 FEBRUARY 2026 STARTING DATES: GROUP 2: 11-15 MAY 2026 STARTING DATES: GROUP 3: 24-28 AUGUST 2026 STARTING DATES: GROUP 4: 09-13 NOVEMBER 2026
Module 2: Business Communications		
Module 3: Create & Manage Business Documents		
Module 4: Finance, Resource & Procurement		
Module 5:		

Renewable Energy Workshop Assistants (QCTO) – 24 DAYS NQF L 4 (SP-210602)

24 in-class days:

Available online and face-face

This Skills Programme is accredited by the Quality Council for Trades and Occupations (QCTO) – (SP-210602) and covers unit standards at NQF Level 4 worth 24 credits

Module	Module Dates (Online & Classroom)
Block 1: Introduction to Renewable Energy & Safety Legislation, Work & Career Orientation	3 Days
Block 2: Fundamentals of Electricity, Hand & Power Tools, Soldering and marking-off equipment and wiring techniques	4 Days
Block 3: Practical Module: Mitigating Hazards, Hand tools and power tools	3 Days
Block 4: Workplace Module I: Workplace Hazards	5 Days
Block 5: Workplace Module II: Finance for Renewable Energy Workshop Assistants	5 Days
Block 6: Workplace Module III: Customer Care, Final Assessment	4 Days

Terms & Conditions:

1. Fees:

- All fees are current at the time of going to print; however, we reserve the right to change them.

2. Additional Delegate Rates:

- Discounted delegate rates apply when bookings are made at the same time on the same course, see special rates, group rates and early bird specials for more information.

3. Confirmation Instructions:

- On Imsimbi's receipt of the returned and completed booking form we will issue a confirmation letter detailing your participation in the training event. This includes a location map with directions and venue details and starting times.
- Thereafter once an invoice and confirmation letter has been sent to you, the booking has been confirmed and the payment is due.

4. Attendance:

- Please note that no learner will be permitted to attend any training course without proof of payment or an order no.

5. Delegate Substitution:

- Substitutes can be made at any time without incurring a penalty. Please inform us **in writing** so we can make the necessary arrangements for the new learner.

6. Payment:

- Payment can be made by cheque or by electronic transfer, and must be received 7 working days from the date of the invoice.
- Please quote the reference number from your invoice so that payments can be tracked.

7. Cancellations:

- **All cancellations must be done in writing and emailed directly to Imsimbi Training at least 4 working days before the start of the course to allow us to cancel with our suppliers. If less than 3 working days, you can only send a replacement.**
- Inform us immediately if you have to re-schedule or cancel the booking so that we can inform the caterers and conference venue. Else this will be for your account.
- The following charges apply if you cancel:
 - 11 - 28+ working days before a course = 15% of the course fee
 - 6 – 10 working days before a course = 20% of the course fee
 - 4 – 6 working days before a course= 30% of the course fee
 - 1-3 working days before a course = 50% of the course fee
 - No show on the day of the course = 100% of the course fee

8. Special Meals: Please note that we do provide halaal friendly meals on request..

9. Public Course Running

All Imsimbi public courses **will ONLY go ahead if we have at least 6 (six) delegates confirmed**. Imsimbi reserves the right to postpone courses below six (6) delegates to a future date. Venues given are only tentative hence they depend on availability. As a result, Imsimbi reserves the right to change venues. Please confirm with our consultant before booking your flights and accommodation.

10. Transfers & Postponements:

- The transfer option only applies to delegates who are transferring to a different date for the same course.
- Transfers can only be made up to **4 working days prior to the course**, after which point the registration is considered to be a cancellation or alternatively a replacement/s should be sent.
- Any approved postponements **less than 3 working days** from start of the course **will attract a R1000 administration fee**.

11. Qualifications & Learnerships. Once you have commenced or confirmed attendance you are liable for the full cost of the training. There are no cancellations or replacements allowed.

12. Once you have booked with us legal obligations arise and your right to refund of monies charged to you or paid in any other way agreed by us, are limited by our terms & conditions. You must not make any booking unless you understand and agree to all our terms and conditions. Once a booking is made, it is deemed that you have read and understood the terms and conditions for such a booking. If you have any queries, please contact us before making any booking for any course. Once a booking is made for the course, it is deemed that you have read and understood the terms and conditions for such a booking.

13. **Refunds** should be requested in writing to our Sales consultant who processed your booking. All refunds should be accompanied by a signed and stamped bank letter of the account the payment was made from. Refunds will only be made back into **the same account the payment was made from** and any other arrangements should be accompanied by an authorisation letter from the Finance/HR/Training Manager or higher on a signed and stamped letterhead. All refunds which are not as a result of Imsimbi's fault will be charged an **admin fee of 10% of the invoice value**. All qualifying refunds will be processed **21 working days from the date Imsimbi has been notified of the cancellation**.

14. **Hard Copy Training Material**. There are **no hard copy materials provided for Online training**. They can however, be **provided at an additional cost upon request**. Please contact our Sales Consultants for arrangements.

15. Protection of Personal Information

15.1 The Protection of Personal Information Act (POPI) seeks to protect your personal information and explains what we may and may not do with it. Kindly refer to the Imsimbi Policy for further information on how we use your personal information.

15.2 Once you register for any of Imsimbi courses, you are required to supply us with personal data which includes, your name, contact details, physical address, ID/Passport number and /copy, gender and email address, company name, vat number, educational qualifications. Kindly ensure all details provided are true and correct to the best of your knowledge. Imsimbi Training commits itself to taking all reasonable steps to protect the personal information of users and shall comply with the Protection of Personal Information Act ("POPI") in this regard.

15.3 Upon submitting your booking or registration form, you are consenting to Imsimbi Training using your personal data for the purposes of attaining your qualification with the Setas in line with our POPIA policy.