<table>
<thead>
<tr>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>WELCOME TO THE 2019 UCT STAFF LEARNING AND DEVELOPMENT RESOURCE GUIDE</td>
</tr>
<tr>
<td>THE STAFF LEARNING AND DEVELOPMENT FUNDING POLICY</td>
</tr>
<tr>
<td>BASIC EDUCATION QUALIFICATIONS</td>
</tr>
<tr>
<td>AMENDED SENIOR CERTIFICATE (MATRIC)</td>
</tr>
<tr>
<td>GENERAL EDUCATION AND TRAINING CERTIFICATE (ABET GET CERTIFICATE)</td>
</tr>
<tr>
<td>COMMUNICATION AND INTERPERSONAL SKILLS</td>
</tr>
<tr>
<td>CUSTOMER SERVICE SKILLS</td>
</tr>
<tr>
<td>EFFECTIVE AND SPEEDY READING</td>
</tr>
<tr>
<td>FACILITATION SKILLS</td>
</tr>
<tr>
<td>PRESENTATION SKILLS</td>
</tr>
<tr>
<td>TECHNICAL AND BUSINESS WRITING</td>
</tr>
<tr>
<td>WRITING DEVELOPMENT COACHING PROGRAMMES</td>
</tr>
<tr>
<td>English for Everyone Workshops</td>
</tr>
<tr>
<td>Servicing Officer Programme</td>
</tr>
<tr>
<td>Writing Buddies Workshops</td>
</tr>
<tr>
<td>COMPUTER RELATED SKILLS &amp; ONLINE RESOURCES</td>
</tr>
<tr>
<td>COMPUTER LITERACY – COMPUTERS FOR BEGINNERS</td>
</tr>
<tr>
<td>GIS TRAINING VIA ESRI’S VIRTUAL CAMPUS</td>
</tr>
<tr>
<td>ICTS TRAINING</td>
</tr>
<tr>
<td>SAP</td>
</tr>
<tr>
<td>LEARN ONLINE</td>
</tr>
<tr>
<td>Downloadable Microsoft Office Manuals</td>
</tr>
<tr>
<td>Lynda.com</td>
</tr>
<tr>
<td>Microsoft IT Academy</td>
</tr>
<tr>
<td>SAP SYSTEMS TRAINING – FINANCE MODULE</td>
</tr>
<tr>
<td>STUDENT SYSTEMS TRAINING FOR UCT STAFF</td>
</tr>
<tr>
<td>VULA BASIC TRAINING</td>
</tr>
<tr>
<td>HEALTH AND SAFETY SKILLS</td>
</tr>
<tr>
<td>SAFETY, HEALTH AND ENVIRONMENT (SHE) WORKSHOPS</td>
</tr>
<tr>
<td>Health &amp; Safety Training on Vula (Online Resources)</td>
</tr>
<tr>
<td>INSTITUTIONAL KNOWLEDGE</td>
</tr>
<tr>
<td>BENEFIT INFORMATION SESSIONS</td>
</tr>
<tr>
<td>DEVELOPMENT DIALOGUE TRAINING</td>
</tr>
<tr>
<td>DISCOVER THE RESOURCES AT YOUR LIBRARY</td>
</tr>
<tr>
<td>EMPLOYMENT EQUITY AND RECRUITMENT</td>
</tr>
<tr>
<td>EE Recruitment &amp; Selection for All</td>
</tr>
<tr>
<td>EE Recruitment &amp; Selection for (Chairpersons)</td>
</tr>
<tr>
<td>HOD &amp; Deans</td>
</tr>
<tr>
<td>Disability Training for All Staff</td>
</tr>
<tr>
<td>HEMIS: AN OVERVIEW AND THE STATE FUNDING OF UCT</td>
</tr>
<tr>
<td>INTRODUCTION TO UCT FOR NEW STAFF</td>
</tr>
<tr>
<td>RETIREMENT INFORMATION SESSION</td>
</tr>
<tr>
<td>RETIREMENT SEMINARS (UCTRF)</td>
</tr>
<tr>
<td>MANAGEMENT AND LEADERSHIP SKILLS</td>
</tr>
<tr>
<td>CAPE HIGHER EDUCATION CONSORTIUM (CHEC) – CREATING THE LEADING EDGE (CLE) PROGRAMME</td>
</tr>
<tr>
<td>Basic Financial Management</td>
</tr>
<tr>
<td>Building the Team (Leadership – Part 1)</td>
</tr>
<tr>
<td>Effective Communication</td>
</tr>
<tr>
<td>Goal Setting, Feedback and Coaching (Leadership – Part 3)</td>
</tr>
<tr>
<td>Labour Law for Leaders</td>
</tr>
<tr>
<td>Personal Leadership (Leadership – Part 2)</td>
</tr>
<tr>
<td>Project Management</td>
</tr>
<tr>
<td>The Higher Education Sector: A Broad Overview</td>
</tr>
<tr>
<td>Developing Resilience</td>
</tr>
<tr>
<td>Managing Conflict and Negotiating Effectively</td>
</tr>
<tr>
<td>Working with Complexity</td>
</tr>
<tr>
<td>FIRST LINE MANAGEMENT (ENTRY LEVEL)</td>
</tr>
<tr>
<td>FIRST LINE MANAGEMENT (INTERMEDIATE LEVEL)</td>
</tr>
<tr>
<td>HERS-SA ACADEMY 2019</td>
</tr>
<tr>
<td>HERS-SA MINI ACADEMY 2019</td>
</tr>
<tr>
<td>LEAD Q</td>
</tr>
<tr>
<td>MANAGING TROUBLED EMPLOYEES – USEFUL TOOLS TO ENHANCE PERFORMANCE</td>
</tr>
<tr>
<td>MENTORING SKILLS FOR LEADERS</td>
</tr>
<tr>
<td>MENTORING SKILLS FORUM – COMMUNITY OF PRACTICE (CoP)</td>
</tr>
<tr>
<td>ORGANISATIONAL HEALTH: MANAGING THE MEDICO-LEGAL MINEFIELD</td>
</tr>
<tr>
<td>OCCUPATIONAL QUALIFICATIONS</td>
</tr>
<tr>
<td>CERTIFICATE IN BUSINESS ADMINISTRATION</td>
</tr>
<tr>
<td>CERTIFICATE IN MANAGEMENT</td>
</tr>
<tr>
<td>PERSONAL/SELF LEADERSHIP SKILLS</td>
</tr>
<tr>
<td>ASSERTIVENESS @ WORK</td>
</tr>
<tr>
<td>MANAGING STRESS</td>
</tr>
<tr>
<td>MONEY SENSE</td>
</tr>
<tr>
<td>WORK Q</td>
</tr>
<tr>
<td>PLANNING, ORGANISING AND IMPLEMENTING</td>
</tr>
<tr>
<td>DECIDE PRIORITIES, MANAGE YOURSELF</td>
</tr>
<tr>
<td>PROJECT MANAGEMENT: AN INTRODUCTION</td>
</tr>
<tr>
<td>RESEARCH SUPPORT SKILLS</td>
</tr>
<tr>
<td>ELECTRONIC RESEARCH ADMINISTRATION (ERA) SYSTEMS TRAINING</td>
</tr>
<tr>
<td>EMERGING RESEARCHER PROGRAMME (ERP)</td>
</tr>
<tr>
<td>INDUCTION COURSE ON THE ADMINISTRATION OF RESEARCH CONTRACTS</td>
</tr>
<tr>
<td>INDUCTION / REFRESHER COURSE ON RESEARCH CONTRACTS, INTELLECTUAL PROPERTY, RESEARCH FUNDS MANAGEMENT AND ADMINISTRATION (RCIPs)</td>
</tr>
<tr>
<td>RESOURCE MANAGEMENT</td>
</tr>
<tr>
<td>UNDERSTANDING BASIC ACCOUNTING CONCEPTS</td>
</tr>
<tr>
<td>TEACHING AND LEARNING</td>
</tr>
<tr>
<td>CAPE HIGHER EDUCATION CONSORTIUM – QUALITY TEACHING IN HIGHER EDUCATION (QTHE) PROGRAMME</td>
</tr>
<tr>
<td>CENTRE FOR INNOVATION IN LEARNING AND TEACHING</td>
</tr>
<tr>
<td>NEW ACADEMIC PRACTITIONERS’ PROGRAMME (NAPP)</td>
</tr>
<tr>
<td>SUPPORTING EMERGING EDUCATORS’ TEACHING (S.E.A.TEACH) PROGRAMME</td>
</tr>
<tr>
<td>TEACHING OBSERVATION (TO)</td>
</tr>
<tr>
<td>TEACHING WITH TECHNOLOGY</td>
</tr>
<tr>
<td>THE OPEN EDUCATIONAL RESOURCES (OER) UCT PROJECT</td>
</tr>
<tr>
<td>THE SHORT COURSE ON TEACHING (TSCOT)</td>
</tr>
<tr>
<td>TECHNICAL AND SCIENTIFIC SKILLS</td>
</tr>
<tr>
<td>TECHNICAL AND WORKSHOP SKILLS</td>
</tr>
<tr>
<td>OTHER RESOURCES</td>
</tr>
<tr>
<td>CENTRE FOR EXTRA-MURAL STUDIES</td>
</tr>
<tr>
<td>FUNDING FORMAL DEVELOPMENT</td>
</tr>
<tr>
<td>STAFF EDUCATION BURSARY SCHEME</td>
</tr>
<tr>
<td>ORGANISATIONAL DEVELOPMENT</td>
</tr>
<tr>
<td>STAFF TUITION RATES</td>
</tr>
<tr>
<td>UCT LAW @ WORK</td>
</tr>
</tbody>
</table>
Welcome to the 2019 UCT Staff Learning and Development Resource Guide

This guide is a listing of all learning and development resources available to all UCT staff. Human Resources Development publishes this guide annually.

WHAT IS INCLUDED IN THIS GUIDE?
This guide contains information on formal and non-formal, formal and job-related courses run by various UCT centres of learning, or internal UCT training providers, across the University. This includes, but is not limited to, the Staff Learning Centre, ICTS, CHED and the Research Office.

HOW DO I USE THIS GUIDE?
The contents page provides a full directory of courses listed. The courses are grouped under broad skill, knowledge or competency headings to make it easier to search for the type of course you need. Under each course listing, you will find details about the course, the expected outcomes of the course, who runs the course, and where to go for more information or how to book.

HOW DO I CHOOSE WHAT COURSES TO ATTEND?
There is an essential link between learning and development and improving job performance. You and your Manager normally identify learning and development needs during performance planning, goal- or objective-setting discussions. Academics usually identify these needs during performance planning and performance reviews. PASS staff usually identify these needs during the Development Dialogue process of identifying Key Performance Areas (KPAs), setting objectives, selecting competencies, and drawing up a personal development plan.

WHO DO I CONTACT TO BOOK FOR A COURSE OR FOR MORE INFORMATION?
Each UCT centre of learning or internal training provider have their own terms and conditions and booking procedures. Some may also charge for their courses.

For more information or to book, please contact the relevant providers directly or visit their websites. Each listing includes details on how to book and/or who to contact for more details.

WHAT CAN I DO IF THE COURSE I NEED IS NOT LISTED HERE?
The UCT centres of learning and training providers may not offer a course that you need. You may need to find a suitable course offered by a provider outside of UCT. In this case, your department will fund the course through their training and development budget. You will need to make your own enquiries and arrangements to attend. There should, however, always be a link between the course and the job requirements that need to be fulfilled.

WHAT IF I WANT TO COMPLETE A FORMAL QUALIFICATION, NOT A SHORT SKILLS COURSE?
The Staff Learning and Development Funding Policy (see page 2) defines how UCT supports formal staff learning and development.

Further information about the Staff Education Bursary Scheme and Staff Tuition Rates can be found in this guide (see page 63).

WHERE DO I FIND THIS GUIDE?
This guide is available electronically at hr.uct.ac.za > Learning and Development > Staff learning and development resource guide.
The guide will no longer be published in hard copy.
The Staff Learning and Development Funding Policy

The Staff Learning and Development Funding Policy defines how UCT supports staff learning and development. This policy is available on the HR website at http://www.hr.uct.ac.za

In summary, there are two main types of learning and development that UCT may support:

1. **FORMAL** – Includes qualifications, certificates, degrees, diplomas. Typically, these courses are for a longer duration (3 months to a year), are formally assessed and are certified. They are normally used for Personal and Developmental needs. (E.g. B Com, Diploma in Human Resources)

2. **NON-FORMAL** – Short skills courses offered either internally or externally. Typically, these are for a shorter duration (less than 3 months). They specifically address one particular skill or competency. They may or may not be assessed and certified. They are normally used for Job-Related needs (e.g. First Aid, MS Word or presentation skills courses).

There are three distinct types of learning and development needs:

1. **JOB-RELATED** - The gap between the set of competencies, skills and experience necessary to reach or perform the objectives, plans and goals, and the set you currently have. It is imperative that you develop the required set in order to attain your objectives. The competency, skill or experience is an explicit requirement of the job. This could be applicable to one person in a team or a whole team. UCT supports Job-Related learning and development in one of two ways:
   a. If the development is formal, it is funded from departmental / faculty budgets anda bursary agreement is signed; or
   b. If the development is non-formal it is funded from departmental / faculty budgets. If the course costs more than R25 000, a declaration of obligation is signed.

   However, a number of centres of learning exist at UCT to run courses and interventions that address the most common learning and development needs, such as the Staff Learning Program, ICTS, CHED, the Research Office and Safety, Health and Environment. In this case the department or faculty may incur a minimal cost. It is primarily these courses that are contained in this guide.

2. **DEVELOPMENTAL** – The competencies, skills, qualifications or education needed to better yourself or to advance your career at UCT in the short to medium term. It is not an explicit requirement of your current post, and you are able to attain the set objectives without it. The competencies, skills, qualifications or education attach to you and are ultimately for your benefit. Developmental Learning and Development is funded in one of three ways:
   a. By you; or
   b. Through Staff Tuition Rates should you undertake formal development through UCT / UWC.

3. **PERSONAL** – The competencies, skills, qualifications or education needed to better yourself or advance your career in the longer term, either at UCT or elsewhere. It is not an explicit requirement of your current post, nor a requirement of any other post that you are likely to take up in the short to medium term. The competencies, skills, qualifications or education attach to you and are completely for your benefit. Personal Development is funded in one of two ways:
   a. By you; or
   b. Through Staff Tuition Rates should you undertake formal development through UCT / UWC.
AMENDED SENIOR CERTIFICATE (MATRIC)

The Amended Senior Certificate (Grade 12/Matric) is suitable for adult learners and will provide them with the skills to perform tasks at a higher level as well as to participate in lifelong learning. This qualification will give learners the tools to be gainfully employed in the world of work as well as the opportunity to enter Higher Education institutions.

The qualification aims to give learners the skills to:
• Creatively identify and solve problems, evaluate information, organise and manage activities
• Communicate effectively with others as a member of a group or team
• Be culturally sensitive across a range of social circumstances
• Identify and solve problems in an organised, responsible manner
• Organise, analyse and evaluate information and make informative decisions

OUTCOMES

After completing the qualification, the learners will be able to:
• Enter Higher Education institutions
• Manage and organise various activities
• Interact and communicate effectively with others
• Participate responsibly in the life of a community
• Evaluate information gathered through observation
• Demonstrate understanding and application of the range of knowledge and skills

WHO SHOULD ATTEND?

Staff members who wish to obtain a Senior Certificate (Matric/Grade 12)

PREREQUISITES

In order to take part, you must:
• Be 21 years old or older
• Have a certified copy of your SA ID book
• Non-South African Citizens: Copy of passport/visa/or study permit
• Have proof of address
• Passed Grade 9 (Standard 7) OR Passed GETC: ABET Level 4 Certificate OR NQF Level 1 Qualification (with 2 official languages) OR have passed some subjects at Matric / Grade 12 level
• A copy of your highest level of education (Grade 9/Standard 7)
• Have a motivation from your line manager
• Complete the course entry assessments

As part of your application process, you will need to submit copies of all the above listed.

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
GENERAL EDUCATION AND TRAINING CERTIFICATE (ABET GET CERTIFICATE)

This ABET GET Certificate is a literacy programme and is for people who want to achieve an NQF level 1 qualification. Completing this course will ensure your eligibility into a Senior Certificate (Matric) programme.

The qualification aims to:
- Give recognition to learners who achieve and meet the necessary requirements and competencies.
- Provide a solid foundation of general education learning which will help prepare learners and enable them to access further education and training.
- Promote lifelong learning to enable learners to continue with further learning.
- Prepare learners to contribute better in society and the workplace.

OUTCOMES

The qualification aims to equip learners to:
- Develop and apply relevant skills, knowledge and attitudes.
- Function better in and contribute to the world of work.
- Become more aware of issues relating to diversity, inclusivity, cultural values, human rights, gender, development and change.
- Develop an appreciation for lifelong learning.
- Function better as a citizen in South Africa.
- Become more aware of critical ethical issues.
- Develop study skills to be able to access further learning.

WHO SHOULD ATTEND?

- Staff members who would like to improve their fundamental basics in education and training.
- This programme is suitable for staff who currently do not meet the minimum entry requirements for a Matric qualification.

PREREQUISITES

In order to take part, you must:
- A permanent UCT staff member.
- 16 years or older.
- Passed Grade 7 (Standard 5) OR Passed ABET Level 3.
- Have a certified copy of your SA ID book.
- Non-South African Citizens: Copy of passport/visa/ or study permit.
- Have proof of address.
- Have a motivation from your line manager.
- Complete the course entry assessment.

As part of your application process, you will need to submit copies of all the above listed.

FURTHER INFORMATION

These qualifications are funded by the Staff Education Bursary Scheme and participants will therefore be required to sign a ‘Bursary Agreement’ (HR186).

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
CUSTOMER SERVICE SKILLS

This two-day workshop provides the skills and knowledge to enable you to provide customer satisfaction and is ideal for staff members who deal with both internal customers and external customers.

OUTCOMES

- Explain the difference between an external customer and internal customer
- Explain quality service
- Explain the benefit of internal customer care to your team, your manager and other departments at UCT who serve external customers
- Explore the UCT Vision, Mission, Strategy and Values
- Explain the importance of your job role in the service chain
- Identify barriers to effective communication with internal and external customers
- Take ownership for your role and performance in delivering quality service by:
  - Demonstrating effective communication skills when dealing with customers on the telephone and in face-to-face situations
  - Gathering and analysing information needed to solve a problem
  - Choosing positive responses and problem-solving methods to deal with customer dissatisfaction

- Managing a customer complaint according to your delegated level of authority and department guidelines
- Referring a customer complaint to the appropriate person for follow-up
- Creating an action plan to deliver quality service

WHO SHOULD ATTEND?

- Anyone wanting to improve the quality of service they offer to both internal and external customers.

DATES:

- Group 1: 8 & 9 May 2019
- Group 2: 2 & 3 September 2019

TIME:

- 08h30-15h45

BOOKING AND FURTHER INFORMATION

This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at [http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar](http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar)

More information can be found at [http://www.hr.uct.ac.za/hr/learning/staff_programme/information](http://www.hr.uct.ac.za/hr/learning/staff_programme/information) or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
EFFECTIVE AND SPEEDY READING

This highly structured, practical and measureable two-day workshop demands intense concentration from participants. Baseline reading levels are established at the beginning of the course, and improvements are measured.

During these two days, participants work through sets of eyes, comprehension, ‘free rate’ novel reading and concentration exercises, and begin to break the habits of word-fixation, regression and sub-vocalisation.

OUTCOMES
- Ability to vary the rate at which you read to accommodate what you are reading
- Lowered resistance to reading
- Improve your baseline reading speed by up to 100%
- Increase recall and understanding by up to 30%
- Narrow the gap between reading and thinking speeds

WHO SHOULD ATTEND?
Academic staff and PASS staff, PC7 and above, who are required to read large amounts of information in a relatively short time.

DATES:
Group 1: 3 & 4 July 2019

TIME:
09h00-16h00

PREREQUISITES
Participants will be required to complete pre-workshop questionnaires and interviews so as to allow the facilitator to determine skill levels and to tailor training materials.

BOOKING AND FURTHER INFORMATION
This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
FACILITATION SKILLS

This three-day workshop is intended for people who facilitate in a variety of formal and informal contexts in sociocultural, learning and workplace scenarios.

This workshop will highlight the difference between facilitating and presenting and will cover the facilitation process and skills. The workshop provides a safe space where you can practice your facilitation skills and receive feedback from peers.

OUTCOMES

• Differentiate between presenting and facilitating
• Understand and apply adult learning principles to a facilitation process
• Understand and apply the facilitator core competencies to a facilitation process
• Explore strategies for confirming a facilitation brief and planning a session
• Explain group dynamics and how these may impact a facilitation process
• Create an environment which supports active participation and removes blocks to participation
• Explain the facilitator’s role in managing the process
• Create strategies to encourage dialogue between participants
• Understand the phases of facilitation and demonstrate what to do in each phase
• Understand and explain the impact of words, tone and body language on participants
• Apply a range of skills for managing various responses of the group
• Apply strategies for recording group discussions
• Build and use a Facilitator’s Toolbox
• Practice facilitating during the workshop to develop competence

WHO SHOULD ATTEND?

• Anyone required to facilitate learning through group sessions and facilitate group workshops.

DATES:

Group 1: 15 & 16 July 2019
5 August 2019

TIME:

• 08h30-15h45 (15 & 16 July 2019)
• 08h30-13h00 (5 August 2019)

BOOKING AND FURTHER INFORMATION

This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
PRESENTATION SKILLS

This two-day workshop equips you with the skills to successfully prepare and deliver a presentation.

You will be shown how to accommodate audience and context needs when preparing and delivering a presentation.

The workshop provides a safe space where you can practice your presentation skills. In line with the experiential learning philosophy, you will be required to prepare and deliver a minimum of three presentations while on the workshop and will receive feedback to guide you in building a development plan to ensure the transfer of learning to your work environment.

OUTCOMES

- Clarify the purpose of your presentation
- Plan and organise your presentation to meet the aim and audience needs
- Deliver a presentation demonstrating an understanding of:
  - The structure of a presentation
  - The impact of words, tone and body language on your message
  - How to gain and maintain audience attention
  - How to adjust to the audience
  - The role, appropriateness, advantages and disadvantages of the various manual and electronic visual aids
  - Selecting the most appropriate visual aids to meet your purpose
  - A range of techniques for managing own fear and stage fright
  - A range of actions to manage audience interaction

WHO SHOULD ATTEND?

- Any staff member who is required to present to an audience, in either a formal or informal context.

DATES:

- Group 1: 6 & 7 March 2019
- Group 2: 30 Sept & 1 Oct 2019

TIME:

- 08h30-15h45

BOOKING AND FURTHER INFORMATION

This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at [http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar](http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar)

More information can be found at [http://www.hr.uct.ac.za/hr/learning/staff_programme/information](http://www.hr.uct.ac.za/hr/learning/staff_programme/information) or by contacting the Staff Learning Centre at [hr-stafflearningcentre@uct.ac.za](mailto:hr-stafflearningcentre@uct.ac.za) or 021 650 3812.
COMMUNICATION AND INTERPERSONAL SKILLS

TECHNICAL AND BUSINESS WRITING

This in-depth course will equip you with the skills needed to write documents for any media or audience, about any technical or business subject.

Please note that this course does not specifically cover the writing of business letters, reports, memos and e-mails, although the methods taught can be applied to these.

OUTCOMES

• Learn about a methodology for organising information that can be applied to all kinds of business and technical writing
• Use an appropriate documentation template in Microsoft Word
• Apply principles of usability and good navigation, especially in an online environment
• Classify information into different types, and use appropriate language and layouts for those types
• Write a step-by-step procedure for an on- or off-system task
• Draw up a business process from pencil to computer, learn Microsoft Visio basics and use a template
• Construct supporting, background and conceptual information
• Develop graphics and place them effectively
• Learn how to find and apply international standards for language, style and technical phrases
• Plan documentation work using a range of planning tools
• Analyse a documentation task and carry it through from first to final draft

COURSE STRUCTURE

The course includes:

• Six days of classroom-based instruction covering foundational principles, documentation project planning, and procedure-, process- and policy writing sessions
• Two weeks spent preparing an individual written project in your own time interspersed with two one-on-one review sessions with a trainer. We recommend that you set aside about twenty hours for the project and reviews
• One half day, two weeks after the course, in which documentation projects are presented

WHO SHOULD ATTEND?

This course is for you if you need to do any of the following:

• Document your internal procedures
• Write documents to assist end users to carry out tasks and make decisions
• Compile information for the web
• Document new systems and processes
• Write up organisational policy
• Review and reorganise existing or outdated documents
• Prepare documents explaining how and why something must change

A high proficiency in written English is recommended for successful completion of this course.

BOOKING AND FURTHER INFORMATION

This course is run by ICTS.

The costs for 2019 are advertised on the ICTS course calendar. In order to book, use the online booking system on the ICTS website at http://www.icts.uct.ac.za/modules.php?name=cbs&file=book or by following the path Training > Course booking form.

More information can be found on the Technical and Business Writing course web page (see the ICTS website at www.icts.uct.ac.za and follow this path: Training > ICTS Training and open the quick link Technical & Business Writing) or by contacting the Content Architecture team, Systems Division at jenny.wood@uct.ac.za or on 021 650 4335.

DATES AND TIME:

• The dates and times are advertised on the ICTS course calendar at; https://ictsapps.uct.ac.za/cbs
COMMUNICATION AND INTERPERSONAL SKILLS

WRITING DEVELOPMENT COACHING PROGRAMMES

Human Resources Development employs a dedicated Writing Development Coordinator whose purpose is to improve the written language skills of staff at UCT through the provision of workplace mentorship, coaching, training and consultancy services with an emphasis on support for staff members for whom English is a second language.

ENGLISH FOR EVERYONE WORKSHOPS

OBJECTIVE
- To build confidence and to improve basic English writing and computer skills required in the UCT workplace.

WHO SHOULD ATTEND
- UCT staff, whose first language is not English and are interested in improving both their English and basic computer skills.

APPROACH AND METHODOLOGY
- Small groups (maximum 6), interactive sessions in a non-threatening environment

WRITING BUDDIES WORKSHOPS

OBJECTIVE
- To improve all forms of English writing required in the workplace.

WHO SHOULD ATTEND
- UCT staff interested in improving their written communication.

- English first and second language speakers are welcome and a range of language levels is accommodated.

SERVICING OFFICER PROGRAMME

OBJECTIVE
- To improve quality and effectiveness of servicing officers’ skills.

WHO SHOULD ATTEND
- Current UCT servicing officers
- Prospective servicing officers

APPROACH AND METHODOLOGY
- Small group coaching, 6 two-hour sessions. Coaching which includes individual assessment, feedback and ongoing support. Interactive sessions focus on group and individual needs and a range of committees.

COURSE COSTS
- All courses are free of charge

BOOKING AND FURTHER INFORMATION

This service is offered by the Staff Learning Centre, Human Resources.

For more information, please contact the Writing Development Coordinator, Glynnis Newdigate at glynnis.newdigate@uct.ac.za or on 021 650 3588.

- Approach and methodology
- Small groups (maximum 6) interact in a non-threatening environment to improve on their writing skills.
- Modules offered include: email communication, writing letters, memoranda, reports and proposals.
- Participants are required to commit to a 6-session programme, which includes workplace application, feedback and assessment.
COMPUTER LITERACY – COMPUTERS FOR BEGINNERS

This course provides step-by-step instruction on how to operate a personal computer. At the end of this course you will undertake an assessment and receive certification.

OUTCOMES
• Introduction to the parts of a personal computer
• Basics of using a personal computer
• Organising files and cleaning up your system
• Creating documents
• Editing and formatting text on MS Word and MS Excel
• Setting page display and printing options
• Connecting to a network
• Finding Information on the Internet

WHO SHOULD ATTEND?
• Those with no or very limited computing skills.

GROUP 1 DATES:
• 12 Feb 2019
• 15 Feb 2019
• 19 Feb 2019
• 22 Feb 2019
• 26 Feb 2019
• 1 March 2019
• 8 March 2019

GROUP 1 TIME:
• 09h00-16h00

GROUP 2 DATES:
• 7 May 2019
• 10 May 2019
• 14 May 2019
• 17 May 2019
• 21 May 2019
• 24 May 2019
• 28 May 2019

GROUP 2 TIME:
• 09h00 - 16h00

GROUP 3 DATES:
• 25 June 2019
• 28 June 2019
• 2 July 2019
• 5 July 2019
• 9 July 2019
• 12 July 2019
• 16 July 2019

GROUP 3 TIME:
• 09h00-16h00

GROUP 4 DATES:
• 27 Aug 2019
• 30 Aug 2019
• 3 Sept 2019
• 6 Sept 2019
• 10 Sept 2019
• 13 Sept 2019
• 17 Sept 2019

GROUP 4 TIME:
• 09h00 - 16h00

BOOKING AND FURTHER INFORMATION

This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
GIS TRAINING VIA ESRI’S VIRTUAL CAMPUS

The University of Cape Town has access to the ESRI Virtual Campus online training facility, as part of our academic license. We can facilitate access for users interested in obtaining GIS technical certifications from the comfort of their desktop. The courses covered under our license focus on learning how to use ESRI’s software, but there are also basic GIS concept modules available.

BOOKING AND FURTHER INFORMATION

Those who are interested in undertaking an ESRI Virtual Campus training course will require 3 things:

1) A free ESRI Global account. They can create one at https://accounts.esri.com/signup

2) Access to the relevant software, and the internet

A standalone academic ArcGIS software license costs R2,000/year and can be purchased via the UCT GIS Laboratory (Telephone: 021 650 3917, Email: uct-gis@uct.ac.za.)

3) Membership in UCT’s ESRI training organisation. Please send an email from a UCT account and include your staff number to uct-gis@uct.ac.za to receive an invitation. Accept it using your ESRI Global account (see step 1)

Certain introductory courses and topical webinars are entirely free and do not require membership to the UCT training organisation.

You can reach the Virtual Campus via http://www.esri.com/training/main

We recommend the free Getting Started with GIS course
ICTS TRAINING

ICTS offers relevant practical and customised courses to enable you to get the most out of ICTS – supported software.

Plan your learning path by selecting courses from our ICTS Training calendar or by visiting www.icts.uct.ac.za/icts-training.

Our wide range of offerings include instructed courses and seminars

Seminars, on the other hand, are demonstrations or discussions aimed at larger interest groups and can be held in any available venue on campus.
- **Courses** are practical hands-on sessions with up to 20 people per class working on PCs in the ICTS Training room.
- **Seminars** are practical demonstrations and discussions aimed at larger interest groups. These sessions are normally held at your venue or as an online session.

CUSTOMISED TRAINING COURSES

Upon request, ICTS also offers on-site seminars and customised courses in response to the specific training needs of a department. You provide the venue and facilities and we provide the trainer.

The training team will help you to identify any skills gaps and will customise training to address your department’s needs. For information go to; www.icts.uct.ac.za/Customised_training

SELF-TRAINING RESOURCES

Online learning gives you the freedom to learn at your own pace from your desk, work, from home or anywhere that you access to the internet. Visit our self-training resources page for a list of online training resources at www.icts.uct.ac.za/self-training

VENUE

- The ICTS Training rooms are situated on Level 1, in the Wilfred and Jules Kramer Law Building, Middle Campus.

COURSE COSTS

- A nominal fee is charged for ICTS courses. Please consult the Course Calendar for fees.
- A flat rate of R600 per hour is charged for customised training (regardless of the size of the group)

CONTACT US

- Contact the ICTS Training team at 021 650-5392 or via email at icts-training@uct.ac.za
LEARN ONLINE

DOWNLOADABLE MICROSOFT OFFICE MANUALS
The following manuals are also available in PDF format for you to save, download and print:

• Microsoft Word 2013 and 2016 Intro & Advanced
• Microsoft Excel, 2013 & 2016
• Microsoft Access, 2013 & 2016
• Microsoft PowerPoint, 2013 & 2016
• Microsoft Project 2013 Essentials
• Microsoft Outlook 2016

LYNDA.COM
Lynda.com is an online subscription library that teaches the latest software tools and skills through high-quality instructional videos prepared by recognised industry experts. Lynda.com is available to all UCT staff members and students. It is designed for all levels of learners and is available whenever you’re ready to learn. You can view it from a PC, on your iPhone, iPad, Android phone or tablet, or another mobile device.

Please note that you are required to set up your Lynda.com profile when you access Lynda for the first time. The next time you need to access it, if you’re already logged in to another of UCT’s Single Sign-On services (such as Vula), you won’t have to enter your login credentials. Simply navigate to http://lynda.uct.ac.za and will to your Lynda.com profile. UCT staff members can also book by email to attend Lynda training at the ICTS Lynda labs.

MICROSOFT IT ACADEMY
Microsoft IT Academy provides a range of Microsoft online training videos. The courses range from basic computing to using software to create applications and manage websites.

The Microsoft IT Academy complements the self-training resources, such as Lynda.com, and further provides digital literacy modules that could help students acquire the competencies required to thrive in digital learning spaces and beyond. The Microsoft IT Academy modules have short built-in quizzes that are meant to enhance learning.

To get more information on how to access the Microsoft IT Academy modules, please see http://www.icts.uct.ac.za (and then the “Training” link on the left navigation bar)

To access these manuals, login to Vula (http://vula.uct.ac.za), go to My Workspace, then LearnOnline on the left menu bar.

FURTHER INFORMATION
LearnOnline is administered by the UCT Centre for Innovation in Learning and Teaching (CILT), CHED. For more information, please contact see the CILT website (http://www.cilt.uct.ac.za) or email help@vula.uct.ac.za.
SAP SYSTEMS TRAINING – FINANCE MODULE

Training is provided in the form of practical lab-based courses. UCT instructors present courses and group sizes are limited to 16 participants. Training is only available to current UCT staff members who require access to SAP in terms of their job description/role.

WHO SHOULD ATTEND?

- The objective of the Finance Department is to develop the SAP skills of permanent and long-term contract staff whose jobs require access to SAP. Training is compulsory for these staff members and access to SAP is contingent on attendance at training courses. If your application for access to SAP is successful, you will be booked on the relevant courses depending on the access required.
- SAP access for staff members on short-term contracts (less than 3 months) is not normally approved. However, if considered essential, line managers may motivate for short-term contract staff to attend SAP training.
- Existing SAP users who would like refresher training may apply via https://uct.service-now.com/ess/ Now portal to attend any of the regular courses that are in line with their current job requirements (i.e., the SAP authorizations they already have). Course size is however limited and priority is given to new users applying for access. A waiting list will be kept.
- We are unfortunately only able to provide SAP training for UCT staff in line with their current work requirements.

There is SAP training every month from February to November, provided there are more than four bookings.

BOOKING AND FURTHER INFORMATION

This course is run by the Finance Department. Please ensure that new staff do not miss the start of the training cycle by submitting their applications for access to SAP two weeks prior to the training date (you can apply on behalf of new staff before they arrive).

More information can be found at http://icts.uct.ac.za/modules.php?name=News&file=article&sid=87 or by contacting the Course Administrator at fnd-finance@uct.ac.za or on 021 650 2111.
STUDENT SYSTEMS TRAINING FOR UCT STAFF

Student Systems Support (SSS), a section in the Officer of the Registrar, provides end user support to users of student administrative systems. Offering a range of role-specific courses for staff using the Student Administrative System as an integral part of their jobs, training courses have been specifically designed to meet the needs of staff roles.

Courses are scheduled and advertised via the SSS website at www.sss.uct.ac.za and are also offered on demand.

COURSE COSTS
All courses are free of charge. However, there is a charge for “no shows” or late cancellations to cover administrative costs.

BOOKING AND FURTHER INFORMATION
These courses are run by Student Systems Support (SSS), Office of the Registrar.
For more information please contact the SSS office at sss-helpdesk@uct.ac.za.
VULA BASIC TRAINING

The Vula Support Team from the Centre for Innovation in Learning and Teaching (CILT) provides training in the form of 2.5hr hands-on mini workshops. Training is geared toward providing an introduction to Vula, which includes a comprehensive overview of what Vula can be used for and also addressing immediate training requirements. Groups are limited to a maximum of 18.

WHO SHOULD ATTEND?

UCT administrative and support staff who require basic skills and knowledge to be able to use Vula for course and/or research administration purposes.

OUTCOMES

At the end of this course you should be able to:

- Manage your own Vula account
- Create and configure a course/project Vula site
- Manage a course/project Vula site (including adding/removing members and tools)
- Manage groups and sections (i.e. tutorial groups) within your Vula site
- Enable the distribution of content and communication from your Vula site

COURSE COSTS:
- Free to UCT staff.

BOOKING AND FURTHER INFORMATION

For more information, please contact help@vula.uct.ac.za

NOTE: Vula instruction for academic staff is being reworked to dovetail its pedagogical affordances with practical instruction. An academic training programme is being developed by the Vula Team in conjunction with the CILT Staff Development Team. For more information, please refer to the CILT Seminars and Workshops page at http://www.cilt.uct.ac.za/cilt/teaching-technology
HEALTH AND SAFETY SKILLS

SAFETY, HEALTH AND ENVIRONMENT (SHE) WORKSHOPS

These hands-on, practical workshops are conducted by the Safety, Health and Environment Department in collaboration with external service providers. UCT Departments are welcome to arrange for these customised workshops to be run in their own work environments to address their specific needs.

EMERGENCY TRAINING

1. Building Evacuation Marshal Workshop: (2hrs) Looking at your environment, how best to manage the people in the building during an emergency (building specific).
2. Emergency Planning: (2hrs) Preparing for emergencies and drawing up emergency plans for your specific environment or program

FIRE SAFETY TRAINING

1. Fire Equipment Demonstration: (3hrs) Introduction to and demonstration of all the handheld fire equipment found on the University campuses
2. Fire Prevention Workshop: (2hrs) Introduction to the fire hazards in your own environment and how to prevent fires
3. Fire Systems at UCT: (2hrs) Introduction to the different types of Fire Evacuation systems at UCT, and policies pertaining to all fire systems

NON-ACADEMIC EVENTS

1. Events Planning Legislation: (2hrs) Introduction to the legislation invoked in the planning of an event. Events legislation.
2. Big Events Application: Making application to the City for an event approval. Forms to be completed.

SHE ONLINE LEARNING (VULA)

1. Applied Risk Assessment: (1hr x6) Asynchronous sessions introducing the basics of risk assessment. Can be completed as a single half day session or as 6 separate contact sessions over a period of time.
2. Introduction to Office Ergonomics: (1hrs) Overview of Ergonomics and best practices to ensure overall wellbeing in the work environment.
3. SHE Induction: (15min x4) Compulsory for any new staff member (Section 13 of the OHS Act of 1993)
4. Safety for Students: (15min x4) All students are informed of general and specific hazards on campus, and the relevant safety procedures and support structures to ensure safe operations.
5. Manual Material Handling and Safe Lifting Techniques: (1.5hrs) Introduction to body mechanics and appropriate lifting techniques to mitigate back injury and strain while lifting, moving or carrying objects as part of the job function.

SHE WORKSHOPS

1. Injury on Duty Reporting @ UCT (COIDA): (2hrs) What needs to be done when a staff member is injured, what forms to complete and why they should be completed
2. Introduction to the Occupational Health and Safety Act of 1993: (2hrs) Overview of the Occupational Health and Safety Act and how it impacts on the employer and the staff member
3. SHE for HOD’s: (2hrs) What every HOD should know about Safety, Health and Environment. The HOD or Manager is made aware of his/her legal responsibilities towards SHE Management
4. SHE Induction: (2hrs) Compulsory for any new staff member (Section 13 of the OHS Act of 1993)

WORKPLACE SPECIFIC TRAINING

1. Chemical Safety: (3hrs) Introduction to the storing and labelling of Hazardous Chemicals and legal requirements in working with Hazardous Chemicals
2. Hazardous Waste Disposal: (3hrs) An overview of hazardous waste disposal at UCT, and the legal requirements of the disposal of Hazardous waste,

BOOKING AND FURTHER INFORMATION

- https://vula.uct.ac.za/x/gABzZr
- The Safety, Health & Environment Office can be contacted for any other SHE related training; workshops /safety talks / demonstrations at 021 650 2246 or Email: ohs@uct.ac.za
- Line Managers have to ensure that new employees receive and attend Health & Safety Induction.

3. Lab Safety: (3hrs) Introduction to the legislation and hazards associated with the management of Labs, and relevant UCT policies.
4. Introduction to Office Ergonomics: (2hrs) Introduction to workplace ergonomics – what does it mean and how my environment is affected

HEALTH & SAFETY TRAINING ON VULA (ONLINE RESOURCES)

H&S Induction
- For Staff https://vula.uct.ac.za/x/PUJB0m
- For Students and Visitors https://vula.uct.ac.za/x/ lujWC1
- Additional Safety Training
- Office Ergonomics https://vula.uct.ac.za/x/vlPljah
- Basic Risk Assessment https://vula.uct.ac.za/x/lH0jN

Kindly note:
- Accredited Safety Training is only available to permanent full-time University of Cape Town staff.
- Please attach a copy of an Appointment Letter (First Aider/Evac. Marshal/SHE Rep.) to the HS03 training application form.
- Candidates who book training and do not attend, will be charged the full fee indicated on the HS03 form.
- Download the up-to-date HS03 Training Application Form from the OHS Info “Resources” folder on VULA https://vula.uct.ac.za/x/GOP80X
BENEFIT INFORMATION SESSIONS

The Human Resources Department runs benefit information sessions for new staff.

These sessions cover the following topics that are of interest to new staff:
- Structure of the Cost of Employment (CoE) Package
- Retirement Benefits
- Healthcare Benefits and options
- Employee Assistance Programme

Please inform the Appointments Office of which day you are able to attend.

DATES:
- 8 or 15 January 2019
- 5 or 12 February 2019
- 5 or 12 March 2019
- 2 or 9 April 2019
- 7 or 14 May 2019
- 4 or 11 June 2019
- 2 or 9 July 2019
- 6 or 13 August 2019
- 3 or 10 September 2019
- 1 or 8 October 2019
- 5 or 12 November 2019
- 3 or 10 December 2019

TIME:
10H00-12H00

VENUE:
Bremner Building

If you are unable to attend either of the sessions in the month you take up the appointment, please liaise with the Appointments Office about setting up one-on-one sessions with our Benefit Specialists. It would be appreciated, however, if every effort could be made to attend one of the general sessions.

WHO SHOULD ATTEND?
- All staff new to UCT.

BOOKING AND FURTHER INFORMATION

This course is run by the UCT Retirement Fund Office

More Information can be found at; http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
**DEVELOPMENT DIALOGUE TRAINING**

Development Dialogues aims to transform how UCT employees engage with each other around performance and development matters, increase engagement and motivation, drive performance and enable sustainable, significant and meaningful contributions. It provides mechanisms for investing in the development of talent, giving staff both the capacity and the opportunities to advance their careers at the university.

**OUTCOMES**
- Assess Performance
- Identify critical positions
- Identify scarce skills
- Discuss possible career paths
- Succession planning
- Feeds into development and legislative reporting

**WHO SHOULD ATTEND?**
- All PASS staff and Academic staff who manage PASS staff

**DATES:**
- Group 1: 5 April 2019
- Group 2: 5 April 2019
- Group 3: 17 May 2019
- Group 4: 17 May 2019
- Group 5: 12 June 2019
- Group 6: 12 June 2019
- Group 7: 9 July 2019
- Group 8: 9 July 2019

**TIME:**
09h00-11h00
or
13h00-15h00

**BOOKING AND FURTHER INFORMATION**

This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at [http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar](http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar)

More information can be found at [http://www.hr.uct.ac.za/hr/learning/staff_programme/information](http://www.hr.uct.ac.za/hr/learning/staff_programme/information) or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
DISCOVER THE RESOURCES AT YOUR LIBRARY

- Learn to use Primo, the world class information-finding solution, to discover all of UCT Libraries’ information collections using a range of devices.
- Primo is a one-stop searching solution for scholarly resources such as print and electronic books and journals, articles, thesis, dissertations, media resources, digital collections and course reserve (short loan) material.
- Browse and search UCT Libraries’ digital collections.
- Develop efficient and effective Internet searching skills for research purposes.
- Use RefWorks and Endnote, UCT’s reference management programme.
- Search ZivaHub, UCT’s institutional data repository, for data sets uploaded by other UCT staff and students.
- Training can be tailored to suit the needs of individuals or groups.

WHO SHOULD ATTEND?

- UCT staff and students using the Libraries’ information resources for research purposes.

BOOKING AND FURTHER INFORMATION

This course is run by the Appointments Office, Human Resources Department.

In order to book, please contact Cheryl Samuel at the Appointments Office on Cheryl.samuel@uct.ac.za. She can also be contacted if you require more information about the sessions on x2196.

If you are unable to attend either of the sessions in the month you take up the appointment, please liaise with the Appointments Office about setting up one-on-one sessions with our Benefit Specialists. However, you are encouraged to attend the general session.
EMPLOYMENT EQUITY AND RECRUITMENT

Essential for all staff serving on selection committees.

The Employment Equity Workshop Provides:
• an overview of the Employment Equity Act of South Africa;
• an understanding of Employment Equity Regulations; Discrimination & Harassment prohibitions, knowledge of the Role of an Employment Equity representative and guidance on following the Recruitment and Selection processes at UCT in relation to Employment Equity.

OUTCOMES
• Understand how the recruitment and selection process interfaces with the University’s employment equity objectives

WHO SHOULD ATTEND?
• All staff serving on selection committees.

DISABILITY TRAINING FOR ALL STAFF

DATE
• 19 February 2019 & 26 February 2019
• 19 March 2019 & 26 March 2019
• 3 April 2019 & 24 April 2019
• 7 May 2019 & 13 May 2019
• 4 June 2019 & 26 June 2019
• 4 July 2019 & 17 July 2019
• 7 August 2019 & 22 August 2019
• 5 September 2019 & 26 September 2019
• 9 October 2019 & 22 October 2019
• 5 November 2019 & 12 November 2019

TIMES
• 10h00-13h00 (19 & 26 Feb, 26 March, 7 May, 26 June 2019, 4 July, 17 July, 7 Aug, 22 Oct & 5 Nov)
• 11h00-14h00 (19 March, 3 April, 9 Oct & 12 Nov)
• 12h00-15h00 (13 May, 22 Aug & 5 Sept)
• 13h00-16h00 (24 April & 4 June)
• 14h00-17h00 (26 Sept)

VENUE
• Venue will be confirmed on registration.

BOOKING AND FURTHER INFORMATION
For any queries, please contact Ursula Fisher
ursula.fisher@uct.ac.za 0216505188
HEMIS: AN OVERVIEW AND THE STATE FUNDING OF UCT

The Higher Education Management Information System (HEMIS) incorporates annual submissions of all Higher Education institutions’ data. The data incorporates Student, Staff, Space, Research Publication and Post-Doctoral components.

These submissions are a statutory requirement that is used to inform National Academic Policies and determine subsidy funding.

Within the institution, the data forms a valuable resource for statistical analysis of student enrolments & performance, staff profiles and physical space planning.

This course introduces key structures and concepts as well as the explanation of subsidy calculation which is based on the Student submission.

WHO SHOULD ATTEND?

• Deputy Vice-Chancellors, Executive Directors, Deans, Deputy Deans and senior PASS staff.
• Faculty Managers, Faculty and Departmental Administrators, Human Resources staff, IDP staff, finance area managers, members of faculty budget groups, Properties and Services staff, Media Liaison staff.
• All staff involved in HEMIS returns should attend this course annually.

PLEASE NOTE: HEMIS: A Primer (compiled by Hugh Amoore) is essential preparatory reading for this course.

DATE:
• 30 July 2019

TIME:
• 09h00-13h00

BOOKING AND FURTHER INFORMATION

This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
INTRODUCTION TO UCT FOR NEW STAFF

Orientation is essential for new staff, and this programme introduces new staff to UCT. All new staff members are strongly encouraged to attend this programme within three months of commencing employment.

This programme is just one component of orientation and induction. Further induction and orientation also takes place in the department and team. All new staff should also attend the Benefit Information Sessions.

New academic staff will particularly benefit from also attending the New Academic Practitioners Programme (NAPP). NAPP is designed to provide a programme of professional development for new full-time academics at UCT in their roles as researchers, educators and members of the UCT academic community.

New PASS staff will particularly benefit from also attending Development Dialogues workshop.

OUTCOMES

• Understand UCT’s history
• Learn more about UCT, its departments, faculties, research units and people
• Understand the administrative and academic structures of UCT
• Understand UCT’s governance system
• Understand some of the challenges for UCT and higher education
• Understand UCT’s mission and strategy
• Understand UCT acronyms
• Understand the available support for staff through Human Resources
• Understand the available support for staff through Safety, Health and Environment
• Understand the available support for staff through ICTS
• Understand the available support for staff through the Transformation Services Office
• Interact with other new staff at UCT

WHO SHOULD ATTEND?

• All staff new to UCT.

DATES:

• Group 1: 28 February 2019
• Group 2: 28 March 2019
• Group 3: 10 May 2019
• Group 4: 6 June 2019
• Group 5: 5 July 2019
• Group 6: 16 August 2019
• Group 7: 12 September 2019
• Group 8: 14 November 2019

TIME:

• 09h00-16h00

BOOKING AND FURTHER INFORMATION

This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
The UCTRF will present an information session for the benefit of all members of the Retirement fund.

This session will deal with aspects of:
- Contributions and Tax
- CoE and DPA
- Investment Choices
- Investment Returns
- Understanding your Benefit Statement
- Amendments to the Rules
- Information Sources
- Any questions you may have

WHO SHOULD ATTEND?
- Anyone thinking about or planning for retirement

BOOKING AND FURTHER INFORMATION
All members of the retirement fund
More information can be found at www.uctrf.co.za or by contacting our offices on (021) 6502934 or by email to uctrf-enquiries@uct.ac.za
RETIREMENT SEMINARS (UCTRF)

These 2 one-day seminars are for all staff planning for retirement. The first day seminar is geared towards those UCTRF members for whom retirement is imminent. The 2nd seminar is geared towards younger members. The seminar explores the various aspects to consider when planning for retirement.

DATES:
• 4 July 2019

WHO SHOULD ATTEND?
• UCTRF members within 10 years of retirement (55+).

OUTCOMES
• UCT Provisions for Retirement
• Tax Planning
• How your Will, Interstate Succession and Nomination of Beneficiary Form intersect
• Wills and Estate Planning
• ICAS – Psychosocial talk
• UCT provisions for Retirement - Discovery Health

DATE:
• 10 July 2019

WHO SHOULD ATTEND:
• UCTRF members who are younger than 55 years

OUTCOMES:
• Tax Planning
• How your Will, Interstate Succession and Nomination of Beneficiary Form intersect
• Wills and Estate Planning
• Financial Wellness
• UCT provisions for Retirement - Discovery Health
Middle managers are a valued and essential resource in higher education (HE). To meet the challenges of the complex and changing HE environment in South Africa, these managers need continuing professional development. Many staff development needs are generic, and regional collaboration in the provision of training events to meet such generic needs will form the foundation for the development of a strong HE region in a restructured national system.

This is the seventeenth cycle of this very successful regional development programme for middle managers working in higher education institutions (HEIs). It has been developed by and for the HEIs in the Western Cape and is presented under the auspices of the Cape Higher Education Consortium (CHEC). The programme is designed to meet the needs of middle managers and to create effective networks of key managers in the Western Cape.

The programme is for academic Heads of Departments, Research Group Heads, and Support/Professional staff managers. (Graduate or graduate equivalent, over 5 years work experience, new managers or experienced managers).

The programme is presented in modular form. The core modules constitute a comprehensive management development programme based on the essential competencies all leaders and managers need. A CHEC certificate, recognised by all the HEIs in the region, is presented to those who successfully complete all of the core modules. However, managers not wishing to attend all the core modules, may enrol for one or any number of modules subject to their development needs.

Interested staff should complete a nomination form. Forms are available from the Human Resources Department (Staff Development section) of each HEI in the region. The forms should be completed and returned to your staff development/training section.

WHO SHOULD ATTEND

- Academic and PASS middle managers in job grades PC10 to PC13 (heads of departments, divisions, schools, units, research groups).
- Participants should be graduates (or graduate equivalent), with over five years total work experience.

SELECTION PROCESS

- For those wishing to attend any number of the modules, there is a selection process for inclusion on the programme. For those wishing to attend any number of the modules, there is a selection process for inclusion on the programme by the closing date.
- Those who have booked will be sent the CLE application form where they can indicate which modules they wish to attend.
The following modules will run in 2019:

**BASIC FINANCIAL MANAGEMENT**
This module will provide managers with the basics of financial accounting, financial analysis and management accounting in order to apply these skills to the efficient financial management of a department, cost centre or faculty. The content will cover the fundamentals including understanding and identifying the components of a balance sheet, income statement and cash flow statement, financial analysis, understanding the difference between capital and revenue, budgeting, cost of capital and revenue, financing techniques and working capital management. Participants will learn how to prepare operating and capital budgets and apply these to the effective management of their own institutions.

**DATE:** 27 - 29 May 2019 (3 days)

**COORDINATOR:** Paul Slack

**VENUE:** EERU Centre at UWC (to be confirmed)

**BUILDING THE TEAM (LEADERSHIP – PART 1)**
In this module the key principles of group dynamics will be explored i.e. roles, patterns in group behaviour, and the group as a system. We will look at team development, building and sustaining healthy teams, power and rank, managing diversity in teams and finally managing conflict in teams.

**OUTCOMES:**
The participant will be able to:
- determine whether a given group is functioning as a team or not
- determine the stage of team development and take appropriate action for that stage
- monitor and ensure that the team is functioning healthily
- assist the team to divide roles appropriately
- prevent power and rank differences from unnecessarily fuelling workplace conflict
- enter into a conflict resolution process and assist others to resolve conflict

**DATE:** 3 & 4 April 2019

**VENUE:** EERU Centre at UWC (To be confirmed)

**COORDINATOR:** Helen Smit

**EFFECTIVE COMMUNICATION**
While senior management define strategy and delineate policy, the middle manager is tasked with implementation. Effective communication, both on an organisational level as well as a personal level, is central to success.

This module aims to create learning opportunities for participants to enhance their knowledge and skills in this regard.

By the end of this module participants will be able to:
- Plan and implement effective communication structures and processes in organisations.
- Write professional emails and reports.
- Plan, prepare and deliver an effective presentation.
- Give peer feedback to facilitate effective communication.

**DATE:** 12 & 19 September 2019 (2 days)

**VENUE:** Devon Valley Hotel, Stellenbosch (To be confirmed)

**COORDINATORS:** Hanelie Adendorff, Nicoline Herman and Karin Cattell
GOAL SETTING, FEEDBACK AND COACHING (LEADERSHIP – PART 3)

Competencies and understanding acquired in Leadership Parts 2 will be applied to work on analysing problems, setting work objectives, facilitating change, giving feedback and coaching.

OUTCOMES:
The participant will have the enhanced ability to:
- Agree meaningful, challenging and achievable goals
- Coach individuals to ensure their success and growth
- Give feedback that supports continuous improvement and growth

DATE: 27 to 29 August 2019 (3 full days)
COORDINATOR: Ria Wills
VENUE: EERU Centre at UWC

LABOUR LAW FOR LEADERS

An overview of labour law in South Africa will be given. However, this is a practical module designed to equip the participant with skills regarding the role of that of an initiator and/or chairperson at a disciplinary or poor performance hearing. The module will cover the following topics:
- The difference between misconduct and incapacity
- The Code of Good Practice: Dismissal
- Procedural and Substantive fairness
- Strategising the case
- How to gather facts and information – the investigation
- Preparing an opening and closing statement
- Rules of evidence – dealing with evidence and admissibility
- How to examine and cross examine
- Pitfalls within the process – how to address
- Poor performance management – counselling as joint problem-solving
- Preparing for the performance hearing

DATE: 11 and 12 June 2019 (2 days)
COORDINATOR: Vanessa Pather
VENUE: EERU Centre at UWC (to be confirmed)

PERSONAL LEADERSHIP (LEADERSHIP – PART 2)

The purpose of this module is to establish a solid foundation for any leader – how to lead oneself to be personally effective. The module will explore personal insight, personal positioning and personal planning.

OUTCOMES:
- Accepting responsibility for one’s own life, what has to be achieved and how to live it; confronting oneself with care; recognising and acknowledging one’s own emotions; recognising that “true” power is internally referenced.
- Acknowledging the behaviours and emotions of others and having an awareness of the impact on oneself; being aware of the impact of one’s own emotions and behaviours on others; being mindful of the use of positional/external power.
- Having a clear personal vision; setting personal goals for development and changes needed in one’s own life; being aware of the need for action.

DATE: 14 to 16 May 2019 (2,5 days) (Thursday is half day)
COORDINATOR: Ria Wills
VENUE: EERU Centre at UWC (to be confirmed)
PROJECT MANAGEMENT

The work of the middle manager is increasingly taking the form of projects, be it managing a small project team or being part of project teams. This module will introduce the middle manager to some key practical tools and develop competencies in the use of these tools. Each of the following phases of a project will be covered: Justify, Plan, Activate, Control, End (commonly referred to as the JPACE system). The module will end by exploring how change affects staff and how to manage effective change.

DATE: 13 - 15 August 2019 (3 days)
COORDINATOR: PSP Icon
VENUE: EERU Centre at UWC (to be confirmed)

THE HIGHER EDUCATION SECTOR: A BROAD OVERVIEW

This key module sets the context in which managers in HE must operate. The module is recommended for managers who are new to the HE environment or for those who have never been formally inducted regarding the issues in HE.

The module will explore the challenges facing HE both internationally and in South Africa (particularly after the 2015 student protests). The South African regulatory maze will be simplified. Taking an HE institution from its mission to on-the-ground management will be debated with the use of case studies. Issues such as governance, transformation, community service, quality assurance, research, information management and performance indicators for higher education will be covered.

DATE: 16 April 2019
COORDINATOR: Hugh Amoore
VENUE: EERU Centre (to be confirmed)

DEVELOPING RESILIENCE

This two-day module is based on the premise that resilience is a pattern of qualities and skills – a competency that leaders can develop. This in turn will help them turn stressful circumstances (potential disasters) into growth opportunities instead. Managers with a change resilient attitude have developed a solid, assured and secure sense of self. At the core of this confidence and assuredness is a fundamental belief that together we will be able to cope with whatever circumstances arise. This does not mean that they will not be thrown off balance from time to time by unexpected events and circumstances. However, they are able to deal with the unexpected, stay committed to relationships, and in general view change as a challenge and not a threat.

OUTCOMES:

Delegates will develop the ability to:

- Lead in challenging times with more self-confidence and greater self-awareness.
- Be more resilient to stress.
- Approach change as a meaningful challenge, rather than detaching and giving up.
- Resolve ongoing conflicts, and build an environment of assistance and encouragement among coworkers.
- Model resilient behaviour and a can-do attitude.

DATE: 24 and 25 April 2019 (2 days)
COORDINATOR: Anwar van der Schyff
VENUE: EERU Centre at UWC (to be confirmed)
MANAGING CONFLICT AND NEGOTIATING EFFECTIVELY

Workplace relationships can sometimes be adversarial and lead to conflict. Conflict in turn can escalate and lead to dysfunctional and unproductive workplaces. This module is designed to provide participants with an introduction (and a toolbox of skills) on how to manage conflict.

The module will cover the following topics:

• The nature and causes of conflict;
• The different approaches to conflict management;
• The difference between information sharing; consultation and negotiation;
• The difference between positional and interest-based negotiation,
• How to deal with emotions;
• A toolbox of conflict resolution and negotiation skills, including:
  - Active listening;
  - Questioning;
  - Problem solving;
  - Brainstorming.

DATE: 8 and 9 October 2019
COORDINATOR: Vanessa Pather
VENUE: EERU centre, UWC. (to be confirmed)

WORKING WITH COMPLEXITY

This highly experiential workshop has been created to help you hone the critical skills required to work with the complexity of so many of our problems. In this intensive “hands-on” experience, you will have the opportunity to discover, put into practice and adopt as your own, the thinking, methodologies and techniques used by some of the world’s best and brightest leaders and facilitators of organisational learning change and transformation.

Topics will include:

• Organisations as complex living systems
• The power of connectivity
• The dynamic nature of indeterminacy
• Learning from the future as it emerges
• Rank and rankism
• Cognitive maps
• Large group interventions – Open Space etc.
• Developing “our own” (not importing) models and guidelines for Transformational Leadership
• Preference will be given to people who have already completed the module on Personal Leadership.

DATES: To Be Confirmed
MANAGEMENT AND LEADERSHIP SKILLS

FIRST LINE MANAGEMENT (ENTRY LEVEL)

This entry-level management programme is designed to empower and equip supervisors and first line managers with the knowledge, skills, attitudes and values required to operate confidently as managers and to respond to the challenges of the environment and the changing world of work.

The focus of this course is to assist participants to enhance their interpersonal skills by understanding their own manner of relating to others, identifying own needs for improvement and developing techniques for building and managing relationships.

OUTCOMES
- Understanding self and others (module 1)
- Understanding the function of management (module 2)
- Building commitment with individuals and teams (module 3)
- Decide on priorities and manage self (module 4)

WHO SHOULD ATTEND?
- Newly appointed or insourced Team Leaders, Supervisors and First Line Managers
- This programme is useful for those supervisors, team leaders and first line managers who intend completing the Certificate in Management Programme offered in 2020.

COURSE STRUCTURE:
- The full duration of this programme is 8 days. This programme consists of 4 modules. Each module is a 2-day workshop.
- Course participants will complete assessment exercises between modules.

PREREQUISITES
To apply for selection, you must:
- currently be in a team leader, supervisory or first line management position at UCT
- must be recently promoted to this role or have one-year or less experience in a team leader, supervisory or first line management role

You will need to provide proof of the above when applying.

SELECTION PROCESS
- There is a selection process for participation in this programme. Interested staff must apply to the Staff Learning Centre by booking by the closing date.
- Those who have booked will then be sent further information about the selection process.
- Preference will be given to those who have no other qualification higher than NQF level 4.

BOOKING AND FURTHER INFORMATION
This course is run by the Staff Learning Centre, Human Resources.
In order to express interest and to initiate the applications process, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar. The closing date for bookings is 15 February 2019.
For more information contact the Staff Learning Centre at 021 650 3812.

DATES
- Orientation Day - 29 March 2019 (09h00-11h00)
- Day 1 & 2: 11 & 12 April 2019
- Day 3 & 4: 13 & 14 May 2019
- Day 5 & 6: 13 & 14 June 2019
- Day 7 & 8: 10 & 11 July 2019

TIME
- 08h30-15h45
This workshop series is intended for managers who wish to hone their management skills and use this learning opportunity as a springboard to further Management or Administrative studies and career progression.

OUTCOMES

• Lead and manage quality customer service (module 1)
• Build effective relationships (module 2)
• Facilitate teamwork (module 3)
• Face challenges, decide priorities and manage yourself (module 4)

WHO SHOULD ATTEND?

• Team Leaders, Supervisors and First Line Managers.
• This programme is useful for those supervisors, team leaders and first line managers who intend completing the Certificate in Management Programme offered in 2020.

COURSE STRUCTURE

• The full duration of this programme is 8 days. There are also 2-hour coaching sessions after each module to embed the learning and support workplace application.

PREREQUISITES

To apply for selection, you must:

• currently be in a team leader, supervisory or first line management position at UCT
• must also have at least three years’ experience in a team leader, supervisory or first line management role

You will need to provide proof of the above when applying.

SELECTION PROCESS

• There is a selection process for participation in this programme. Interested staff must apply to the Staff Learning Centre by booking by the closing date.
• Those who have booked will then be sent further information about the selection process. Preference will be given to those who have no other qualification higher than NQF level 4.

BOOKING AND FURTHER INFORMATION

This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.

Closing date for applications:15 March 2019.

DATES

• Orientation Day - 6 May 2019 (09h00-11h00)
• Day 1 & 2: 10 & 11 June 2019
• Day 3 & 4: 17 & July 2019
• Day 5 & 6: 21 & 22 August 2019
• Day 7 & 8: 26 & 27 September 2019

TIME

• 08h30-15h45
HERS-SA ACADEMY 2019

HERS-SA is a registered nonprofit organisation that has a long track record of supporting the career advancement of women in higher education since 2000.

The Andrew W. Mellon Foundation funded the first HERS-SA program in 2000. Over the next four years, 73 women travelled from South Africa to attend a HERS Summer Institute in the USA at Wellesley College and to gain exposure to administrative practice at several US colleges and universities. HERS-SA participants were mentored by women leaders at the host institutions in the USA, where programmes focused on strategic planning, change leadership, human resource development and institutional effectiveness. In 2002, HERS-SA shifted its emphasis to offer an Academy for women leaders in Cape Town, South Africa. Today, HERS-SA is a recognised brand whose programmes continue to receive the support of the majority of higher education institutions located in South Africa and internationally.

During each September, HERS-SA hosts a six-day residential Academy for women working in the higher education sector. The HERS-SA Academy offers a unique opportunity to women to shape their own programme to suit their development needs. The delegates will enjoy hearing from plenary speakers chosen for their Higher Education expertise and participate in professional development workshops and breakaway group activities to both encourage benchmarking between institutions and to facilitate formal networking. Evening dinners offer further informal networking opportunities enhanced by the contribution of an opening dinner guest speaker.

Delegates, who have attended a HERS-SA Academy or a residential programme offered by HERS in the USA, are also eligible to register for any annual HERS-SA mini-Academy.

Women who have participated in the academies have gone on to occupy senior leadership positions in higher education, HERS-SA is proud to have as part of its alumnae the Minister of Science and Technology, Naledi Pandor, two Vice-Chancellors, Deans, Head of Departments and other women in support services leadership positions.

The Academy will be held in Cape Town, details to be confirmed.

WHO SHOULD ATTEND?
Women in PC10-13, or Senior Lecturer and above posts who:
• Currently hold a senior management position in a HE institution
• Wish to prepare for a senior management position in a HE institution
• Are keen to develop strategic management skills
• Would benefit from the opportunity to reflect on their own professional development
• Would value the opportunity to meet and network with other senior women employed in HE in Southern Africa and in other international institutions

STAFF LEARNING PROGRAMME FUNDING
• The Staff Learning Programme will provide funding for six delegates. This funding includes all academy costs, materials, refreshments, lunches and official programme dinners. This funding does not include any travel and accommodation costs. In order to apply for Staff Learning Program Funding, interested staff need to follow the application and selection process outlined below.
• Staff who have their own funding (either personal or department/faculty funding), may register directly with HERS-SA on their website at www.hers-sa.org.za.

APPLICATION AND SELECTION PROCESS
There is a selection process for Staff Learning Program funding for this course. Potential recipients are invited to apply for selection by booking for the course by the closing date. Those who have booked will then be sent further information about the selection process.

DATES:
• To be confirmed.

BOOKING AND FURTHER INFORMATION
This course is funded by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/booking.

More information can be found at the HERS-SA website at www.hers-sa.org.za or http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
MANAGEMENT AND LEADERSHIP SKILLS

HERS-SA MINI ACADEMY 2019

Annually, a three and half-day mini-academy is hosted for HERS-SA alumnae. In response to feedback received from alumnae who have attended the prestigious HERS-SA seven-day residential programme, this mini-academy has been designed to provide a suite of intense workshops to both support the career development aspirations of women and to strengthen their leadership capacities within the higher education context.

The three and half day mini-academy programme has been carefully designed to develop the knowledge and skills of delegates in the following core areas:

- Mapping leadership development
- Engaging individual and institutional diversity
- Understanding the higher education environment
- Planning and leading change

The mini-academy will provide delegates with invaluable networking opportunities with other women in higher education and as well as access to role models. Registration for the mini-academy is available to a maximum number of forty delegates to enhance the effectiveness of smaller workshops and break-away group activities.

WHO SHOULD ATTEND?

Women in PC10-13, or Senior Lecturer and above posts who:

- Have attended a HERS-SA academy or a HERS sister programme offered in the United States of America
- Currently hold a senior management position in a HE institution
- Wish to prepare for a senior management position in a HE institution
- Are keen to develop strategic management skills
- Would benefit from the opportunity to reflect on their own professional development
- Would value the opportunity to meet and network with other senior women employed in HE in Southern Africa and in other international institutions

STAFF LEARNING PROGRAM FUNDING

- The Staff Learning Programme will provide funding for three delegates. This funding includes all academy costs, materials, refreshments, lunches and official programme dinners.
- This funding does not include any travel and accommodation costs. In order to apply for Staff Learning Program Funding, interested staff need to follow the application and selection process outlined below.
- Staff who have their own funding (either personal or department/faculty funding), may register directly with HERS-SA on their website at www.hers-sa.org.za.

BOOKING AND FURTHER INFORMATION

This course is funded by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/booking.

Places on these courses are limited and in high demand. The closing date for bookings is 31 March 2019. Late applications may be accepted subject to places being available.

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.

APPLICATION AND SELECTION PROCESS

There is a selection process for Staff Learning Program funding for this course. Potential recipients are invited to apply for selection by booking for the course by the closing date. Those who have booked will then be sent further information about the selection process.

DATES:

- To be confirmed.
LEAD Q

This programme provides team leaders, supervisors and first line managers with the tools and knowledge to improve employee engagement and to better interact with their team members.

Lead Q provides team leaders, supervisors and first line managers with the attitude and skill set to step up their performance as leaders and become active drivers of engagement in the organisation, in turn leading to a positive impact on organisational performance, staff turnover and employee wellbeing.

This programme is best suited to those in first level leadership roles who wish to develop personal leadership traits. By booking for this course, you are agreeing to attend both days.

OUTCOMES

- Understanding employee engagement
- Inspiring your team
- Supporting your team
- Understanding the importance of upwards and downwards feedback and information
- Creating involvement within teams
- Understanding the importance of recognition

WHO SHOULD ATTEND?

- Team Leaders, Supervisors and First Line Managers

DATES

- Group 1: 22 & 23 May 2019
- Group 2: 7 & 8 October 2019

TIME

- 09h00-16h00

BOOKING AND FURTHER INFORMATION

This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
MANAGING TROUBLED EMPLOYEES – USEFUL TOOLS TO ENHANCE PERFORMANCE

This workshop is designed to equip supervisors and first line managers with the knowledge and skills to better manage and support their teams.

OUTCOMES
• Understanding the relationship between stress and performance in the workplace
• Managing one’s own stress
• Managing the balance between care, concern and productivity

WHO SHOULD ATTEND?
• Team Leaders, Supervisors and First Line Managers.

COURSE STRUCTURE
• This is a 1-day course.

DATES
• 27 March 2019
• 15 May 2019
• 22 July 2019

TIMES
• 09:00 – 16:00

BOOKING AND FURTHER INFORMATION
This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
MENTORING SKILLS FOR LEADERS

This two-day and a half day course is aimed at those who support, coach, mentor, manage or supervise others. It is of value to supervisors and managers. The course explores the necessary skills, tools and knowledge to adopt a coaching and mentoring approach into your style of managing or supporting others.

OUTCOMES

- Understand your own behaviour and the behaviour of others
- Explore the similarities and differences between coaching and mentoring
- Explore how coaching and mentoring fits into the roles and responsibilities of managers
- Develop mentoring skills
- Explore feedback techniques and models
- Discuss how skills and tools can be applied in a specific context
- Practice applying tools and techniques for effective mentoring
- How to lead with a mentoring mindset

WHO SHOULD ATTEND?

- Supervisors, managers, educators, student advisors

DATES:

- Group 1: 13-15 March 2019
- Group 2: 29-31 May 2019
- Group 3: 26-28 August 2019
- Group 4: 28-30 October 2019

TIME:

- Day 1 & 2: 09h00-16h00
- Day 3: 09h00-13h00

BOOKING AND FURTHER INFORMATION

This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
MENTORING SKILLS FORUM – COMMUNITY OF PRACTICE (COP)

The Staff Learning Centre has introduced a Mentoring: Community of Practice (CoP) programme in support of the Mentoring Skills for Leaders course, this programme serves to provide those who had attended with the ongoing support and coaching in relation to mentoring skills and the mentoring approach.

It will provide participants with the opportunity to practice and improve their mentoring skills and to engage and share experiences with others using mentoring in the work place.

WHO SHOULD ATTEND?
• Those who have already attended the Mentoring Skills for Leaders course that is run at the Staff Learning Centre

DATES
• 27 June 2019
• 26 November 2019

TIME
• 09H00-13H00

BOOKING AND FURTHER INFORMATION
This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
ORGANISATIONAL HEALTH: MANAGING THE MEDICO-LEGAL MINEFIELD

Managing the Medico-Legal Minefield helps managers deal with tough issues that they face on a regular basis. The main areas of focus are in managing sickness absenteeism, understanding the incapacity process to handle under-performance due to ill health or injury and substance abuse issues.

We also deal with traditional healers’ sick certificates. The training is through active participation using quizzes and case studies and drawing on your own experiences to find solutions. Time is also spent on understanding the rights and responsibilities of all stakeholders with these matters.

BOOKING AND FURTHER INFORMATION

This course is run by Organisational Health, Human Resources Department.

For more information, please contact Ashley Taylor at 650 2154 or Ashley.Taylor@uct.ac.za, or Susan Williams at 650 4376 or susan.williams@uct.ac.za.
CERTIFICATE IN BUSINESS ADMINISTRATION

This 24-day certificate programme is aimed at those who have worked in administration for many years but have no formal qualifications in their area of expertise and an opportunity for staff members in administration to gain a Further Education and Training Certificate. The programme is a combination of workshop attendance and the completion of a portfolio of evidence for the purpose of RPL (Recognition of Prior Learning).

OUTCOMES
- Demonstrate an understanding of business practices and people
- Gather, plan, report and monitor information
- Gain skills in basic computer operations
- If you are found competent this will result in a Further Education and Training Certificate in Business Administration Services (Qualification ID 61595) at NQF Level 4.

WHO SHOULD PARTICIPATE?
- This qualification is for anyone who is involved in any business administration function within the university.

PREREQUISITES
In order to apply, you will require:
- Currently be in an administrative position
- A certified copy of highest qualification (at least Grade 10 or NQF level 2, or higher)
- Be able to communicate in two of South Africa’s official languages
- Have at least 2 years total work experience as an Administrator
- Be able to commit for the full programme

You will need to provide proof of the above when applying

SELECTION PROCESS
- There is a selection process for inclusion on this process. Interested staff must apply to the Staff Learning Centre for inclusion in the selection process by booking by the closing date. Those who have booked will then be sent further information about the selection process.
- Preference will be given to those who have no other qualification higher than NQF level 2.
- Participants will be required to sign a ‘Bursary Agreement’ (HR186).

DATES
- 20 February 2019 (Orientation Day)
- 8 March 2019
- 10 April 2019
- 16 May 2019
- 20 June 2019
- 1 August 2019
- 9 September 2019

TIME
- 8h30-16h00: 20 February 2019 (Orientation Day)
- 8h30-12h30: 8 March 2019
- 12h30-16h00: 10 April 2019
- 8h30-12h30: 16 May 2019
- 8h30-12h30: 20 June 2019
- 12h30-16h00: 1 August 2019
- 12h30-16h00: 9 September 2019

BOOKING AND FURTHER INFORMATION
This course is run by the Staff Learning Centre, Human Resources.

In order to express interest and to initiate the applications process, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar. The closing date for bookings is 31 January 2019.
CERTIFICATE IN MANAGEMENT

This 24-day certificate programme is aimed at those who have worked in junior management positions for a few years but have no formal management qualifications. It is an opportunity for staff members in junior management to gain a Further Education and Training Certificate. The programme is a combination of workshop attendance and the completion of a portfolio of evidence for the purpose of RPL (Recognition of Prior Learning).

OUTCOMES
The successful participant will be able to demonstrate knowledge, skill or experience in:
- Carrying out simple research tasks
- Interpreting current affairs related to a specific business sector
- Recognising the effect of HIV/AIDS on the specific workplace, business sub-sector and own organisation
- Applying knowledge of self and team to enhance team performance
- Maintaining records
- Managing time and the work process
- Explaining the structure of an organisation
- If you are found competent this will result in a Further Education and Training Certificate in Management (Qualification ID 57712) at NQF Level 4.

WHO SHOULD PARTICIPATE?
- This qualification is for anyone who is a team leader or supervisor at the university.

PREREQUISITES
In order to apply, you will require:
- Currently be in a team leader or supervisory position
- A certified copy of highest qualification (at least Grade 10 or NQF level 2, or higher)
- Be able to communicate in two of South Africa’s official languages
- Have at least 2 years total work experience as a Line Manager
- Be able to commit to the full programme

You will need to provide proof of the above when applying.

SELECTION PROCESS
- There is a selection process for inclusion on this process. Interested staff must apply to the Staff Learning Centre for inclusion in the selection process by booking by the closing date. Those who have booked will then be sent further information about the selection process.
- Preference will be given to those who have no other qualification higher than NQF level 2.
- Participants will be required to sign a ‘Bursary Agreement’ (HR186).

DATES
- 26 February 2019 (Orientation Day)
- 18,19,20 April 2019
- 21, 22 May 2019
- 20, 21 June 2019
- 9, 10 July 2019

BOOKING AND FURTHER INFORMATION
This course is run by the Staff Learning Centre, Human Resources.

In order to express interest and to initiate the applications process, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar. The closing date for bookings is 31 January 2019.

For more information contact the Staff Learning Centre at sibongile.dano-bopape@uct.ac.za

- 20, 21 August 2019
- 12, 13 September 2019
- 10, 11 Oct 2019
- 2, 26, 27 November 2019
- 10, 11 December 2019

TIMES
- 09h00-16h00: 21 February 2019 (Orientation Day)
- 12h30-16h00: 8 March 2019
- 08h30-12h30: 10 April 2019
- 12h30-16h00: 16 May 2019
- 12h30-16h00: 20 June 2019
- 08h30-12h30: 1 August 2019
- 08h30-12h30: 9 September 2019
- 08h30-16h00: 17 October 2019 FETC Management/Business Administration (Second Language)
- 08h30-16h00: 21 November 2019 FETC Management/Business Administration (Remediation and Portfolio Day)
ASSERTIVENESS @ WORK

A two-day workshop where you learn how to manage high-stress or high-emotion encounters by developing the knowledge and skills needed to assert yourself effectively.

You learn about the difficulties you may face when communicating with others, when trying to create an impact or persuade others to see your point of view. The programme also addresses cognitive and emotional barriers to assertiveness.

OUTCOMES

• Explore your rights and responsibilities during interactions
• Become more self-confident
• Explore the benefits that you, your team and UCT will experience if you act in a more assertive way
• Identify various obstacles that make it difficult for you to assert yourself
• Maintain the balance between being soft on people and hard on results
• Use the right words, tone of voice and body language to get your message across
• Experiment with helpful tools and techniques
• Apply the principles of assertiveness in different difficult situations

WHO SHOULD ATTEND?

• Anyone who wants to become more appropriately assertive.

DATES:

• Group 1: 11 & 12 March 2019
• Group 2: 15 & 16 October 2019

TIME:

• 09h00-16h00

BOOKING AND FURTHER INFORMATION

This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
MANAGING STRESS

This two-day programme is designed to help you become aware of the role of stress in your life, help you to identify your optimum stress levels and provide you with tools to manage your stress effectively. The programme goes beyond the transfer of knowledge and skills regarding stress and addresses the underlying perceptions and attitudes that contribute to stress levels.

OUTCOMES

• Understand the nature of stress
• Identify the stress in your life
• Understand the symptoms of stress
• Be able to deal with stress positively
• Understand the sources of job stress and how they apply to you
• Understand the consequences of high stress levels on your work
• Analyse your work and pinpoint the high stress areas
• Take positive action to deal with the work stress
• Be able to reclaim your work space
• Take charge of your work patterns
• Manage your time more effectively
• Identify stress in others

WHO SHOULD ATTEND?

• Anyone who wants to manage stress more effectively.

DATES:

• Group 1: 18 & 19 February 2019
• Group 2: 25 & 26 June 2019

TIME:

• 09h00-16h00

BOOKING AND FURTHER INFORMATION

This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
MONEY SENSE

This two-day workshop is designed to empower you to take ownership of your personal finances by providing essential knowledge and skills about money management. It also addresses underlying values and attitudes towards money and possessions, as these shape spending patterns. As a result, you will feel more in control of your finances and be able to plan proactively to reach short- and long-term goals.

Please note that this course is not a financial planning program. Should your needs be more advanced (such as retirement financial planning or investment advice), we advise that you make use of a Financial Planner.

OUTCOMES

• Understand the role of money in building a quality life
• Understanding how to manage your money to make ends meet
• Apply guidelines for buying wisely
• Understand the role of credit
• Apply constructive ways to deal with debt
• Understand how to make your money grow
• Understand estate planning

WHO SHOULD ATTEND?

• Anyone wanting to improve his or her personal financial management skills.

DATES:

• Group 1: 8 April & 9 April 2019
• Group 2: 23 July 2019 & 24 July 2019

TIME:

• 09h00-16h00

BOOKING AND FURTHER INFORMATION

This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
WORK Q

This programme provides the tools and learning environment to allow you to effectively deal with the personal barriers that block growth and proactive development.

This programme is best suited to those in more junior roles who wish to develop personal leadership traits. By booking for this course, you are agreeing to attend all three days.

OUTCOMES

• Have greater self-esteem and more self-confidence
• Take personal responsibility for your growth and development
• Build and maintain positive relationships, both within and outside the workplace
• Experience personal empowerment, productivity and success
• Build a plan of action to improve your quality of life
• Build personal leadership traits (self-esteem, strengths, goals, positivity)
• Understand relationships in emotional wellbeing and success

WHO SHOULD ATTEND?

• Anyone wanting to empower themselves and develop personal leadership abilities.
• Work Q is a prerequisite to attend Lead Q

DATES:

• Group 1: 3 & 4 April 2019
• Group 2: 10 & 11 September 2019

TIME:

• 09h00-16h00

BOOKING AND FURTHER INFORMATION

This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
DECIDE PRIORITIES, MANAGE YOURSELF

The workshop is designed to create awareness of the personal habits and practices that cause inefficiency and to help you choose an approach that will help you achieve the results you desire. This workshop is facilitated over two days. Learning days are split: 1½ days followed by ½ day session.

OUTCOMES

- Examine where you are currently placing your time and energy versus your desired results
- Identify time wasters and barriers to effectiveness
- Identify the attitudes, values and behaviours that enhance personal productivity
- Establish well thought-out, realistic goals for your various roles
- Break the procrastination barrier by examining the blockages to personal effectiveness
- Proactively manage the expected outputs of your roles by doing what counts
- Focus on priorities by identifying more critical and less important activities and tasks and adjust priorities when appropriate
- Make preparations by ensuring that the required resources, equipment and or materials are in the appropriate locations so that own and others work can be done effectively
- Schedule time by allocating time to complete work, co-ordinates own and others’ schedules and avoid conflict
- Get organised and stay organised
- Manage self-interruptions and other interruptions appropriately
- Create an action plan that supports the habits that will lead to your success

WHO SHOULD ATTEND

- Staff members who want to manage their priorities more effectively

BOOKING AND FURTHER INFORMATION

- This course is run by the Staff Learning Centre, Human Resources.
- In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar

DATES

- Group 1: 3, 4 & 24 June 2019
- Group 2: 6, 7 & 29 August 2019

TIMES

- Day 1 & 2: 08h30-15h45
- Day 3: 08h30-13h00
PROJECT MANAGEMENT: AN INTRODUCTION

This course is designed to enhance and develop your capacity to manage both your projects and yourself better. You are introduced to fundamental processes, tools and techniques required to manage a project. The course also focuses on understanding requirements, working with key stakeholders, understanding roles, delegating and communicating tasks, and self-organising and planning.

This interactive course extends over a three-day period, initially a two-day workshop with a one-day follow-up a few weeks later. Participants are required to work on a scenario project with other participants in small teams. Sufficient time is provided during the course to complete the majority of the project work.

By booking for this course, you are agreeing to attend all three days, work with your task team and complete the assigned scenario project task. The intention of working in this way is to simulate project team interaction and effectively support individuals as they deal with the challenges that emerge.

OUTCOMES

- An understanding of fundamental project management skills, tools and processes, techniques
- An understanding of delegation, management and communication skills appropriate for projects
- An understanding of stakeholder analysis
- An understanding of how to scope a project, the required resources and define roles
- An understanding of risk analysis and post project implementation review processes
- The scoping and needs analysis of live project within the context of a department
- Individual and group input to a scenario or department specific project

WHO SHOULD ATTEND?

- Anyone Involved in or has access to planning and running projects, or anyone wanting to develop a project management approach to work in unit or area of work.

BOOKING AND FURTHER INFORMATION

This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.

DATES:

- Group 1: 4 & 5 March 2019 & 1 April 2019
- Group 2: 19 & 20 August 2019 & 17 September 2019

TIME:

- 09h00-16h00
ELECTRONIC RESEARCH ADMINISTRATION (ERA) SYSTEMS TRAINING

Facilitated through the Research Office, training covers key concepts for collecting and collating accredited publications for onward submission to the Department of Higher Education and Training (DHET) for government subsidy as well as non-accredited research outputs for the Research Report. The sessions are done either at individual level or by user role.

OUTCOMES

- Loading publications on ERA for the Publication Count and UCT Research report
- Understanding the DHET policies for submission of accredited research output for government subsidy
- Understanding what is required as evidence of publisher’s peer review process for accredited books and refereed proceedings

WHO SHOULD ATTEND?

- Anyone servicing the publication count process and who has, or requires, access to ERA system
EMERGING RESEARCHER PROGRAMME (ERP)

Based in the Research Office, the ERP is a research mentoring programme that aims to build research capacity in academic staff members. It consists of two streams: the SET stream is for science, engineering and the health sciences and SSLH is for social sciences, law, humanities, commerce and social science-related branches of health sciences and engineering.

The ERP engages retired or current senior scholars to mentor academics on an individual or group basis and to conduct seminars and workshops on a range of topics related to research and publishing. The programme also offers modest grants for research related activities.

OUTCOMES

It aims to assist academics to:

• Attain higher degrees (Masters and PhD)
• Write for publication
• Develop funding proposals
• Achieve NRF rating

WHO SHOULD ATTEND?

• All permanent academic staff members who recognise the need to build their personal research capacity.

DATES:

• Ongoing throughout the year. Programmes are made available to participants for each semester

BOOKING AND FURTHER INFORMATION

Further Information can be found at http://www.researchsupport.uct.ac.za/emerging-researcher-programme-erp
INDUCTION COURSE ON THE ADMINISTRATION OF RESEARCH CONTRACTS

Research Contracts and Intellectual Property Services (RC&I) supports UCT’s research activities by providing training and information sessions to new finance administrators who administer the Research Contracts for their particular area.

OUTCOMES

• An insight of the Life Cycle from the Proposal / Agreement stage to the close out of the project and the various supportive roles the various Central Finance departments play to ensure a successful conclusion of the project
• An overview of roles and responsibilities the various stakeholders within Central Finance play.
• An understanding of the contracts approvals process at UCT, as well as levels of contract and authorised signatories
• An understanding of the Contract administration process at UCT that takes place before and after the contract has been signed
• Some understanding of the forms required from the various departments in order to expedite payments / invoices.

WHO SHOULD ATTEND?

• New finance staff and those who feel they need to refresh their knowledge regarding administration of Research Contract within UCT.

BOOKING AND FURTHER INFORMATION

Further Information can be found at http://www.rci.uct.ac.za
INDUCTION / REFRESHER COURSE ON RESEARCH CONTRACTS, INTELLECTUAL PROPERTY, RESEARCH FUNDS MANAGEMENT AND ADMINISTRATION (RCIPS)

Research Contracts and Intellectual Property Services (RCIPS) and the Central Research Finance Office (CRF) invite all new academics / researchers to attend a half day course on Research Contracts, Intellectual Property and Research Fund Management and Administration as it relates to the University of Cape Town.

(Note: The course is not exclusively for new staff – all academic staff and research administrators are welcome. A course for administrators will be presented later this year.)

SESSIONS:

RESEARCH CONTRACTS

This session will inform participants about the delegation of authority framework, the procedures and processes that are followed and the principles of the “full cost model” on which the project budgets may be based.

INTELLECTUAL PROPERTY

Key aspects of the IP policy will be highlighted. An overview of the UCT patenting process will be presented – right from initial intervention disclosure, through the management of the patent portfolio and on to licensing and spin-off business creation. Important requirements of the Intellectual Property Rights from Publicly Financed R&D Act (IPR Act) which impact the UCT Research Community on a day to day basis will be discussed; especially relevant background for discussions with potential funders.

RESEARCH FUND MANAGEMENT AND ADMINISTRATION

The different types of Research Funds on the SAP system will be overviewed (eg. “spend and claim”) and fund management will be discussed, along with the definition of full cost and preparation of full cost budgets for research, VAT applied in a university environment (0, 7 and 14%) and bridging finance.

OUTCOMES

• An understanding of the contract approvals process at UCT, as well as levels of contract and authorised signatories
• An appreciation of the difference types of contract that are entered into, such as Research Contracts, Material Transfer Agreements, Confidentiality Agreements, Consortium Agreements
• An understanding of the different types of Research Funds, Fund Management, full cost budgets and VAT issues
• A working knowledge of the UCT Intellectual Property Policy
• An understanding of forms of intellectual property, and methods for its protection
• IP ownership and options for commercialisation
• An overview of the Intellectual Property Rights from Publicly Financed R&D Act

WHO SHOULD ATTEND?

New academic staff and those needing an IP and Contracts ‘refresher’. Principal Investigators and new Fund Managers.

BOOKING AND FURTHER INFORMATION

Further Information can be found at www.rci.uct.ac.za
UNDERSTANDING BASIC ACCOUNTING CONCEPTS

This workshop provides UCT finance administrators with an understanding of the basic concepts and principles of accounting.

This is a four-day workshop structured as two days per week over two weeks. By booking for this course you are agreeing to attend all four days.

OUTCOMES

• Apply the fundamentals of general accounting concepts.
• Prepare a financial statement
• Understand audit requirements
• Integrate these applications specifically into the accounting processes and transactions at UCT

WHO SHOULD ATTEND?

• Anyone who needs to understand basic accounting concepts in relation to their functional requirements at UCT.

PREREQUISITES

• The completion of the Overview of SAP reporting at UCT and Basic Funds Reporting courses (refer to the ICTS website www.icts.uct.ac.za) is a prerequisite for this course. You must be a SAP user.

DATES

• 4 & 5 September 2019 and 18 & 19 September 2019

BOOKING AND FURTHER INFORMATION

This course is run by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

In order to book, please use the online booking system at http://www.hr.uct.ac.za/hr/learning/staff_programme/calendar

More information can be found at http://www.hr.uct.ac.za/hr/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
Internationally and in South Africa, emphasis is increasingly being placed on the professional development of lecturers with regards to teaching, curriculum design and assessment. The changing profile of our student populations, changes in the modern communications technologies, the increasing pressure on academics as well as the greater spotlight on student success and relevance, provide impetus for the trend towards support for the professional development of lecturers. The Cape Higher Education Consortium (CHEC) is offering 5 short courses for lecturers in the Western Cape during 2019.

The following courses will run in 2019

**DECOLONISING THE CURRICULUM**
- 4 sessions: 12h00 to 16h00
- 3, 10, 17, 24 April & 2 May 2019

**CURRICULUM DESIGN**
- 3 sessions: 09h00 to 15h30
- 15, 29 May and 12 June 2019

**SLOW SCHOLARSHIP**
- 4 sessions: 09h00 to 13h00
- 1, 18 15, 22 August 2019
- Plus, Residential workshop
  - 09h00 to 16h00 on 26-28 August 2019

**LEARNING ANALYTICS**
- Dates to be confirmed

**ASSESSMENT**
- 4 sessions: 15h30-17h30
- 18 and 25 September and 2 & 9 October 2019

Please note:
Successful completion of a course requires the completion of the assignment to the required standard. Certificates will be awarded as follows:
- Merit (75% or above for the assignment)
- Credit (50 to 74% for the assignment)
- Participation (At least 75% attendance but no assignment, or assignment below 50%)

BOOKING AND FURTHER INFORMATION
TO REGISTER:
There is a very brief application form to complete if you are interested in participating in any of the courses on offer. Forms are available on the CHEC website www.chec.ac.za or email Eileen at eileen@chec.ac.za to request a form. The form must be signed by your HOD and thereafter:
- CPUT staff send the form to Shahieda at waterwitchn@cup.ac.za
- UWC staff send the form to Nina at staffdevelopment@uwc.ac.za
- SU and UCT staff send the form to Eileen at eileen@chec.ac.za or fax to 021 763 7117

Preference will be given to those who register before 1 March 2019 for first semester courses, and before end June 2019 for second semester courses. However, if there are still places available you may still register up to two weeks before the start of each course.

For more information please contact Eileen at eileen@chec.ac.za or 072 247 0553.
The Centre for Innovation in Learning and Teaching (CILT) works with UCT educators to develop capacity to teach effectively and responsively across a wide range of contexts. CILT hosts workshops and seminars to raise educators’ awareness of pedagogical choices, educational technologies and their own teaching practices. Faculties or departments can also request workshops and seminars that are tailored to their discipline.

CILT can become involved in design and teaching partnerships with UCT educators who want to put their learning from the workshops and seminars into practice.

Up to date information about upcoming events can be found at: [http://www.cilt.uct.ac.za/cilt-events-calendar](http://www.cilt.uct.ac.za/cilt-events-calendar)
NEW ACADEMIC PRACTITIONERS’ PROGRAMME (NAPP)

NAPP is a collaborative induction programme for new academic staff with less than 5 years’ experience, transitioning into higher education. As a professional development programme, NAPP offers an overview and insight into the structural and cultural opportunities and challenges at UCT, with a view to developing academics’ ability, in their roles as teachers, researchers and members of the UCT academic community, to exercise their agency in meaningful ways.

The NAPP programme consists of a two and a half-day residential retreat plus two full-day teaching, learning, assessment and curriculum workshops spread out over a semester. NAPP runs in the first semester and is repeated with a new cohort in the second semester.

With a keen focus on the higher education classroom in the context of transformation, decolonisation and change, NAPP provides a collegial space to have difficult conversations and to collaboratively strategise around how to mediate issues of power, privilege, positionality and agency in interactions with peers and students. Participants identify a teaching project to explore as part of a critical reflection journey. Self-identified challenges include large class teaching, teaching with technology, multiple literacies, transformation challenges, curriculum change, decolonisation, assessment practices, and discipline-specific projects. As a holistic programme of professional development, NAPP is a great networking opportunity, and through a community of practice model, it equips new academic staff with the necessary resources and skills in order that they might fulfil their responsibilities as academics with confidence.

WHO SHOULD ATTEND?

• New academics at UCT.

DATES

• This course is offered in the first semester and repeated in the second.

BOOKING AND FURTHER INFORMATION

NAPP convenor: Dr Kasturi Behari-Leak (kasturi.behari-leak@uct.ac.za). More information can be found at [http://www.cilt.uct.ac.za/cilt/new-academic-practitioners-programme](http://www.cilt.uct.ac.za/cilt/new-academic-practitioners-programme) or contact Avrill Dawson, on x3478 or at Avrill.Dawson@uct.ac.za
S.E.A. Teach offers participants an opportunity to develop their teaching practice through exposure to the scholarship of learning and teaching in higher education, to engage in reflective practice in a supportive, collaborative environment, and to construct a teaching portfolio. Teaching portfolios include items like teaching philosophy statements, peer and expert observations, and evidence of innovative teaching.

Over the course of an academic year, participants attend six modules: Focusing on the higher education context, Learning theories, Teaching approaches, Literacy in higher education, Assessment, and Evaluation. The programme, which is voluntary and a free development opportunity, has run in various formats in order to respond most flexibly to the needs of participants.
TEACHING OBSERVATION (TO)

In the context of a complex and changing higher education environment, opportunities are offered to new and established educators to invite a teaching and learning specialist into their classrooms to observe their teaching and use this as the basis for a conversation about strengthening teaching practice.

The TO course runs over six weeks and includes classroom visits, seminars and consultations. The TO is offered as an additional reflective and evaluative tool to offer an extra set of eyes on teaching practice and to work with student course evaluations on teaching. It can also offer perspectives on how to decolonise teaching and embrace more inclusive and socially just pedagogies. It is designed to facilitate a collegial peer review process using feedback from classroom observation to deepen insights on practice and practical teaching challenges. Based on a reflective model of pedagogic practice, the course is designed as a supportive and nurturing engagement; each observation is followed up with a consultation and written report, offering a lens to lecturers to shape and fine tune their teaching practice further.

BOOKING AND FURTHER INFORMATION
Coordinator: Dr Kasturi Behari-Leak.
More information can be obtained from Avrill Dawson on x 3478 or at Avrill. Dawson@uct.ac.za
TEACHING WITH TECHNOLOGY

The Centre for Innovation in Learning and Teaching (CILT) works with UCT educators to develop capacity to teach effectively with technology. CILT hosts workshops and seminars to raise educators’ awareness of the ways in which educational technology can be used for teaching and learning. Faculties or departments can also request workshops and seminars that are tailored to their discipline. CILT can become involved in design and teaching partnerships with UCT educators who want to put their learning from the workshops and seminars into practice. Up to date information about upcoming events can be found at http://www.cilt.uct.ac.za/cilt-events-calendar

If you have any questions regarding the CILT events (workshops and seminar), please contact cilt.events@uct.ac.za.

BOOKING AND FURTHER INFORMATION

More information about upcoming events can be found at www.cilt.uct.ac.za/cilt/cilt-events
CILT also has an online collection of teaching resources and guides available at www.cilt.uct.ac.za/cilt/teaching-resources
THE OPEN EDUCATIONAL RESOURCES (OER) UCT PROJECT

The Open Educational Resources (OER) UCT project, currently run in the Centre for Innovation in Learning and Teaching (CILT) at UCT, aims to showcase the teaching efforts of UCT academics by encouraging the publication of resources as OER.

CILT offers advice and/or workshops about ER, copyright and Creative Commons to educators and/or students to support the development of new teaching resources or the preparation of existing teaching resources for sharing as Open Educational Resources.
THE SHORT COURSE ON TEACHING (TSCOT)

This short course is shaped around a small group consultancy model of professional development. It brings together a small group of emerging or established lecturers to address a self-identified challenge or opportunity in their teaching to develop ways of deepening perspectives and designing, delivering and evaluating their courses and teaching in their disciplines and in the context of a complex and changing higher education sector.

Small groups in different departments who want to look at aspects of decolonisation of the curriculum/courses are welcome to apply. The course is designed across disciplines for lecturers who can work together to explore and improve an aspect of their teaching practice with feedback from facilitators and peers. Using a mixture of weekly meetings and seminars, one to one consultations, peer and teaching observations, this course is offered anew every semester.

BOOKING AND FURTHER INFORMATION
More information can be found at http://open.uct.ac.za.
TECHNICAL AND WORKSHOP SKILLS

Human Resources Development offers further opportunities to develop various technical skills such as welding, refrigeration and electrical compliance required within a workshop environment.

BOOKING AND FURTHER INFORMATION

These courses are funded by the Staff Learning Centre, Human Resources, as part of the Staff Learning Program.

More information can be found at http://hr.uct.ac.za/learning/staff_programme/information or by contacting the Staff Learning Centre at hr-stafflearningcentre@uct.ac.za or 021 650 3812.
CENTRE FOR EXTRA-MURAL STUDIES

The Centre for Extra-Mural Studies (EMS), located within the Centre for Higher Education Development, offers public and continuing education courses which are intended to widen access to high-quality, mainly tertiary level, education at UCT.

There are a range of courses organised throughout the year which are aimed at different constituencies, including courses of broad interest for the general public (for instance the Summer School) and courses customised for specific organisations or groups. The programme will include the regular summer School in January which offers over 50 courses and lectures on a variety of general interest topics. See www.summerschool.uct.ac.za. Reduced fees for UCT staff and students may be available for courses run through the EMS.

The EMS also designs customised courses for groups upon request, where the learners’ needs are considered in the construction of the curriculum. The EMS is able to draw upon a wide range of expertise linked with the University to provide an appropriate learning experience for organisations.

FURTHER INFORMATION

For more information about these courses, please visit the website at www.ched.uct.ac.za/ched/ems, e-mail ems@uct.ac.za or call 021 650 2888.
The Staff Education Bursary Scheme (SEBS) is designed to assist permanent, full or part-time, PASS staff members who wish to undertake formal, developmental learning and development at institutions other than UCT and UWC, to enhance their career at UCT. Bursaries are awarded in the amount of 75% of the cost of registration and tuition fees, up to a maximum of R8 000, subject to budget being available.

Applications must be made and approved prior to embarking on such a course of study. A limited number of bursaries are available each year.
ORGANISATIONAL DEVELOPMENT

Organisational development is a planned institution-wide effort to increase effectiveness and efficiency, and to enable UCT to achieve its strategic goals. It is an ongoing, systematic process of implementing effective institutional change.

INDIVIDUAL ASSESSMENTS

- Career/Personal Development assessments

AIM

- The Aim is to support staff in making informed decisions about their career development and trajectory, as well as offer various tools that they can use to meet their goals.

WHO SHOULD ATTEND

- If you have the following questions on your career path, talk to us
- Are you having trouble choosing your next career move?
- Do you want to figure out what career/occupation/job you should go into within UCT?
- Do you want to find tools to help you make a career-related decision?
- Do you want to create a career plan that will help you make informed, thoughtful career-related decisions?

TEAM ASSESSMENTS

Team optimisation is an integral part of talent management, it plays a key role in translating the vision to the team while aligning UCT values and strategic goals of the institution to teams within various faculties and departments. Applies an elective approach to learning and development of the teams while team building exercise is often a onetime “event”, team optimisation is on-going and progressive with embedded regenerative strategies that lead to results. It serves to build self-awareness and awareness of oneself in relation to other team members, while optimising individual and team outcomes.

WHO SHOULD ATTEND?

All UCT teams requiring these services

COURSE COSTS

Organisational Development will design and facilitate interventions free of charge. Where the Organisational Development Department cannot facilitate a session, the Faculty/Department may be liable for the cost of an external facilitator. Some interventions may also attract a venue and catering costs.

BOOKING AND FURTHER INFORMATION

This service is offered by the Staff Learning Centre, Human Resources.
For more information, please contact your dedicated human resource practitioner.

FUNDING FORMAL DEVELOPMENT
STAFF TUITION RATES

Each eligible staff member qualifies for staff tuition rates for himself/herself and his/her spouse or life partner, and child(ren) if the child(ren) is/are financially dependent on the staff member. The staff tuition rate varies from 25% to 75% of the normal fee.

FURTHER INFORMATION

Further information can be found at http://www.hr.uct.ac.za/hr/benefits/remuneration/staff_tuition_rates
UCT LAW @ WORK

The Faculty of Law’s Professional Development Project offers seminars, lectures and short courses of postgraduate standard.

For regular course updates, email don.coue@uct.ac.za to be added to our mailing list. For a list of courses, plus access to law@work’s twitter and facebook pages, visit www.lawatwork.uct.ac.za

BOOKING AND FURTHER INFORMATION
More information can be found at: www.lawatwork.uct.ac.za/lw/courses