



FURAHIA Skills Training Solutions

Introduction

Established in 2017, Furaha Solutions is a Skills training and Skills technology company. We offer basic industry focused **learnerships** and **apprenticeships**; accredited and non-accredited **short learning programmes**; we facilitate **YES 4 Youth** on behalf of our clients and offer supervisory to high level executive **management training**. Our customized training solutions utilize cutting edge technology in the form of our **Learning Management System (LMS)** and **Skills Gap Analysis** platform that can be provided data free.

Our National Network

A national network of on-site and off-site training is enhanced throughout our branches, in order to respond to a client's training requests anywhere within South Africa. Through our national network we can provide national training solution.





Learnerships & Apprenticeships

BUSINESS SERVICES				MANUFACTURING & ENGINEERING			
LEARNERSHIP	NQF	SAQA	DURATION	LEARNERSHIP	NQF	SAQA	DURATION
NC: Generic Management: Customer Management	5	59201	12 Months	FETC: Food Manufacturing Management	4	5/712	12 Months
NC: Banking	5	61589	12 Months	FETC: Production Technology	d	58779	12 Months
FETC: Marketing	2	67464	12 Months	NC: Production Technology	3	58785	12 Months
FETC: Labour Recruitment Services	2	58063	12 Months	NC: Production Technology	2	58781	12 Months
NC: Business Administration Services	1	23833	12 Months	NC (GETC): Manufacturing, Engineering and Related Activities	7	23253	12 Months
NC: Contact Centre Support	2	71490	12 Months	GETC: Food and Beverage Handling Processes	1	58026	12 Months
NC: Hygiene & Cleaning	3	57937	12 Months	NC: Manufacturing, Engineering and Related Activities	2	23253	12 Months
GETC: Business Practice	3	61755	12 Months	NC: Welding Application and Practice (Steel Weld) LP 58534	3	23253	12 Months
NC: Contact Centre Support LP73269	5	71490	12 Months	NC: Welding Application and Practice	4	57886	12 Months
NC: Business Administration Services LP23655	2	61595	12 Months	(AI Positions Mechanical Engineering LP 58535 /	4	57887	12 Months
FETC: Business Administration Services LP35928	3	61595	12 Months	FETC: Welding Application and Practice	d	5/712	12 Months
NC: Management LP23654	5	83946	12 Months	FETC: Food Manufacturing Management	3	58779	12 Months
NC: Generic Management LP60269	5	59201	12 Months	FETC: Production Technology	2	58785	12 Months
NC: New Venture Creation (SMME)	5	49648	12 Months	NC: Production Technology	7	58781	12 Months
NC: Contact Centre and Business Process Outsourcing	2	93997	12 Months	NC: Production Technology	1	23253	12 Months

BUSINESS SERVICES				MANUFACTURING & ENGINEERING			
LEARNERSHIP	NQF	SAQA	DURATION	LEARNERSHIP	NQF	SAQA	DURATION
NC: Labour Relations Practice LP48641	1	23853	12 Months	GETC: Food and Beverage Handling Processes	3	23253	12 Months
GETC: Domestic Services	2	50080	12 Months	NC: Manufacturing, Engineering and Related Activities	4	23253	12 Months
FETC: Project Management	3	93996	12 Months	NC: Welding Application and Practice (Steel Weld) LP 58534	4	57886	12 Months
FETC: Contact Centre Operations	3	57712	12 Months	NC: Welding Application and Practice	d	57887	12 Months
FETC: Generic Management: General Management	5	59201	12 Months	(All Positions Mechanical Engineering LP 58535)	3	57712	12 Months
				FETC: Welding Application and Practice	2	58779	12 Months

CONSTRUCTION				AGRICULTURE			
LEARNERSHIP	NQF	SAQA	DURATION	LEARNERSHIP	NQF	SAQA	DURATION
GETC: Construction	2	49411	12 Months	NC: Animal Production	8	124123	12 Months
NC: Construction Road Works	3	24133	12 Months	NC: Plant Production	2	24273	12 Months
NC: Construction Road Works	2	24173	12 Months	NC: Wool and Mohair Handling	3	65409	12 Months
NC: Community House Building	3	24273	12 Months	NC: Plant Production	2	65949	12 Months
NC: Building and Civil Construction	2	65409	12 Months	NC: Animal Production	2	489/6	12 Months
FETC: Supervision of Construction Processes	3	65949	12 Months	NC: Mixed Farming Systems	8	48975	12 Months
GETC: Construction	2	49411	12 Months	NC: Animal Production	2	50228	12 Months
NC: Construction Road Works	3	24133	12 Months	NC: Plant Production	3	48972	12 Months
NC: Construction Road Works	2	24173	24173	NC: Wool and Mohair Handling	2	48970	24173

WHOLESALE & RETAIL				HOSPITALITY			
LEARNERSHIP	NQF	SAQA	DURATION	LEARNERSHIP	NQF	SAQA	DURATION
FETC: Wholesale & Retail Management	4	57712	12 Months	NC: Garing Operations	3	63769	12 Months
NC: Wholesale and Retail Operations	3	63409	12 Months	FETC: Gaming Supervision	A	59098	12 Months
NC: Wholesale & Retail Distribution	2	49280	12 Months	NC: Accommodation Services	2	14110	12 Months
NC: Wholesale and Retail Operations	7	58206	12 Months	FETC: Hospitality Reception LP59790	4	64469	12 Months
				NC: Professional Cookery	3	14111	12 Months
				NC: Food and Beverage Services	A	14113	12 Months

TRANSPORTATION & LOGISTICS				INSURANCE			
LEARNERSHIP	NQF	SAQA	DURATION	LEARNERSHIP	NQF	SAQA	DURATION
NC: Freight Handling	2	23233	12 Months	Further Education and Training Certificate: Short-Term Insurance	4	49929	12 Months
GETC; Transport	3	57886	12 Months				
NC; Professional Driving	4	57887	12 Months				
NC: Freight Handling	3	57831	12 Months				
GETC; Transport	3	59300	12 Months				

INFORMATION TECHNOLOGY				EDUCATION, TRAINING AND DEVELOPMENT			
LEARNERSHIP	NQF	SAQA	DURATION	LEARNERSHIP	NQF	SAQA	DURATION
National Certificate: Information Technology: End User Computing	3	61591	12 Months	FETC: Early Childhood Development	4	58761	12 Months
National Certificate: Information Technology: End User Computing	4	61591	12 Months				
Further Education and Training Certificate: Information Technology Technical Support	4	78964	12 Months				
Further Education and Training Certificate: Information Technology: Systems Development	4	78965	12 Months				
National Certificate: Information Technology: Systems Support	4	48573	12 Months				
National Certificate: Information Technology: Systems Development	5	48872	12 Months				

HIGHER EDUCATION QUALIFICATIONS				APPRENTICESHIPS		
TITLE	NQF	SAQA	CREDITS	TITLE	NQF	SAQA
BCom Honors in Operations and Quality Management	8	102234	120	Rigger Apprenticeship	3	23813
Advanced Diploma in Operations Management	7	98910	120	Welder Apprenticeship	4	23631
Diploma in Operations Management	6	59509	360	Diesel Mechanic Apprenticeship	d	23624
Advanced Certificate in Logistic Management	6	91995	120	Turner Apprenticeship	d	23278
Advanced Certificate in Operations Management	6	91993	120	Fitting including Machining Apprenticeship	d	23627
Higher Certificate in Operations Management	5	98826	120	Fitter & Turner Apprenticeship	d	23626
Higher Certificate in Business Management	5	93712	120	Plumber Apprenticeship	4	91782
				Occupational Certificate: Carpenter	4	94022
				Occupational Certificate: Bricklayer	4	93627
				Electrician Apprenticeship	4	23625
				Millwright (Electro-Mechanical) Apprenticeship	d	23633
				Plater Boilermaker Apprenticeship	4	23630
				Instrument Mechanician Apprenticeship	5	23628
				FULL APPRENTICESHIPS		
				Full apprenticeship accreditation at our Klerksdorp training centre; Bricklayer		8 months Training and 18 months Workplace
				Full apprenticeships accreditation at our Klerksdorp training centre; Plumber		8 months Training and 18 months Workplace
				Top-up Training Pre-trade Test		10 days
				Trade Test Preparations		5 days

A photograph of two men in a workshop setting. The man on the left is older, bald, and wears glasses and a dark t-shirt. The man on the right is younger, with short dark hair, and wears safety glasses and a dark jacket over a light shirt. They are both looking down at a piece of metal on a workbench. The background shows industrial equipment. The entire image has a teal overlay, and the text 'Short Learning Programmes' is centered over it. The word 'Programmes' is in yellow, while the rest is white. A decorative patterned border is visible on the far right edge.

Short Learning Programmes

SHORT LEARNING PROGRAMMES

List of Furaha short learning programmes aligned to the amended BBBEE Codes of Good Practice Learning Programme Matrix

VOCATIONAL SKILLS PROGRAMMES

Accredited credit-bearing short learning programmes, qualifying as Category E = 100% recognition of spend

NQF	CREDITS	SLP #	SKILLS PROGRAMME TITLE	SETA
1	102234	SP001	Customer Service	TETA
1	98910	SP0878/14-17	Understanding of Quality Indicators in Manufacturing*	merSETA
2	59509	SP002	Personal Mastery	SSETA
2	91995	SP008	Manage Time and Work Processes within a Business Environment	SSETA
2	91993	SP052	Introduction to Personal Success in the Workplace	SSETA
2	98826	SP059	Starting a SMME New Venture	SSETA
3	93712	SP016	Cultivate Positive Workplace Relationships	SSETA
3		SP017	Reception Area Management	SSETA
3		SP042	Providing Excellent Customer Service in a Contact Centre/BPO	SSETA
3		SP050	Building Positive Relationships in a Contact Centre/BPO	SSETA
3		SP040	Managing Stress in a BPS Environment	SSETA
3		SP051	Understanding, and Functioning Successfully in, a Business Environment	SSETA
3		SP068	The role, and Activity, of Research and Reporting in Business Administration	SSETA
4		SP019	Organising as a Management Function	SSETA
4		SP020	Planning as a Management Function	SSETA
4		SP021	Leading as a Management Function	SSETA
4		SP022	Principles of Contact Centre Operations	SSETA
4		SP024	Office Stock Management	SSETA
4		SP026	Contact Centre Customer Handling	SSETA

NQF	CREDITS	SLP #	SKILLS PROGRAMME TITLE	SETA
4	12	SP029	Manage Logistics Operations	TETA
4	3	SP030	Mentoring	TETA
4	21	SP035	Management Control	SSETA
4	25	SP041	Contact Centre Customer Handling	SSETA
4	26	SP054	Identifying and Solving Problems Related to Ethical Recruitment Practices	SSETA
4	22	SP055	Business Mathematics	SSETA
4	10	SP056	Communicating with Customers of a Contact Centre/BPO	SSETA
4	26	SP058	Positioning and Promoting Products to Meet Customer Needs	SSETA
4	18	SP0225/07-17	Measurements and statistics within quality control*	merSETA
5	12	SP015	Develop, Implement and Evaluate a Project Plan	SSETA
5	12	SP028	Managing the Finances of a Department	SSETA
5	10	SP034	Analyse and Communicate Compliance in the Workplace	SSETA
5	6	SP036	Managing Workplace Diversity	SSETA
5	9	SP045	Recruit and Select Candidates	SSETA
5	10	SP057	Financial Management and Best Practice	SSETA
5	20	SP061	Facilitate and Evaluate Learning	ETDPSETA
5	18	SP062	Conduct Skills Development Facilitation	ETDPSETA
5	15	SP063	Conduct Outcomes-Based Assessment	ETDPSETA
5	32	SP066	Customer Management	SSETA
5	6	SP067	Relationship Management	SSETA
6	10	SP064	Conduct Moderation of Outcomes-Based Assessments	ETDPSETA

* Individual regions (PMI) must ensure that they have merSETA approval and are linked to the merSETA profile

HIGHER EDUCATION SHORT LEARNING PROGRAMMES

Offered as either credit bearing or non-credit bearing.

NQF	PROGRAMME TITLE
5	Academic Literacy
5	Logistics Management 1
5	Human Resource Management 1
5	Production Management 1
5	Quality Management 1
5	Operations Management 1
5	Financial Management 1
5	Information Technology 1
5	Purchasing and Inventory Management
5	Business Management & Entrepreneurship
5	Business Communication
5	Entrepreneurship
5	Marketing
5	Fundamentals of Accounting
5	Fundamentals of Project Management
5	Productivity & Work Study

SHORT COURSES AND WORKSHOPS

Non-accredited short learning programmes (not linked to NQF).

NQF	PROGRAMME TITLE
SLP_ICCA	Communication Skills 1 Bridging Programme
SLP_ICCB	Communications Skills 2 Bridging Programme
SLP_OMDLS	Logistic Skills
SLP_OMDBS	Business Skills
SLP_OMDHR	Human Resource Skills
SLP_OMDHD	Handling Discipline
SLP_OMDPS	Production Skills
SLP_OMDPW	Productivity and Work Study
SLP_OMDPPC	Production Planning and Control
SLP_OMDPS	Project Management Skills
SLP_OMDFL	First Line Management
SLP_OMDTQS	Total Quality Skills
SLP_OMDQTC	Quality Tools and Concepts
SLP_OMDSQP	Statistical Quality and Process Control
SLP_FOPM_SP	Fundamentals of Purchasing Management
SLP_PPC_SP	Project Planning and Control
SLP_LL_SP	Labour Law
SLP_W01	Consensus Building & Conflict Management
SLP_W02	Customer Service
SLP_W03	Excellence in Customer Service
SLP_W05	Introduction to Social Media in Customer Service

SHORT COURSES AND WORKSHOPS

Non-accredited short learning programmes (not linked to NQF).

NQF	PROGRAMME TITLE
SLP_W06	Building Support Systems and Managing Resources in an Office Environment
SLP_W09	Cultural Diversity and Business Etiquette
SLP_W10	Business Skills and Personal Success in the Workplace
SLP_W11	Business Communications
SLP_W12	Communications Skills
SLP_W13	Basic Numeracy Skills
SLP_W14	Workplace Numeracy Skills
SLP_W15	You Can Sell
SLP_W16	Introduction To 5s (Lean Management/Production)
SLP_W17	Decision-Making & Problem-Solving
SLP_W18	Knowledge Management
SLP_W19	Presenting Yourself Perfectly (Business Presentations)
SLP_W20	Strength in Team Work
SLP_W21	Project Management
SLP_W22	Money Matters
SLP_W23	Finance for Non - Financial Managers
SLP_W24	Fundamentals of Financial Management
SLP_W25	Markets and Marketing
SLP_W26	Finding and Choosing the Right People for a Team/Task
SLP_W27	Your Role as A Supervisor
SLP_W28	Thriving and Surviving in Change

SHORT COURSES AND WORKSHOPS

Non-accredited short learning programmes (not linked to NQF).

NQF	PROGRAMME TITLE
SLP_W29	Leadership That Gets Results
SLP_W30	Relationship Management
SLP_W31	Self-Management
SLP_W32	Strive to Excellence in Leadership (based on the 8 Pillars of Excellence by John C Maxwell)
SLP_W33	Workplace Harassment**
SLP_W34	Diversity and Managing Diversity in the Workplace **
SLP_W35	Professionalism at the Frontline
SLP_W36	Describe Products Features and Benefits **
SLP_W37	Find your Voice
SLP_W38	Personal Mastery and EQ for the 4th IR
SLP_W39	Orientation to Global Business Services Environment and Culture
SLP_W40	Excellence in Sales
SLP_W41	Excellence in Debt Collections
SLP_W42	Leading and Coaching Contact Centre Agents
SLP_W43	Identify Customers of a Contact Centre **
SLP_W44	Disability Sensitisation Workshop **
SLP_W45	Introduction to Social Media in Sales
SLP_W46	Thriving in times of change or disruption
SLP_W47	The Art Of Communicating In A Business Setting
SLP_W49	Leading in Times of Stress and Disruption
SLP_W50	Time Management

SHORT COURSES AND WORKSHOPS

Non-accredited short learning programmes (not linked to NQF).

NQF	PROGRAMME TITLE
SLP_W51	Introduction to Industrial Relations in the Workplace
SLP_W52	COVID-19 Awareness and Risk Management **
SLP_W53	Introduction to Successful Sales **
SLP_W54	Supervisory Management: The Basics Of Planning, Organising, Leading, And Controlling
SLP-W55	Reception Area Management and Maintaining a Professional Front Desk **
SLP-W56	Good Phone Etiquette **
SLP-W57	High Intensity Leadership Fitness Programme **
SLP-W58	High Intensity Leadership Fitness Programme_Workshop#1 (including Strengthscope) **
SLP-W59	High Intensity Leadership Fitness Programme_Workshop#2 (including Strengthscope) **
SLP-W60	Employment Equity, Diversity and Inclusion **

*** Can be delivered fully online or via a blended or hybrid model*

Accreditations

- MERSETA (Engineering and Manufacturing)
- CETA (Construction)
- SSETA (Services)
- TETA (Transport)
- W&RSETA (Wholesale & Retail)
- ETDPSSETA (Education, Training and Development Practices)
- MICTSETA (Media, Information, Communication and Technology)
- AGRISSETA (Agriculture)
- H&WSETA (Health and Welfare)
- QCTO (Quality Council for Trades & Occupations)
- NEBOSH
- Department of Labour
- Department of Transport
- Independent Examinations Board (IEB)
- Umalusi
- B-BBEE: Level One Contribution

WE STRIVE TO **CHANGE LIVES,**
THROUGH DESIGNING AND
DELIVERING **WORLD CLASS**
LEARNING CONTENT ON A
WORLD CLASS PLATFORM



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