

# Compliance & Soft Skills Course Catalogue

Soft Skills + Accredited Compliance Courses

2024



## Immediate Time to Value

Obtain instant access to numerous compliance courses, accredited with the "Compliance Institute of South Africa", as well as a myriad of soft skills courses on an unlimited basis.

# Innovative Solutions For **Compliance & Soft Skills Training.**

Skypiom Compliance provides access to a myriad of “Compliance Institute of South Africa” accredited compliance as well as unaccredited soft skills courses.

The Learning Package has unlimited access to all soft skills courses whereby Learning & Compliance Package has unlimited access to both the soft skills as well as the accredited compliance courses.



Depending on Package, Soft skills and / or compliance courses can be made available to all users in the “Course Library”. Alternatively, some or all soft skills and compliance courses may be restricted so that enrolments can be controlled.

## Course Format

### Compliance Courses

Comprising between four and five modules, each spanning around 10 to 20 minutes in length, the format includes talking heads and narrated video slideshows.

The user must pass an untimed assessment with a passmark of 60%. Upon successful completion the user may download a certificate that is valid for one year.

### Soft Skills Courses

Consisting of approximately twelve modules, the format includes talking heads, narrated video slideshows, talking heads as well as animated recaps.

The user must pass an untimed assessment with a passmark of 60%, after which they may download a certificate and Open Badge, neither of which expire.

**What exactly is Money Laundering?**

*Money Laundering*

- 01 The term “money laundering” gained popularity in the 1920s during the Prohibition Era in the United States
- 02 Defined as the process of exchanging illegally acquired (dirty) money for legally acquired (clean) money
- 03 Variety of methods that criminals use to engage in money laundering. The act of money laundering promotes criminal activity



# Compliance Courses by Skypiom

## Prerequisites & Essentials

Compliance training based on the South African compliance context.

Designed with the participant in mind, these courses deliver a thorough understanding of various compliance requirements, which can also assist in accumulating CPD hours.



- ✔ Anti-Money Laundering (1 CPD hr)
- ✔ Code of Conduct (1 CPD hr)
- ✔ Consumer Protection Act (1 CPD hr)
- ✔ Critical Thinking (1 CPD hr)
- ✔ Cybersecurity (1 CPD hr)
- ✔ Diversity Management (1 CPD hr)\*
- ✔ Introduction to the FAIS Act (2 CPD hrs)
- ✔ Know Your Customer (1 CPD hr)
- ✔ National Credit Act (1 CPD hr)
- ✔ Protection of Personal Information (PoPIA) Act (1 CPD hr)
- ✔ Treating Customers Fairly (1 CPD hr)
- ✔ Workplace Ethics (2 CPD hrs)
- ✔ Workplace Harassment (1 CPD hr)

\* under development

“

*All I can say is WOW, WOW, WOW!  
Love the system, love the modules,  
love the content, love everything about  
Skypiom!*

- Berenice O.  
Financial Administrator  
(Capterra Review)

# Soft Skills Courses

## Administrative Skills

Administrative skills are as essential to the success of any organisation as they are to the participant's career.

Equip participants with the prerequisites to convey the basics of prioritisation, communication and organisation.



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- ✔ Accountability in the Workplace
  - ✔ Administrative Office Procedures
  - ✔ Administrative Support
  - ✔ Archiving & Record Management
  - ✔ Basic Bookkeeping
  - ✔ Business Writing
  - ✔ Collaborative Business Writing
  - ✔ Executive and Personal Assistants
  - ✔ Meeting Management
  - ✔ Organisational Skills
  - ✔ Social Media in The Workplace
  - ✔ Social Media Marketing
  - ✔ Supply Chain Management

# Soft Skills Courses

## Career Development

Developing a participant's career will provide value and benefits.

These courses will give participants an insight and better understanding into the basic skills required to develop and progress in their career.



- ✔ 10 Soft Skills You Need
- ✔ Assertiveness and Self-Confidence
- ✔ Communication Strategies
- ✔ Creative Problem Solving
- ✔ Creativity: Thinking Outside the Box
- ✔ Developing Creativity
- ✔ Digital Citizenship
- ✔ Entrepreneurship
- ✔ Interpersonal Skills
- ✔ mLearning Essentials
- ✔ Negotiation Skills
- ✔ Personal Branding
- ✔ Project Management
- ✔ Telework and Telecommuting
- ✔ The Cloud and Business
- ✔ Time Management
- ✔ Woman in Leadership

# Soft Skills Courses

## Human Resources

These soft skill courses will prepare participants to rise to any HR occasion.

With these courses participants will obtain insights and knowledge into the world of human resources, which includes the participant's entire career life cycle.



- ✔ Business Succession Planning
- ✔ Contract Management
- ✔ Crisis Management
- ✔ Developing a Lunch and Learn
- ✔ Diversity, Equity & Inclusion
- ✔ Employee Onboarding
- ✔ Employee Recruitment
- ✔ Employee Termination Processes
- ✔ Generation Gap
- ✔ Health and Wellness at Work
- ✔ Hiring Strategies
- ✔ Human Resource Management
- ✔ Manage Workplace Harassment
- ✔ Measuring Results from Training
- ✔ Millennial Onboarding
- ✔ Office Health and Safety
- ✔ Sensitivity Training
- ✔ Talent Management
- ✔ Train the Trainer
- ✔ Unconscious Bias
- ✔ Universal Safety Practices
- ✔ Workplace Bullying
- ✔ Workplace Harassment
- ✔ Workplace Violence

# Soft Skills Courses

## Personal Development

With Skypiom's personal development courses, participants will discover the specifics of how to better navigate their career's progression.

Participants will be tasked to challenge their own thinking patterns in order to become more productive individuals.



- ✔ Adult Learning - Mental Skills
- ✔ Adult Learning - Physical Skills
- ✔ Anger Management
- ✔ Attention Management
- ✔ Being a Likeable Boss
- ✔ Critical Thinking
- ✔ Developing Emotional Intelligence
- ✔ Goal Setting and Getting Things Done
- ✔ Increasing Your Happiness
- ✔ Improving Self-Awareness
- ✔ Improving Mindfulness
- ✔ Job Search Skills
- ✔ Life Coaching Essentials
- ✔ Managing Personal Finances
- ✔ Managing Workplace Anxiety
- ✔ Personal Productivity
- ✔ Public Speaking
- ✔ Social Intelligence
- ✔ Social Learning
- ✔ Stress Management
- ✔ Taking Initiative
- ✔ Trust Building and Resilience Development
- ✔ Work-Life Balance

# Soft Skills Courses

## Sales & Marketing

Upskill participants in one of the most important spheres of an organisation: sales and marketing.

With these courses, participants will discover the specifics of presenting any value proposition, be it in person or via written correspondence.



- ✔ Body Language Basics
- ✔ Call Centre Training
- ✔ Coaching Salespeople
- ✔ Contact Centre Management
- ✔ Creating a Great Webinar
- ✔ Employee Recognition
- ✔ Event Planning
- ✔ High Performance Teams (Inside the Company)
- ✔ High Performance Teams (Remote Workforce)
- ✔ In Person Sales
- ✔ Internet Marketing Fundamentals
- ✔ Marketing Basics
- ✔ Media and Public Relations
- ✔ Motivating Your Sales Team
- ✔ Multi-Level Marketing
- ✔ Overcoming Sales Objections
- ✔ Presentation Skills
- ✔ Proposal Writing
- ✔ Prospecting and Lead Generation
- ✔ Sales Fundamentals
- ✔ Servant Leadership
- ✔ Telephone Etiquette
- ✔ Top 10 Sales Secrets
- ✔ Trade Show Staff Training



# Soft Skills Courses

## Supervising & Managers

Everyday business needs and decisions are addressed by supervisors and managers.

The Supervisor and Manager soft skill courses provide a basic understanding of the challenges middle and upper management face on a frequent basis.



- ✔ Budgets and Financial Reports
- ✔ Coaching and Mentoring
- ✔ Conducting Annual Employee Reviews
- ✔ Developing New Managers
- ✔ Employee Motivation
- ✔ Facilitation Skills
- ✔ Knowledge Management
- ✔ Leadership and Influence
- ✔ Lean Six Sigma
- ✔ Manager Management
- ✔ Middle Manager
- ✔ Office Politics for Managers
- ✔ Performance Management
- ✔ Self-Leadership
- ✔ Supervising Others
- ✔ Team Building Through Chemistry
- ✔ Virtual Team Building and Management
- ✔ Recognising Employee Excellence

# Soft Skills Courses

## Workplace Essentials

Organisations can be considered as living beings made up of the individuals working within it.

Through Workplace Essentials, participants will improve their judgement and decisiveness skills, manage risks better and increase critical thinking.



- ✔ Appreciative Inquiry
- ✔ Business Acumen
- ✔ Business Ethics
- ✔ Business Etiquette
- ✔ Change Management
- ✔ Civility in The Workplace
- ✔ Conflict Resolution
- ✔ Customer Service
- ✔ Customer Support
- ✔ Cyber Security
- ✔ Delivering Constructive Criticism
- ✔ Developing Corporate Behaviour
- ✔ Handling A Difficult Customer
- ✔ Networking (Outside the Company)
- ✔ Networking (Within the Company)
- ✔ Respect in the Workplace
- ✔ Responsibility in the Workplace
- ✔ Risk Assessment and Management
- ✔ Safety in The Workplace
- ✔ Team Building for Managers
- ✔ Teamwork and Team Building