



COLLEGE AFRICA GROUP

BEE LEVEL 2 Company

Discover your Potential

Soft Skills short training courses

College Africa Group - History

Fynbosland 248 cc was formed in 2003 and underwent a name change to EasyExcel CC (2009) and converted to College Africa Group (Pty) Ltd 2015/053669/07 in 2015. We have been training since 2003.

We are a BEE Level 2 Company rating, 51% Black owned. Our new Shareholders purchased into College Africa Group (CAG) on 1 March 2019.

College Africa Group is based in South Africa and provides specialised custom learning solutions across Africa. CAG was established to address the skills shortages in Africa and is a BEE Level 2 and a multiple SETA accredited Company.

Our specially designed training workshops address current issues and trends. Our expert facilitators are willing to share their vast knowledge and experience via interactive training sessions.

We ensure that every delegate interacts in the workshop and that they receive personalised attention throughout the training.

College Africa Group is helping people in Africa to **DISCOVER THEIR POTENTIAL** through learning.

Mission Statement

CAG's mission statement is **Discover your Potential**. It is our goal to assist every citizen to **Discover their Potential** and to create employment and business opportunities for those with the Entrepreneurial spirit and improve their financial and social standing.

SETA Accredited qualifications

College Africa Group is accredited by MICT and Services SETAS for the following qualifications.

- New Venture Creation 66249
- Generic Management 57712 LP 74630:
- Project Management 50080
- End User Computing 61591
- Technical Support 78964

College Africa Group presents many non- accredited short courses, such as;

Microsoft office and IT

- Microsoft Excel, Word, Access, Outlook and PowerPoint all levels up to Super Advanced
- Executive Excel, Magic Excel, SharePoint, VBA, PowerBi, PowerPivot and Excel Dashboards.
- We have TEN days advanced Excel and IT training and we have only started.
- MS Project
- We understand Business trends and remain relevant to new techniques and packages.
- We offer Microsoft Office and MS Project courses online.

Soft Skills training short courses

Popular short courses. These courses are non-accredited and mainly one or two days in length.

- Leadership for Women
- Minute Taking and meeting protocol
- Project Management essentials theory
- Finance for Non-Finance
- New Colour Accounting creative training for non - Financial employees.
- Team building
- Basic computing
- Touch typing and keyboarding
- HR for Non-HR

The following Soft skills courses are currently available others. In most cases we can customised the training, to accommodate your requirements.

Our training Methodology

Our Professional training will empower everyone in any Organisation to allow their employees to **DISCOVER THEIR POTENTIAL** and reap the benefits and rewards.

- Our delivery is practical, hands on and interactive.
- We ensure that everyone gets personalised attention.
- Our Expert facilitators hold Degrees and have been captains of industry. They share their vast experience with the delegates.
- Every delegate receives a well- designed and professional manual.
- Electronic certificates of attendance are issued for short courses.
- Skills gap training is also offered.
- Post course feedback and assessments are completed after each day's training.

Who should attend our professional, trendy, business relevant workshops

- These courses are aimed at all levels, junior, middle, upper level managers
- CEO's, Executives and MD's
- Systems Analysts - Finance Managers -Business Analysts
- HR ManagersGovernmental Organisations - Sales Managers - NGO'S
- Lawyers – Bankers - IT Managers - Consultants

Some of the benefits are:

- Exclusivity. In case of an emergency the employee can be released to attend to the emergency.
- Cost savings – Large group discounts.
- College Africa Group can incorporate your ACTUAL work documents into the training
- The course can be customised to meet your specific needs and requirements.
- Consultancy services are offered.

Our Facilitation Team

Our Facilitation team are recognised accredited expert facilitators who have decades of practical work experience which they will share during the workshops. They are also authors of many Excel, Soft skills and Microsoft Office eBooks, videos and publications.

Services

College Africa Group offers consultancy, administrative, payroll, Digital, Website and many other services for Micro, Small and Medium sized businesses.

For more information, contact Arnold at sales@collegeafricagroup.com or direct on 083 778 4903.

A comprehensive list of our soft skills training library and offering. If you require a course not reflected above, please contact Arnold at sales@collegeafricagroup.com or direct on 083 778 4903.

Ref. No.	Course	Code
1	Accounting Essentials	ms2
2	Achieving Consensus	ms3
3	Achieving Results	ms4
4	Advanced Business Writing	ms5
5	Advanced Communication Skills	ms6
6	Appraising Performance	ms7
7	Attitude	ms8
8	Behaviour Based Interviewing	ms9
9	Better Business Writing	ms10
10	Beyond Customer Service	ms11
11	Bullying and Sexual Harassment	EE1
12	Business Accounting	ms12
13	Business Case Writing	ms13
14	Business Crisis Management	ms14
15	Business Ethics	ms15
16	Business Etiquette	ms17
17	Business Etiquette & Professionalism	ms16
18	Business Writing	ms18
19	Call Centre	ms21
20	Call Centre Management	ms19
21	Call Centre Success	ms20
22	Career Guidance Pack	EE2
23	Change Management	ms23
24	Change Management for Managers	ms22
25	Client Relationship Management	ms24
26	Coaching	EE3
27	Coaching	ms29
28	Coaching and Counselling	ms26
29	Coaching and Counselling 1	ms25
30	Coaching Essentials	ms27
31	Coaching in the Workplace	ms28
32	Communicating Across Cultures	ms30
33	Communicating with Employees	ms31
34	Communication Skills	EE4
35	Communication Skills for Leaders	ms32
36	Concentration!	ms33
37	Conducting Meetings	ms34
38	Conflict Management	ms35
39	Consulting Skills	ms36
40	Coping with Workplace Grief	ms37
41	Correcting Performance Problems	ms38
42	Creating a Learning Organization	ms39
43	Creating a Winning Management Style	ms40
44	Creating and Maintaining Life Balance	ms41

45	Creating Rapport	ms42
46	Creating Your Skills Portfolio	ms43
47	Creative Decision Making	ms44
48	Critical Thinking	ms46
49	Critical Thinking 1	ms45
50	Customer Care	EE5
51	Customer Satisfaction	ms47
52	Customer Service	ms49
53	Customer Service in the Information Age	ms48
54	Customer Service Via Phone and Email	ms50
55	Dealing with Challenging Customer Interact	ms51
56	Dealing with Difficult People	EE6
57	Delegation Skills	EE7
58	Delivering Effective Training Sessions	ms52
59	Design Yourself	ms53
60	Developing and Presenting Successful Training for non - Training personnel	ms54
61	Developing Positive Assertiveness	ms55
62	Developing Self-Esteem	ms56
63	Developing Yourself as a Leader	ms57
64	Direct Marketing Techniques	ms59
65	Direct Marketing Techniques 1	ms58
66	Disciplinary Training	EE8
67	Diversity	EE9
68	Diversity	ms60
69	Dynamics of Diversity	ms61
70	E mail Etiquette	ms62
71	Effective Facilitation Skills	ms63
72	Effective Management	ms64
73	Effective Presentations	ms65
74	Effective Sales Management	ms66
75	Effective Time Management	ms67
76	Emotional Intelligence for Managers	ms68
77	Emotional Intelligence Works	ms69
78	Employee Relations	ms70
79	Ethics in Business a Guide for	ms71
80	Event Planning for Everyone	ms72
81	Excellence in Management	ms73
82	Excellence in Service	ms75
83	Excellence in Service advanced	ms74
84	Excellence in Supervision	ms76
85	Excellence in Technical Customer Service	ms77
86	Facilitation Skills for Team Leaders	ms78
87	Fat Free Writing	ms79
88	Feedback Skills for Leaders	ms80
89	Finance Essentials	ms81
90	Financial Analysis	ms82

91	Financial Management	ms84
92	Financial Management - advanced	ms83
93	Finding Your Purpose	ms85
94	Fundamentals of Communication	ms86
95	Fundamentals of Customer Service	ms87
96	Fundamentals of Selling	ms88
97	Getting the Results Without the Authority	ms89
98	Giving and Receiving Performance Feedback	ms90
99	Global Marketing	ms91
100	Go the Extra Mile Workbook 4	ms92
101	Harnessing Innovation Within Teams	ms93
102	Having Tough Talks	ms94
103	HIPAA Awareness-Privacy and Confidential	ms95
104	HIPAA Implementation	ms96
105	Hiring Outstanding Teams	ms97
106	Influencing and Communication	EE10
107	Interviewing Skills	ms99
108	Interviewing Skills for Management	ms98
109	Intro to Business and Finance	EE11
110	Keyboarding & Touch-Typing A to Z	ms100
111	Leadership	EE12
112	Leadership Skills	ms102
113	Leadership Skills for Women	ms101
114	Leading from the Front Being a Leader in	ms103
115	Leading Honourably	ms104
116	Leading in Tough Times	ms105
117	Learning to Lead	ms106
118	Life Coaching	EE13
119	Managing Conflict	ms107
120	Managing Information Effectively	ms108
121	Managing Innovation and Creativity	ms109
122	Managing Multigenerational Teams	ms110
123	Managing Negative People	ms111
124	Managing Organizational Goals	ms112
125	Managing Project Teams	ms113
126	Managing Upward	ms114
127	Marketing Your Consulting or Professional	ms115
128	Media Interviews	ms116
129	Meet Your Customers Needs Workbook 2	ms117
130	Meeting Skills for Leaders	ms118
131	Mentoring	ms119
132	Motivating Your Employees	ms120
133	Motivation	EE14
134	Negotiating	ms122
135	Negotiating Skills	ms121
136	Negotiation Basics	ms123

137	Negotiation Skills	EE15
138	Networking for Success	ms`124
139	New Employee Orientation	ms`125
140	Notes on Graphic Design &	ms`126
141	Office Management	ms127
142	Office Politics	ms128
143	Organizing Your Work Space	ms129
144	Performance Management	ms130
145	Performance Management 1	ms131
146	Personnel Testing	ms132
147	Plan B	ms133
148	Practical Leadership	ms134
149	Preparing for HIPAA Compliance	ms135
150	Preparing for the Behaviour based	ms136
151	Preparing for Your Interview	ms137
152	Presentation Skills	EE16
153	Presentation Skills	ms139
154	Presentation Skills 1	ms138
155	Presentations	ms140
156	Preventing Loss Workbook 9	ms141
157	Problem Solving	EE17
158	Problem Solving for Teams	ms142
159	Problem Solving Skills	ms143
160	Process Improvement	ms144
161	Professional Selling	ms146
162	Professional Selling Over the Phone	ms145
163	Professionalism in the Office	ms`147
164	Project Management	EE18
165	Project Management Essentials	ms148
166	Project Management Professional	ms149
167	Public Presentations	ms150
168	Putting Diversity to Work	ms151
169	Quality Interviewing	ms152
170	Rapid Team Deployment	ms153
171	Recruiting for High Performance	ms154
172	Recruiting the Workforce of the Future	ms155
173	Recruiting Volunteers	ms156
174	Report Writing	EE19
175	results	ms157
176	Risk Assessment	EE20
177	Risk Taking	ms158
178	Sales Management	ms159
179	Sales Negotiation	ms160
180	Sales Prospecting	ms161
181	Sales Skill Basic	ms162
182	Sales Skills	EE21

183	Sales Skills Advanced	ms163
184	Sales Territory Management	ms164
185	Sickness Absence	EE22
186	Strategic Development of Talent	ms165
187	Stress Management	EE23
188	Stress Management	ms166
189	Stress That Motivates	ms167
190	Successful Strategic Planning	ms168
191	Supervising for Success	ms169
192	Surviving Information Overload	ms170
193	Taking Minutes	EE24
194	Team Development & Teambuilding	EE25
195	Team Sponsorship	ms171
196	Technical Presentation Skills	ms172
197	Technical Writing in the Corporate World	ms173
198	Telemarketing Tips from A to Z	ms174
199	Telephone Courtesy & Customer Service	ms175
200	Telephone Skills and Telesales	EE26
201	Telephone Skills from A to Z	MS176
202	The Administrative Assistant	MS177
203	The Basics of Budgeting	MS178
204	The Building Blocks of Business Writing	MS179
205	The Business of Listening	MS180
206	Time Management	MS181
207	Train the Trainer	EE27
208	Training Admin & Icebreakers	EE28
209	Training Methods that Work	MS182
210	Twelve Steps to Self- improvement	MS183
211	Understanding Financial Statements	MS184
212	Understanding Leadership Competencies	MS185
213	Understanding Organizational Change	MS186
214	Using Data to Communicate	MS187
215	Wellness in the Workplace	MS188
216	Working in Teams	ms189
217	Working Together	ms190
218	Writing and Implementing a Marketing Plan	ms191
219	Writing Business Proposals and Reports	ms192
220	Writing Effective E Mail	ms193
221	Writing for a Global Audience	ms194

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ABOUT THE AUTHORS AND FOUNDERS

ARNOLD MUSCAT

Obtained a Bachelor of Commerce degree majoring in Business Management and Economics (UNISA). He also obtained a First Class pass with Institute of Marketing Management (IMM). He has worked in the financial, sales, marketing, manufacturing, production and retail industries attaining positions of General Manager, Finance Director and Managing Director.

Arnold began using spreadsheets in the 1980's when Microsoft Office was being introduced into the workplace and has been a continuous and progressive user of MS office and related programmes for the past 20 years. He has been involved with training since 2003 and is the Managing Director and a Shareholder in College Africa Group, a national training company in Southern Africa.

You can learn more about Arnold at www.arnoldmuscat.co.za and Facebook and LinkedIn.

JENNY MUSCAT

Obtained a Bachelor of Commerce degree majoring in Business Management and Industrial Psychology. She also obtained a Diploma in Public Relations and in Real Estate. She has worked in banking and foreign exchange, marketing, public relations, logistics planning, project management, operations in the transport industry and real estate attaining positions of General Manager and Director.

Jenny has been involved with project management for more than 20 years which included Rugby World Cup 1995 and World Cup Soccer 2010 held in South Africa. She joined the training industry in 2008 and is currently Operations Director and a Shareholder in College Africa Group, a national training company in Southern Africa.

You can learn more about Jenny at www.jennymuscat.co.za.