



361 | TRANQUIL TOUCH



Joythi Maharaj



071 896 1959



joythi@361tranquiltouch.co.za



60 Marle Rd, Bramley North, Sandton, 2090



361 Tranquil Touch Learning Pathway

“Where Transformation Becomes Tranquillity”

At *361 Tranquil Touch*, our accredited courses empower professionals and organizations to thrive. Each programme is designed to balance **practical skills with holistic growth**, with **Emotional Intelligence (EQ)** woven through every learning journey.

Marketing Course Offerings

- **Fundamentals of Marketing (NQF 5)** – Introduction to marketing principles, branding, segmentation, and consumer behaviour.
- **Higher Certificate in Marketing (NQF 5)** – Accredited programme covering marketing basics, business communication, and sales.
- **Diploma in Marketing Management (NQF 6)** – Strategy, consumer insights, and campaign management.
- **Integrated Marketing Communications (NQF 6)** – Blend advertising, PR, digital, and traditional media campaigns.
- **Public Relations & Media Communication (NQF 6)** – Manage media relations, PR strategies, and corporate reputation.
- **Marketing for International Business (NQF 7)** – Global trade, export marketing, and cross-cultural branding.
- **Innovation in Marketing & Emerging Tech (NQF 7)** – Explore AI, chatbots, AR/VR, and other digital marketing trends.
- **Advanced Diploma in Marketing (NQF 7)** – Brand building, market research, and integrated communications.
- **Postgraduate Diploma in Marketing (NQF 8)** – Strategic marketing, global branding, and leadership in marketing.
- **Digital Marketing Essentials (NQF 5–6)** – SEO, SEM, social media, and content marketing.
- **Social Media Marketing Strategy (NQF 5–6)** – Leverage platforms like LinkedIn, Facebook, Instagram, and TikTok effectively.
- **Marketing Analytics & Consumer Insights (NQF 6–7)** – Use data and analytics to understand customer behaviour and ROI.
- **Brand Management & Corporate Identity (NQF 6–7)** – Develop strong, consistent, and competitive brands.
- **E-Commerce & Online Business (NQF 6–7)** – Manage digital storefronts, online retail, and customer journeys.
- **Content Marketing & Storytelling (NQF 5–6)** – Build narratives that attract, engage, and convert customers.
- **Marketing Automation & CRM Tools (NQF 6–7)** – Use HubSpot, Salesforce, and similar tools to streamline marketing campaigns.





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Legal

Equip your team with knowledge to remain compliant, confident, and future-ready.

- **Basic Principles of Labour Law (NQF 5)** – Understand workplace rights, legislation, and fair practice.
- **Contract Law Fundamentals (NQF 5)** – Drafting, interpreting, and applying contracts in business.
- **National Certificate: Paralegal Practice (NQF 5)** – Gain practical legal support skills for business and practice.
- **Labour Relations & Dispute Resolution (NQF 6)** – Navigate CCMA processes, grievances, and workplace disputes.
- **Commercial Law for Business (NQF 6)** – Explore company law, partnerships, consumer law, and business agreements.
- **Human Rights & Constitutional Law (NQF 6)** – Principles of human rights, equality, and workplace dignity.
- **Advanced Principles of Labour Law (NQF 7)** – Deep dive into corporate, collective, and case law.
- **Corporate Governance & Ethics (NQF 7)** – Learn King IV principles and corporate accountability.
- **Legal Compliance & Risk (NQF 6–7)** – Build compliance frameworks covering POPIA, AML, and workplace governance.
- **Intellectual Property Law (NQF 6–7)** – Protecting trademarks, copyrights, and patents in business contexts.
- **Employment Equity & Diversity Law (NQF 5–6)** – EE Act compliance, workplace inclusion, and transformation law.
- **POPIA & Data Protection Law (NQF 6)** – Compliance with data privacy legislation and governance frameworks.
- **Alternative Dispute Resolution (ADR) (NQF 6–7)** – Mediation, arbitration, and negotiation in legal and workplace contexts.

Information Technology (IT)

Prepare for the digital future with skills that combine business, compliance, and innovation.

- **Higher Certificate in Information Technology (NQF 5)** – Foundational IT, networking, and databases.
- **Cloud Computing Fundamentals (NQF 5)** – Understand AWS, Azure, and Google Cloud basics.
- **Cybersecurity & Data Protection (NQF 6)** – Safeguard data, manage threats, and ensure compliance with POPIA.
- **Database Management Systems (NQF 6)** – SQL, data modelling, and enterprise database administration.
- **Systems Analysis & Design (NQF 6)** – Requirements gathering, SDLC, and solution design frameworks.





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- **User Experience (UX) & Human-Computer Interaction (NQF 6)** – Designing intuitive, user-focused systems.
- **Mobile Application Development (NQF 6)** – Building apps for Android and iOS platforms.
- **Artificial Intelligence in Business (NQF 7)** – Leverage AI, automation, and digital transformation.
- **Digital Transformation Strategy (NQF 7)** – Aligning technology with organisational strategy and growth.
- **Data Analytics for Business (NQF 6–7)** – Translate raw data into actionable insights.
- **IT Project Management (NQF 6–7)** – Apply methodologies like Agile and PRINCE2 to technology projects.
- **Software Development Fundamentals (NQF 5–6)** – Introduction to coding, programming logic, and application design.
- **Networking Essentials (NQF 5–6)** – LAN/WAN concepts, network security, and troubleshooting.
- **Business Intelligence & Big Data (NQF 6–7)** – Tools and strategies for enterprise data analysis.
- **Blockchain & FinTech Basics (NQF 6–7)** – Distributed ledger technologies, cryptocurrency, and digital finance.
- **Enterprise Resource Planning (ERP) Systems (NQF 6–7)** – SAP, Oracle, and business process integration.
- **IT Governance & Compliance (NQF 6–7)** – COBIT, ITIL, and regulatory compliance for IT leaders.

Soft Skills

Enhance workplace effectiveness with essential professional competencies.

- **Presentation & Public Speaking (NQF 5)** – Deliver engaging, structured, and impactful presentations.
- **Interpersonal Skills & Emotional Intelligence (NQF 5)** – Strengthen relationships through empathy and self-awareness.
- **Professional Business Writing (NQF 5)** – Reports, proposals, email etiquette, and formal communication.
- **Workplace Diversity & Inclusion (NQF 5)** – Cultivating inclusive environments and embracing workplace transformation.
- **Cross-Cultural Communication (NQF 5–6)** – Navigating cultural differences in global and diverse workplaces.
- **Adaptability & Change Resilience (NQF 5)** – Embracing flexibility and growth during organisational transitions.
- **Decision-Making Under Pressure (NQF 6)** – Tools for effective judgment in fast-paced environments.
- **Communication Skills for Professionals (NQF 4–5)** – Build confidence in verbal and written communication.





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- **Customer Service Excellence (NQF 4–5)** – Provide exceptional experiences and manage difficult clients.
- **Time & Stress Management (NQF 4–5)** – Develop resilience, productivity, and work-life balance.
- **Conflict Management & Negotiation (NQF 5–6)** – Resolve disputes constructively and negotiate effectively.
- **Critical Thinking & Problem-Solving (NQF 5–6)** – Structured decision-making, analysis tools, and creative solutions.
- **Emotional Resilience & Stress Mastery (NQF 5–6)** – Techniques to thrive under pressure and manage change.
- **Teamwork & Collaboration Skills (NQF 4–5)** – Building trust, cooperation, and synergy in groups.
- **Creative Thinking & Innovation (NQF 5–6)** – Unlocking creativity for problem-solving and idea generation.
- **Active Listening & Feedback Skills (NQF 4–5)** – Building deeper connections through listening and constructive dialogue.
- **Assertiveness & Self-Confidence Training (NQF 5)** – Standing firm while maintaining respect and professionalism.

Leadership & Development

- **Higher Certificate in Management Practice (NQF 5)** – Fundamentals of supervision and management.
- **Project Management Fundamentals (NQF 5)** – Core project lifecycle, tools, and team collaboration.
- **Diploma in Business & Management (NQF 6)** – Financial literacy, HR, and business growth.
- **Operational Excellence & Process Improvement (NQF 6)** – Lean, Six Sigma, and efficiency-focused leadership.
- **Transformational Leadership (NQF 7)** – Inspire, motivate, and lead teams through change.
- **Strategic Leadership & Change Management (NQF 7–8)** – Equip leaders to guide organisations through transformation.
- **Change Management Practitioner (NQF 6–7)** – Manage transitions, minimise resistance, and ensure adoption.
- **Advanced Project Management (NQF 6–7)** – Risk, scheduling, stakeholder management, and portfolio planning.
- **Performance Management & Team Coaching (NQF 6–7)** – Inspire accountability and high performance.
- **Women in Leadership (NQF 6–7)** – Empower women to lead authentically.
- **Risk & Compliance Management (NQF 6–7)** – Build governance and compliance systems.





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- **Executive Leadership Programme (NQF 7–8)** – Develop vision, strategy, and ethical leadership.
- **Entrepreneurship & Small Business Development (NQF 5–6)** – Innovation, financial literacy, and business growth for entrepreneurs.
- **Corporate Strategy & Innovation (NQF 7–8)** – Align strategy with innovation to future-proof organisations.
- **Organisational Behaviour & Culture (NQF 6–7)** – Understand and shape workplace culture for productivity.
- **Talent Management & Succession Planning (NQF 6–7)** – Build sustainable leadership pipelines.
- **Global Business Leadership (NQF 7–8)** – Navigate leadership in multinational and cross-cultural contexts.
- **Board Leadership & Corporate Governance (NQF 7–8)** – Develop skills to serve on or engage with boards effectively.
- **Innovation & Design Thinking for Leaders (NQF 6–7)** – Practical creative problem-solving and innovation leadership.
- **Servant Leadership & Ethical Decision-Making (NQF 6–7)** – Lead with humility, service, and integrity.

☀ Coaching & Mentoring

Develop individuals and organizations through transformative coaching practices.

- **Mentoring & Coaching Skills Programme (NQF 5)** – Foundational coaching and mentoring aligned with Services SETA.
- **Career & Workplace Coaching (NQF 6)** – Support employees with career transitions, performance, and development plans.
- **Health, Wellness & Resilience Coaching (NQF 6)** – Coaching for mental well-being, stress reduction, and lifestyle management.
- **Advanced Coaching Models & Frameworks (NQF 7)** – Explore GROW, CLEAR, and integrative coaching methods.
- **Executive & Business Coaching (NQF 8)** – Equip leaders with coaching models for high performance.
- **Accredited Coaching Supervision (NQF 8 equivalent)** – Mentor and support practicing coaches through supervision.
- **MPhil in Leadership Coaching (NQF 9)** – Postgraduate programme for professional coaches and organizational change.
- **Group & Team Coaching (NQF 6–7)** – Facilitate team growth and performance culture.
- **Wellness & Life Coaching (NQF 5–6)** – Holistic coaching focused on balance, resilience, and personal mastery.
- **Neuro-Linguistic Programming (NLP) Practitioner (NQF 5–6 equivalent)** – Use NLP techniques to enhance communication, influence, and coaching.





- **Youth Mentorship & Development Coaching (NQF 5–6)** – Empower young people with confidence, communication, and resilience skills.
- **Organisational Coaching & Culture Transformation (NQF 7–8)** – Drive systemic change and embed coaching culture in organisations.
- **Spiritual & Holistic Coaching (NQF 5–6)** – Combine mindfulness, energy awareness, and life purpose coaching.
- **ICF/EMCC Accredited Professional Coaching (NQF 7–8 equivalent)** – Internationally recognised coaching standards.
- **Mentorship for Skills Development & Learnerships (NQF 5–6)** – Align mentorship with SETA-aligned skills programmes.

♥ Emotional Intelligence (EQ)

The golden thread across all programmes, fostering resilience, empathy, and human connection.

- **EQ & Customer Experience (NQF 5)** – Elevate client relationships through emotional awareness.
- **Mindfulness-Based EQ (NQF 6)** – Combine mindfulness practices with emotional mastery.
- **EQ for Managers & Supervisors (NQF 6)** – Enhance leadership, communication, and motivation in teams.
- **EQ for Sales & Negotiation (NQF 6)** – Use emotional awareness to close deals, build trust, and influence effectively.
- **EQ for Diversity & Inclusion (NQF 6)** – Build cultural empathy and inclusive leadership.
- **Applied EQ in the Workplace (NQF 6)** – Harness EQ to strengthen teamwork and customer engagement.
- **Team EQ Dynamics (NQF 6)** – Foster collaboration and synergy through group emotional intelligence.
- **EQ for Change Leadership (NQF 7)** – Guide teams through transformation using empathy and resilience.
- **EQ in Coaching Practice (NQF 7)** – Integrate EQ principles into coaching for deeper client impact.
- **Advanced EQ for Leaders (NQF 7–8)** – Apply emotional intelligence in strategic decision-making and transformation.
- **EQ & Resilience Training (NQF 5–6)** – Manage stress and bounce back from challenges.
- **Accredited EQ Practitioner (NQF 6 equivalent)** – Certify to coach and train others in EQ frameworks.
- **Emotional Intelligence Basics (NQF 4–5)** – Build self-awareness, empathy, and personal regulation.





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- **EQ for Teachers & Education Professionals (NQF 5–6)** – Build classroom empathy, student engagement, and conflict resolution.
- **EQ in Conflict Resolution & Mediation (NQF 6–7)** – Apply EQ to resolve workplace and interpersonal conflicts.
- **EQ in Healthcare & Wellness (NQF 5–6)** – Support patient care, resilience, and compassion in health settings.
- **Advanced EQ Certification (NQF 7–8)** – Professional qualification for senior consultants and practitioners.
- **Global EQ Competency Programme (International Accreditation)** – EQ skills mapped to international leadership frameworks.



Wellness & Corporate Well-Being

Focuses on **mental, emotional, and physical health in the workplace**. These are very attractive to corporates looking to boost retention, reduce burnout, and improve culture.

- **Nutrition & Lifestyle for Peak Performance (NQF 5)** – Build awareness of diet, exercise, and energy management for productivity.
- **Mental Health Awareness in the Workplace (NQF 5)** – Educate teams to reduce stigma, support colleagues, and promote well-being.
- **Emotional Wellness & Self-Care (NQF 5)** – Tools for personal growth, healing, and emotional balance
- **Mind-Body Connection for Stress Relief (NQF 5)** – Techniques such as breathwork, yoga, and somatic awareness.
- **Compassion Fatigue & Trauma Support (NQF 6)** – Helping professionals in high-stress roles (e.g., healthcare, social work).
- **Employee Well-being & Engagement Strategies (NQF 6)** – Design organisational initiatives to improve retention and morale.
- **Positive Psychology at Work (NQF 6)** – Applying the science of happiness, flow, and strengths-based leadership.
- **Workplace Wellness & Stress Management (NQF 5–6)** – Equip employees with tools to manage pressure and maintain balance.
- **Mindfulness & Meditation Practices (NQF 4–5)** – Introduce relaxation, focus, and presence techniques to reduce stress.
- **Burnout Prevention & Resilience (NQF 5–6)** – Identify early warning signs and develop strategies to sustain performance.
- **Workplace Ergonomics & Injury Prevention (NQF 4–5)** – Create safe, healthy, and efficient workspaces.
- **Sleep, Rest & Energy Management (NQF 4–5)** – Lifestyle practices to enhance focus and reduce fatigue.
- **Holistic Wellness Coaching (NQF 5–6)** – Integrating mind, body, and spirit approaches to personal well-being.





- **Addiction Awareness & Support in the Workplace (NQF 5–6)** – Recognising risks, providing support, and managing policies.
- **Work-Life Integration Strategies (NQF 5–6)** – Balancing personal and professional priorities.
- **Corporate Wellness Programme Design (NQF 6–7)** – Building and implementing workplace wellness strategies at scale.

Sustainability & Corporate Social Responsibility (CSR)

Given the global ESG (Environmental, Social, Governance) push, many organisations need staff trained in sustainability and compliance.

- **Introduction to Sustainability & ESG Reporting (NQF 6)** – Understand ESG frameworks, sustainability metrics, and integrated reporting.
- **Circular Economy & Waste Management (NQF 6)** – Explore recycling, re-use models, and sustainable production.
- **Renewable Energy & Clean Technology Fundamentals (NQF 6)** – Explore solar, wind, and alternative energy solutions.
- **Social Impact Measurement & Reporting (NQF 6)** – Tools to track, evaluate, and report CSR project outcomes.
- **Sustainable Finance & Investment (NQF 7)** – ESG-focused investing, green bonds, and ethical funding models.
- **Green Business & Sustainable Practices (NQF 5–6)** – Build eco-friendly strategies for organisations and communities.
- **Environmental Law & Compliance (NQF 6–7)** – Learn environmental legislation, governance, and regulatory compliance.
- **Corporate Social Responsibility & Community Development (NQF 5–6)** – Design and implement impactful CSR projects.
- **Ethics & Responsible Business (NQF 6–7)** – Integrate ethical decision-making into corporate strategy.
- **Climate Change & Carbon Footprint Management (NQF 6–7)** – Learn carbon accounting, offset strategies, and climate adaptation.
- **Sustainable Supply Chain Management (NQF 6–7)** – Build eco-conscious, ethical, and transparent value chains.
- **Biodiversity & Natural Resource Management (NQF 6–7)** – Protect ecosystems while aligning with business sustainability goals.
- **Sustainable Leadership & Governance (NQF 7–8)** – Equip leaders to champion sustainability at board level.
- **Water & Energy Efficiency in Business (NQF 5–6)** – Reduce consumption, increase savings, and support resource conservation.





- **Sustainable Urban Development & Smart Cities (NQF 7)** – Explore innovations in green infrastructure and city planning.
- **Global Frameworks in Sustainability (NQF 6–7)** – Align with UN SDGs, GRI, ISO 14001, and international standards.



Finance & Business Skills

Strongly complements Leadership and Management, especially for non-financial managers.

- **Financial Literacy for Non-Financial Managers (NQF 5)** – Understand financial statements, cash flow, and profitability.
- **Introduction to Business Finance (NQF 5)** – Basic accounting, financial management, and reporting principles.
- **Strategic Business Planning (NQF 6)** – Financial strategy, resource allocation, and long-term planning.
- **Advanced Financial Management (NQF 7)** – Strategic investment, corporate restructuring, and shareholder value.
- **Venture Capital & Private Equity (NQF 7)** – Funding models for start-ups and high-growth companies.
- **Budgeting, Forecasting & Cost Control (NQF 5–6)** – Tools for managing organisational budgets effectively.
- **Corporate Finance & Decision Making (NQF 6–7)** – Explore capital structure, investments, and value creation.
- **Entrepreneurship & Small Business Management (NQF 5–6)** – Build sustainable businesses through innovation and financial literacy.
- **Risk Management in Finance (NQF 6–7)** – Identify, assess, and mitigate financial risks.
- **Management Accounting & Performance Measurement (NQF 6–7)** – Use costing, KPIs, and balanced scorecards for decision-making.
- **Forensic Accounting & Fraud Prevention (NQF 6–7)** – Detect financial irregularities and strengthen compliance.
- **Taxation for Business Owners (NQF 5–6)** – VAT, income tax, and corporate tax essentials.
- **Business Valuations & Investment Appraisal (NQF 6–7)** – Techniques for valuing businesses and assessing projects.
- **Personal Finance & Wealth Management (NQF 4–5)** – Managing savings, investments, and debt.
- **Financial Modelling & Excel for Business (NQF 5–6)** – Practical tools for forecasting and scenario planning.
- **Banking & Financial Services Fundamentals (NQF 5–6)** – Intro to banking operations, credit, and compliance.





- **International Trade & Finance (NQF 6–7)** – Managing imports, exports, and global currency risks.

• **Human Resources & People Management**

HR training is always in demand, especially in alignment with legal compliance and EQ.

- **Human Resource Management Fundamentals (NQF 5)** – Introduction to HR functions: staffing, training, and compliance.
- **Employee Relations & Labour Law (NQF 6)** – Navigating disciplinary procedures, CCMA, and workplace law.
- **Performance Management Systems (NQF 6)** – Set KPIs, appraisals, and employee development plans.
- **Strategic Human Resource Management (NQF 7)** – Align HR practices with business strategy.
- **Global HR Management (NQF 7)** – Manage international talent mobility and cross-border HR practices.
- **Recruitment & Talent Acquisition (NQF 5–6)** – Effective hiring, selection tools, and workforce planning.
- **Talent Management & Succession Planning (NQF 6–7)** – Build sustainable pipelines for leadership and growth.
- **Diversity, Equity & Inclusion (DEI) in the Workplace (NQF 5–6)** – Promote inclusivity and address unconscious bias.
- **Industrial Psychology & Organisational Behaviour (NQF 6–7)** – Understand human behaviour in organisational settings.
- **Learning & Development Management (NQF 6–7)** – Design, deliver, and evaluate workplace training programmes.
- **Compensation, Rewards & Benefits (NQF 6–7)** – Design fair pay structures, incentives, and recognition systems.
- **Employee Wellness & Assistance Programmes (NQF 5–6)** – Support well-being, mental health, and resilience.
- **Change Management for HR Professionals (NQF 6–7)** – Equip HR teams to support organisational transformation.
- **Labour Relations & Collective Bargaining (NQF 6–7)** – Manage unions, negotiations, and workplace disputes.
- **HR Metrics & Workforce Analytics (NQF 6–7)** – Data-driven HR planning, dashboards, and reporting.
- **Workplace Policy Development (NQF 5–6)** – Draft and implement effective HR policies aligned with legislation.
- **HR Compliance & Risk Management (NQF 6–7)** – POPIA, EE Act, BCEA, and compliance frameworks.





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Entrepreneurship, Innovation & Skills of the Future

This helps position 361 Tranquil Touch for both youth empowerment and business growth sectors.

- Innovation & Design Thinking (NQF 6)
- Digital Entrepreneurship (NQF 5–6)
- Start-up Incubation & Business Planning (NQF 5–6)
- Creative Problem-Solving & Innovation Labs (NQF 5–6)
- The Future of Work & 4IR Skills (NQF 6–7)
- Social Entrepreneurship & Impact Business (NQF 6)



Signature Pathways

1. **The Empowered Leader** – EQ → Team Building → Change Management → Strategic Leadership → Coaching.
2. **The Future of Work** – EQ → Data Analytics → AI in Business → Project Management → Change Leadership.
3. **People & Culture** – EQ → Labour Relations → Conflict Management → Organisational Coaching.
4. **Marketing & Innovation** – Marketing Basics → Digital Marketing → Analytics → Global Strategy.



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Accredited Training | Change & Project Management | Coaching & Mentorship | Corporate Wellness

