

Making
Education
Accessible to
those who
cannot afford it.



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We know your struggle

Not only are jobs few; places at University and Colleges limited, but the price of education is the major stumbling block in this country. We believe that #feesmustfall so you can reach your potential. Register for one of our certificates today and be assured that you will:

**Feel Empowered.
Upgrade Your Skills.
Get That Job.**



All our Courses are certified by ElearnSA

WORK READINESS PROGRAMME

3 Month - Foundation Level

- 1: Customer Service
- 2: Interview Tips
- 3: Negotiation Skills
- 4: Skills of the Admin Assistant



6 Month - Intermediate Level

- 5: Personal Finance
- 6: How to Budget
- 7: How to Avoid Debt
- 8: Time Management



9 Month - Advanced Level

- 9: Self Management
- 10: Call Centre Agent
- 11: Computer Basics
- 12: Business Communication

What You Will Learn

Recognise that service delivery is an individual response value. Know how to be professional during an interview. Establish rules that lead to effective negotiation. Improve your communications skills.

What You Will Learn

Understand financial products. Understand budgeting; types, components, purposes & advantages. Grow debt-free habits. Understand the importance of, and useful techniques for, setting and achieving goals.

What You Will Learn

To manage yourself you must first understand yourself. Define & understand call center strategies. Identify operating systems; application software; software versions and updates. Basic Principles Of Communication.

Who Should Do This

Anyone dealing with customers. Anyone who is serious about getting a job. Anyone using negotiations on a daily basis. Office Assistants and Administrators

Who Should Do This

Students. Personal and Management Assistants. Anyone looking to improve their time management

Who Should Do This

Anyone who needs to improve their computer skills. Anyone looking to improve their business communication. Anyone looking to improve their telephone skills



Register today



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Apply for that Job

Start Small. Finish Big.

So how do our certificates work? Great Question. You can register for either the 3 month, 6 month or 9 month certificate. If you want to start small, then register for only the 3 month or 6 month certificate. You can then register later for the next level, until you complete the 9 month Advanced Level Certificate, which are 9 subjects altogether.

It will never cost more, if you register for one level certificate at a time, compared to registering for the 9 month certificate from the beginning.

Trust Impact College to:

Keep It Simple.

Put You The Student First.

Be By Your Side Throughout.



eLearnSA
training the nation

All our Courses are certified by ElearnSA

CUSTOMER SERVICE CONSULTANT

3 Month - Foundation Level

- 1: Customer Service
- 2: Time Management
- 3: Negotiation Skills



6 Month - Intermediate Level

- 4: Self Management
- 5: Skills of the Admin Assistant
- 6: Call Centre Agent



9 Month - Advanced Level

- 7: Computer Basics
- 8: Business Communication
- 9: Conflict Resolution

What You Will Learn

Recognise that service delivery is an individual response value. Understand the importance of, and the most useful techniques for, setting and achieving goals. Establish rules that lead to effective negotiation

What You Will Learn

To manage yourself you must first understand yourself. Improve your communications skills, including listening, questioning, and being more assertive. Define and understand call centre strategies

What You Will Learn

Identify other input devices; operating systems; application software; software versions and updates. Basic Principles Of Communication. Be able to recognise the five most common conflict resolution styles and when to use them

Who Should Do This

Anyone dealing with customers. Anyone looking to improve their time management. Anyone using negotiations on a daily basis

Who Should Do This

If you need to gain a better understanding of yourself and your circumstances. Public Relations Officers. Anyone looking to improve their telephone skills

Who Should Do This

Anyone who needs to improve their computer skills. Anyone looking to improve their business communication skills. Anyone who fears confrontation.



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BUSINESS & OFFICE ADMINISTRATOR

3 Month - Foundation Level

- 1: Business & Office Administration
- 2: Time Management
- 3: Self Management



6 Month - Intermediate Level

- 4: Computer Basics
- 5: The Minute-taker's Notes
- 6: Office Communication



9 Month - Advanced Level

- 7: Intro to Business Accounting
- 8: Business Literacy
- 9: Leadership skills for supervisors

What You Will Learn

Taking Calls & Messages, Screening Calls. Understand the importance of, and the most useful techniques for, setting and achieving goals. To manage yourself you must first understand yourself.

What You Will Learn

Identify other input devices; operating systems; application software; software versions and updates. Develop key minute-taking skills, including listening skills, critical thinking, and organisation. Apply effective listening skills.

What You Will Learn

The bookkeeping and accounting cycle. Refine your written communication skills. Search for ways to overcome communication barriers.

Who Should Do This

Office Assistants and Administrators. Anyone looking to improve their time management. Anyone using negotiations on a daily basis

Who Should Do This

Anyone who needs to improve their computer skills. Anyone responsible for writing meeting reports. Anyone looking to improve their office communication.

Who Should Do This

Anyone requiring basic financial skills. Employees in Finance departments. Team Leaders and Supervisors.



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HUMAN RESOURCES ADMINISTRATOR

3 Month - Foundation Level

- 1: HR Management Principles
- 2: HR Management Skills
- 3: Train the Trainer

6 Month - Intermediate Level



- 4: Business & Office Administration
- 5: Management Principles
- 6: Labour Relations

9 Month - Advanced Level



- 7: Performance Management
- 8: Conducting Effective Performance Reviews
- 9: Project Management

What You Will Learn

Understand HR Management and Legislation. Managing, assessing and enhancing work performance. Develop and deliver a training session.

What You Will Learn

Taking Calls & Messages, Screening Calls. Managing in a Changing Environment. Understand the importance of employment laws and compliance with intentions of the laws.

What You Will Learn

Identify the different stages to performance management and review. Make the performance review legally defensible. Plan, schedule and control a project.

Who Should Do This

Prospective HR Managers and Assistants.
Management Assistants.
Training Facilitators.

Who Should Do This

Office Assistants and Administrators. HR Managers and Assistants.
Junior Labour Relation Officers.

Who Should Do This

HR Managers, Assistants and Decision Makers.



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PROJECT ADMINISTRATOR

3 Month - Foundation Level

- 1: Project Management
- 2: Time Management
- 3: Negotiation Skills

6 Month - Intermediate Level



- 4: Self Management
- 5: Business & Office Administration
- 6: Effective Communication

9 Month - Advanced Level



- 7: Quality Management
- 8: Management Principles
- 9: Writing Reports and Proposals

What You Will Learn

Plan, schedule and control a project. Understand the importance of, and the most useful techniques for, setting and achieving goals. Establish rules that lead to effective negotiation

What You Will Learn

To manage yourself you must first understand yourself. Taking Calls & Messages, Screening Calls. Best Practice for Oral Communication.

What You Will Learn

Identify, analyse and assess qualitative and quantitative data that is relevant to your business. Managing in a Changing Environment. Prepare reports and proposals that inform, motivate, and provide information.

Who Should Do This

Anyone dealing with customers. Anyone looking to improve their time management. Anyone using negotiations on a daily basis

Who Should Do This

If you need to gain a better understanding of yourself and your circumstances. Public Relations Officers, Office Assistants and Administrators.

Who Should Do This

Project Management Administrators. and Corporate Communication Officers.



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MARKETING ASSISTANT

3 Month - Foundation Level

- 1: Marketing Management
- 2: Project Management
- 3: Negotiation Skills



6 Month - Intermediate Level

- 4: Self Management
- 5: Skills of the Admin Assistant
- 6: Management Principles



9 Month - Advanced Level

- 7: How to Write a Press Release
- 8: Business Communication
- 9: Tourism Management

What You Will Learn

Marketing planning, implementation and control. Plan, schedule and control a project.
Establish rules that lead to effective negotiation

What You Will Learn

To manage yourself you must first understand yourself. Improve your communications skills, including listening, questioning, and being more assertive. Utilise the organisations information management systems.

What You Will Learn

Develop an effective public relation plan. Basic Principles Of Communication. Identify and understand the factors for Tourism growth.

Who Should Do This

Marketing Assistants, Administrators and decision makers. Anyone using negotiations on a daily basis

Who Should Do This

Anyone needing to gain a better understanding of themselves & circumstances. Office Assistants.

Who Should Do This

Junior Public Relation Officers.
Anyone looking to improve their business communication skills. Marketing Administrators



Register today



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It's Your Future. Own it

It is time to take action. Register today for one of our certificates and don't look back. The wonderful world of work is waiting for you to show up.

At Impact College, we will help you to become the best you - so be sure to tell all your friends and family that **#feeshavefallen**.



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All our Courses are certified by ElearnSA