Prospectus

a community of learning
The NACOSA community of learning

The NACOSA Training Institute is a centre of excellence providing affordable, accredited and quality training and development opportunities to organisations, businesses and their frontline staff. Our Healthy Organisation approach helps public and private sector institutions to build and strengthen their ability to address South Africa’s most pressing challenges.

NACOSA, a national network of over 1,500 organisations working together to tackle interlinked health and social development issues, provides a substantial community of learning which draws on the latest, evidence-based experience from the field.

Operating as a social enterprise and sustainability mechanism, all income from the Training Institute is channelled into NACOSA’s charitable, public benefit activities. We are able to provide B-BBEE points for those using or funding our services; as well as the knowledge that you are investing in the health and wellbeing of South African communities.

NACOSA CAN BOOST YOUR SCORECARD

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>RECOGNITION</th>
<th>CERTIFICATION</th>
<th>POSSIBLE POINTS*</th>
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<tbody>
<tr>
<td>Ownership</td>
<td>NACOSA recognised as ‘black-owned’</td>
<td>Verification agency recognition</td>
<td>4</td>
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<td></td>
<td>25% economic interest of black people</td>
<td>Receipt of share-holding</td>
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<td>10% economic interest of black women</td>
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<tr>
<td>Skills Development</td>
<td>100% recognition (Skills Matrix = D)</td>
<td>Receipt of training</td>
<td>8</td>
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<td>6% payroll spent on black people in</td>
<td>Accreditation certificate</td>
<td>5 (bonus)</td>
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<td>learning (staff or beneficiaries)</td>
<td>B-BBEE certificate</td>
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<td>Black people employed once trained</td>
<td>Learner certificates</td>
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<tr>
<td>Enterprise &amp; Supplier</td>
<td>Level 2 (125% recognition)</td>
<td>B-BBEE certificate</td>
<td>5</td>
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<tr>
<td>Development</td>
<td>NACOSA recognised as a ‘black-owned’</td>
<td>Receipt of grant, investment or loan</td>
<td>10</td>
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<td></td>
<td>enterprise</td>
<td>Receipt for services</td>
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<td></td>
<td>NACOSA recognised as an Empowering</td>
<td>Verification agency recognition</td>
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<td>Supplier</td>
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<td>At least 51% black owned, procurement</td>
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<td>of services quality for Procurement</td>
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<td>Sustain</td>
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<td>Socio-Economic Development</td>
<td>100% recognition for grants to NACOSA</td>
<td>Verification of % black beneficiaries</td>
<td>5</td>
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<td>or its member organisations or funding</td>
<td>Receipt of grant or funding</td>
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*This is a summary interpretation of the Revised B-BBEE Codes issued in October 2013. Specific targets apply within each element and individual circumstances may vary. Please consult your verification agency or B-BBEE consultant for details.

WE OFFER A COMPREHENSIVE PACKAGE OF TRAINING, MENTORING AND PROFESSIONAL DEVELOPMENT SERVICES TO DEVELOP THE FULL POTENTIAL OF ORGANISATIONS AND THEIR FRONTLINE STAFF, USING OUR MODEL OF THE HEALTHY ORGANISATION.

OUR CREDENTIALS
- Accredited by the Health & Welfare SETA
- Level 2 B-BBEE Contributor providing 125% recognition
- Registered Non Profit and Public Benefit Organisation
- Trusted training provider for global funders and government since 2002
- As a top-rated Principal Recipient of the Global Fund and implementing partner for government, USAID and PEPFAR, extensive grant management expertise.

GRANT MANAGEMENT SERVICES
- Identification of beneficiary organisations
- Baseline capacity needs assessments
- Mentoring, coaching and technical assistance
- Capacity building training and referrals
- Accountable channelling of SED funding
- Monitoring, evaluation and close-out reports
HIV Knowledge
Awareness of HIV and the AIDS pandemic is essential and potentially life-saving knowledge for all South Africans. This course, linked to Unit Standards, provides a thorough understanding of HIV and AIDS and gives managers, care givers, health care workers, wellness officers and others the skills to apply accurate information about HIV and AIDS at home, in communities and in the workplace.

4 DAYS

HIV Counselling & Testing
This accredited course is for lay people (not registered professionals) supporting those infected and affected by HIV and AIDS in schools, universities, at NGOs, within churches, in the South African Police Service, at counselling call centres, in hospitals, clinics and support agencies, at sports centres, within government services facilities and other fields. It gives participants the necessary skills and understanding to provide HIV Counselling and Testing (HCT) services.

10 DAYS

Adherence Support
Taking the medication used to treat HIV and AIDS correctly helps people with HIV live longer, healthier lives and reduces the risk of transmitting HIV to others. This accredited course explains HIV and the progression of the disease and provides an understanding of human behaviour and motivation which enables effective adherence support for people living with HIV, AIDS and tuberculosis (TB).

5 DAYS

4 DAYS

Child & Youth Care Work Qualification
This entry-level full qualification is for those who want to make a career in the highly rewarding and important field of Child and Youth Care Work (CYCW).

The course has five clusters:
• Introduction to CYCW
• Therapeutic work with children
• Assessment and programming in CYCW
• Caring skills and HIV
• The CYCW as a professional person

The qualification can be undertaken over 18 months of formal training or as a blended model and enhances effective service delivery for children and youth in communities.

18 MONTHS

First Responder
An innovative new programme for lay counsellors who act as psychological first responders to survivors of sexual violence reporting at Thuthuzela Care Centres and aligned hospitals. The course provides an understanding of all aspects of sexual violence so that counsellors can contain and support survivors appropriately with the resources and protocols available. Equipping them with the skills to work effectively in a multi-disciplinary team, this interactive learning experience also gives counsellors real exposure to the highly-charged situations they may face so that they can provide a quality support service.

5 DAYS

Dealing with Gender Based Violence
South Africa has exceptionally high levels of gender based violence which is fuelling HIV and AIDS. This innovative accredited skills programme has been developed to help frontline workers (police, court, health, social and community workers) and others who work with GBV survivors (such as HR, health and safety and wellness officers) deal with the challenges of gender based violence. The course provides an in-depth understanding of gender violence in South Africa, the link with HIV and AIDS and how to provide the appropriate support to survivors of gender based violence using the resources and procedures currently available.

5 DAYS

Skills

Building the technical and programme skills of frontline staff and workers helps deliver high quality, effective and accessible services on the ground and improves the health and wellbeing of workplaces and communities.
**Basic Counselling**

Self-knowledge comes from sharing our hopes and fears and is the first step on the road to becoming an effective and empathetic counsellor. In this training, you will be exposed to a variety of counselling contexts and develop your ability to help a client tell their story through skilful reflective listening. Over a week, the course explores supporting and facilitating a client’s decision-making process and exploring the available options together.

5 DAYS

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**Facilitation & Presentation Skills**

Improve your ability to facilitate learning with this training to equip new facilitators with the necessary skills to lead discussions, encourage knowledge sharing and generate new collective ideas. The course will help you to identify barriers and incentives to people’s participation in a discussion or learning process and to use participatory learning and action tools to draw out the knowledge of a group.

2 DAYS

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**Support Group Facilitation**

If you are a group facilitator or are thinking of setting up a support group for people living with HIV or any other chronic illness, this course will give you the basic theoretical background and practical skills to manage a support group effectively. The training equips lay counsellors, care workers, wellness officers, social workers and others to lead discussions on topics relevant to people living with chronic illnesses to support healthy living (for example disclosure and dealing with stigma) and manage the challenges that can occur in support groups.

4-5 DAYS

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**Sexual & Reproductive Health**

AIDS is now the leading cause of death among 10 to 19 year olds in Africa. A critical part of reducing risks for young people is sexual and reproductive health (SRH) education. This training will give you the skills to facilitate effective health education sessions for young people aged 14 to 18, aimed at reducing the risk of early unplanned pregnancy, HIV and other sexually transmitted infections. Informative and practical, the programme is packed with all the resources facilitators need to run 15 pre-prepared SRH sessions with young people.

5 DAYS

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**Managing Diversity in the Workplace**

South Africa is a widely diverse country in an increasingly diverse and globalised world. Directors, managers, trustees, executives – anyone who manages a workforce – needs to understand how to embrace diversity and use it as a positive force for growth and success. This short course will give you the tools for effective people management, an understanding of group dynamics and how to manage conflict within a diverse environment.

2 DAYS

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**Key Population Sensitisation**

This training was developed to sensitise people providing services to key populations, identified in the National Strategic Plan on HIV, STIs and TB 2012–2016 (NSP) as those who are at greater risk of being infected by or transmitting HIV. The training focuses on **men who have sex with men** (MSM), **sex workers** (SW) and **people who use drugs** (PWUD). Often stigmatised and excluded, these groups can struggle to access services, increasing their vulnerability to HIV as well as the chances of HIV transmission. Sensitising frontline workers improves access to treatment and compassionate care for vulnerable groups.

4 DAYS

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“We started an open support group through your help. It is a tremendous success! You may not know how many people you are touching by empowering us.”

- We Care Ministries
Conflict Management
This programme guides community leaders, managers, supervisors and HR officers in the non-profit and business spheres on understanding conflict better and finding effective solutions to the inevitable conflict that occurs in organisations. The course will help you to identify the factors that cause and contribute to conflict, understand the effect of conflict on the working environment, and develop your own individual conflict management style.

2-3 DAYS

Beginners Computer Skills
Two practical, introductory courses to Microsoft Word and Microsoft Excel are run by two facilitators on your own laptop or from your organisation’s computer room. The course will help you to understand the difference between hardware and software, identify the fundamental components of a computer, familiarise yourself with Microsoft programmes and be able to use both programmes effectively in your day-to-day work.

2-3 DAYS per course

Using Quickbooks
QuickBooks is a user-friendly financial accounting package, ideal for organisations of all sizes to manage their finances effectively. Participants with basic bookkeeping knowledge will enter data from their own files during this practical workshop. Each step of the process is explained, from initial entry of payments, to bank reconciliation and reports. One-to-one refresher training and remote mentoring is available if necessary.

2 DAYS

“I attended the Gender Based Violence and HIV course. We learned a lot! Our facilitator was amazing and we will never forget her. Excellent work.”

– Sergeant Boshoff
Healthy organisations, institutions and businesses are more efficient, effective and sustainable. Strengthening the core systems within organisations, and building the confidence and organisational skills of the people who work within them, is the key to creating healthy organisations.

Management & Leadership Development
This programme explores the skills, qualities, characteristics and building blocks for inspirational and effective leadership. Managers, supervisors, project managers, community leaders, trustees and board members can learn important aspects of leadership, the meaning of team leadership, the responsibilities of a manager and how to develop their own motivational leadership style that empowers staff, volunteers and communities.

2 DAYS

Governance
This course, offered at two levels, strengthens emerging organisations by helping them to formalise their governance and accountability structures (Level 1) and supports more established organisations in improving their governance systems (Level 2). This training gives executive directors, board members, trustees of community empowerment trusts and project managers, an understanding of good governance in an NGO, trust or non profit company. Along with the legal and ethical framework, the course also provides practical skills, like how to facilitate board meetings.

2 DAYS

Strategic & Operational Planning
The old saying ‘to fail to plan is to plan to fail,’ has never been more true. Sustainability is inextricably linked to understanding your mission, having clear strategic objectives and being able to link your long-term strategic goals to yearly operational plans. This training course will give managers, project managers, coordinators and board members the tools to facilitate strategic and operational planning in organisations and develop strong strategic and operational plans.

3 DAYS

Financial Accountability
Solid financial management practices are the cornerstone of effective and sustainable organisations. This practical, hands-on training equips leaders, trustees, financial officers, administrators and project managers with the basic skills to maintain sound financial management systems in a non profit environment. The course provides an understanding of how to implement financial controls, as well as practical skills such as compiling budgets and balancing a general ledger.

3 DAYS

Human Resource Management
A speciality within the broader field of management, human resources (HR) focuses on managing the people that make an organisation work. Any member of a team who needs an understanding of human resources would benefit from these HR modules:

- Recruitment, selection, appointment and induction of new staff
- Employment legislation
- Labour relations
- Performance management
- Staff development and wellness.

2 DAYS

Performance Management
Managing staff or system performance facilitates the effective delivery of strategic and operational goals. This training helps organisations to establish and develop a culture where individuals and groups take responsibility for achieving consistently high levels of organisational performance. Directors, managers and staff managing organisational performance will learn how to manage the performance of staff and give and receive feedback to improve organisational performance.

3 DAYS
Administrative Systems
An organisation is only as strong as its systems. This accredited, hands-on training programme shows administrative staff how to implement and maintain those all-important administrative systems and procedures in an established organisation (Level 4, 8 credits); as well as how to manage the administration records (Level 4, 4 credits) necessary to report to funders and other stakeholders. 1-2 DAYS

Basic Office Administration
This skills programme is for people who need to manage office administration processes and programme-related records in small and emerging organisations. The training will give you the skills to develop and maintain an appropriate record-keeping system to ensure productivity and compliance with legal and funder requirements and improve the accessibility of your records, so enhancing accountability and decision making. 2 DAYS

Basic Financial Operations
Balancing the books is a vital but often overlooked skill in any organisation. This training programme is for entry level staff who work with finances, or anyone wishing to improve their bookkeeping skills, to get to grips with how to prepare and reconcile petty cash and the cash book. It will also equip you with the core skills to draw up a budget and complete the general ledger – all provided by skilled facilitators in a fun and practical way. 3 DAYS

Developing & Implementing Policy
Policies guide how organisations function and help to safeguard employees and the organisation itself. This training provides practical guidance on developing policies and procedures for supervisors, managers and board members or trustees including understanding the importance of good governance, the management structure of an NPO and the different types of policies and procedures required. 1-2 DAYS

Monitoring & Evaluation
Assessing progress and understanding your impact is becoming increasingly important for funders and other stakeholders. This programme, pitched at two levels depending on the size of your organisation, provides practical skills on monitoring the implementation of programmes or projects, comparing actual progress with what is planned and reporting back to funders and other stakeholders. Learn how to make monitoring and evaluation an internal necessity, without it being a burden, and develop a methodology that will make your organisation more effective and sustainable. 3 - 4 DAYS

Report Writing
Reports are a key and necessary task for many in non profit organisations and companies. This training will help you develop skills in general reporting and reporting to donors to meet standards and ensure continued funding. From understanding narrative and financial reporting, to structuring information for reporting and developing checklists to edit the report before publishing it – this short skills programme will show you how. 2 DAYS

“Our Board Member is also a traditional leader and said that what he learned was invaluable to the work he does in his community as well as at TVEP.”

- Fiona Nicholson, Programme Director, TVEP
Project Management
Two courses for managing small to medium-sized projects from inception through to successful completion.
A beginner programme explores the fundamentals and nature of projects in a simple schedule. Staff involved in community development projects, government staff from the social cluster and small business managers will gain a good understanding of the processes, activities and tools for effective small project execution.

3-4 DAYS
The longer and more in-depth intermediate programme covers the basic tools and skills to manage medium-size projects for project managers within a range of fields.

5 DAYS

Event Planning
Fundraising, conferences, meetings, activations and project events – this skills programme will help you to run successful, effective and impactful events of all kinds. The course includes planning and preparing for an event, templates and tools for event planning and how to draw up a budget and run events successfully.

2 DAYS

Essential Meeting Skills
Properly conducted and minuted management and annual general meetings (AGMs) are vital to operations, stakeholder relationships, governance and accountability. This programme will give you the confidence to run a successful, well-attended meeting, as well as equip you with the essential skills you need such as planning, facilitation, minute-taking and follow-up. Administrators, project managers, coordinators and community trustees can all learn from this practical programme.

2 DAYS

“The guidance is practical and of great help, yesterday the staff voiced their appreciation and said they felt so empowered by the financial training and guidance.”

– Hadassah Family Wholeness Centre
Advocacy & Lobbying
Advocacy is one of the key ways to bring about positive change in the world. This programme provides would-be activists and change-makers with the knowledge and skills to identify relevant advocacy issues in the HIV, AIDS and TB and other fields – such as the intersection between gender based violence and HIV; prioritise advocacy issues; identify stakeholders; and formulate and implement an advocacy and lobbying plan.

3 DAYS

Community Dialogue
Successful development interventions require a deep understanding of the dynamics and complexities of communities. This programme equips community workers and development practitioners with the skills to use dialogue to strengthen and expand community responses to health and social challenges. The course includes an understanding of the methodology and phases of community dialogue, enabling practitioners to bring out the voices of the people and integrate community concerns into development. The course includes a refresher after implementation.

5 DAYS + 2 DAY REFRESHER

Mobilisation
This specially developed training programme for community leaders, health officials, health committee representatives and staff and volunteers of community based organisations and NGOs, provides an essential understanding of local primary health issues and how to mobilise communities around them. Giving participants the practical skills to plan and run mobilisation campaigns in response to identified needs, the programme is highly interactive. It includes role-plays, case studies, videos, self-discovery exercises, small and large group discussions.

3-5 DAYS

Influencing

“A huge thank you for such a great training! We can’t wait to put our new skills to use not only with our clients but also in our personal lives. We are looking forward to building on our new knowledge.”

– Heart2Heart
Planning for Sustainability

The funding environment has never been more challenging for non-profit organisations. We all need to work towards our sustainability beyond the single or three-year funding cycle. In this training, you will discover how to build a business case for your organisation and get to grips with sustainability issues which should form the focus of your sustainability agenda. You will also gain practical skills like how to prepare a master budget and draft a Resource Mobilisation Strategy.

2 DAYS

Fundraising & Marketing

This introductory training covers the fundamentals of fundraising for non-profit and community-based organisations. The short course includes how to develop beneficial relationships, different types of fundraising, how to formulate a fundraising strategy or plan, using new tools for fundraising, such as social media and online, and how to identify innovative ways to mobilise resources to support your organisation’s sustainability.

2 DAYS

Proposal Writing

Writing proposals is a central component of many organisations’ fundraising activities. This training programme gives participants guidelines on length, format, content and the process of writing successful proposals to mobilise resources for non-profit organisations. As well as how to write a winning proposal, the course will also help fundraisers to identify and understand funding criteria and link their programme aims, objectives and activities to a realistic budget.

3 DAYS

Risk Management

A key oversight responsibility of boards, trustees, directors and senior managers is to understand, manage and mitigate against risk to ensure their organisation is sustainable and upholds its reputation of being able to deliver high quality programmes to its beneficiaries. Funders are increasingly looking for beneficiary organisations that can effectively assess and make provision for risk – this course will show you how.

2 DAYS

Communication Strategies

Clear, consistent and compelling communications are key to an organisation’s reputation and fundraising success but with a growing array of channels and media available, it’s hard to know where to start. This programme will help managers and communications practitioners to develop effective and measurable communications strategies, within their own resource and capacity constraints, to help move their organisation to the next level.

2 DAYS

Social Enterprise Development

Social enterprise development is one strategy that organisations are employing to diversify their funding base and boost their sustainability. This course provides insight, information and knowledge to those in the non-profit sector thinking of starting a social enterprise. The training includes the following topics:

- What is a social enterprise?
- Product range and quality assurance
- Costing and pricing
- Marketing

2 DAYS

“NACOSA’s capacity building programme has a direct, tangible benefit on organisations and their capacity to deliver efficient and sustainable services in communities.”

- External Evaluation by Development Works
Join our learning community

These training opportunities have been developed over many years of building the capacity of the health and social development sector but we also create custom-made country-wide programmes based on specific needs, budgets and skills gaps.

Get in touch today for more information, curriculum details or quotations.
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