

Compliance & Soft Skills Course Catalogue

Included in each Skypiom Compliance subscription

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 that each user may consume on an unlimited basis.

The compliance courses are developed by Skypiom and comply with the South African legislative context, made available exclusively on Skypiom Compliance.

The soft skills courses are sourced from international vendors.



Compliance and soft skills courses can be made available to all users in the “Course Library”. Alternatively, some or all compliance and soft skills 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.



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

* 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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| <input checked="" type="checkbox"/> Accountability in the Workplace | <input checked="" type="checkbox"/> Executive and Personal Assistants |
| <input checked="" type="checkbox"/> Administrative Office Procedures | <input checked="" type="checkbox"/> Meeting Management |
| <input checked="" type="checkbox"/> Administrative Support | <input checked="" type="checkbox"/> Organisational Skills |
| <input checked="" type="checkbox"/> Archiving & Record Management | <input checked="" type="checkbox"/> Social Media in The Workplace |
| <input checked="" type="checkbox"/> Basic Bookkeeping | <input checked="" type="checkbox"/> Social Media Marketing |
| <input checked="" type="checkbox"/> Business Writing | <input checked="" type="checkbox"/> Supply Chain Management |
| <input checked="" type="checkbox"/> Collaborative Business Writing | |

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.



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

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.



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



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| <input checked="" type="checkbox"/> Budgets and Financial Reports | <input checked="" type="checkbox"/> Manager Management |
| <input checked="" type="checkbox"/> Coaching and Mentoring | <input checked="" type="checkbox"/> Middle Manager |
| <input checked="" type="checkbox"/> Conducting Annual Employee Reviews | <input checked="" type="checkbox"/> Office Politics for Managers |
| <input checked="" type="checkbox"/> Developing New Managers | <input checked="" type="checkbox"/> Performance Management |
| <input checked="" type="checkbox"/> Employee Motivation | <input checked="" type="checkbox"/> Self-Leadership |
| <input checked="" type="checkbox"/> Facilitation Skills | <input checked="" type="checkbox"/> Supervising Others |
| <input checked="" type="checkbox"/> Knowledge Management | <input checked="" type="checkbox"/> Team Building Through Chemistry |
| <input checked="" type="checkbox"/> Leadership and Influence | <input checked="" type="checkbox"/> Virtual Team Building and Management |
| <input checked="" type="checkbox"/> Lean Six Sigma | |

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