



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



NORTHERN CAPE
URBAN TVET
COLLEGE

SABS
ISO 9001

Form number – RFQ002

REQUEST FOR QUOTATION “RFQ”

MODE OF REQUESTING QUOTATION:	College Website	E-mail	Newspaper	Other	Please Specify
NAME OF COLLEGE SITE THAT SUBMIT RFQ:	CENTRAL OFFICE				
RFQ NO:	Provision of Conflict Management Training for fifteen (15) Managers.				
DESCRIPTION OF GOODS AND SERVICES REQUIRED:	SPECIFICATIONS				QUANTITY
Face-to-face Conflict Management Training for fifteen (15) Managers to develop practical knowledge and skills to effectively prevent, manage and resolve workplace conflict, improve communication and manage difficult workplace situations.	The training programme should cover, but not be limited to, the following: • Introduction to workplace conflict management • Understanding the causes and nature of workplace conflict • Identifying early signs and sources of conflict • Different types and levels of workplace conflict • The impact of unresolved conflict in the workplace • Roles and responsibilities of managers in managing workplace conflict • Effective communication in conflict situations • Active listening and effective questioning techniques • Managing difficult conversations • Dealing with challenging employees and workplace situations • Conflict resolution techniques and strategies • Negotiation and problem-solving skills • Mediation and facilitation skills for managers • Managing emotions and maintaining professionalism during conflict • Handling disagreements between employees and teams • Building positive working relationships • Preventing escalation of workplace conflict				15



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

- Practical approaches to resolving workplace disputes
- Relevant workplace policies and procedures
- Relevant South African labour relations principles and legislation
- Practical exercises, role-plays and case studies
- Assessment, where applicable
- Training materials
- Certificate of attendance/completion

Additional requirements:

- Training must be face-to-face/in-person.
- Training should be specifically designed for managers/supervisors.
- The programme should have a strong practical and workplace-focused approach.
- Service provider must indicate the recommended duration of the training.
- Service provider must provide the facilitator's profile, qualifications and relevant experience.
- Service provider must provide details of accreditation, where applicable.
- Service provider must provide a detailed course programme and learning outcomes.
- Practical exercises, role-plays and workplace scenarios should form part of the training.

Please submit the following:

- ☐ Quotation.
- ☐ CIPCO documents.
- ☐ Valid B-BBEE Certificate.
- ☐ Valid Tax Clearance Certificate.
- ☐ Copy of latest municipal services
- ☐ CSD report.

account for business as proof of residence.

ISSUING DATE:

05/10/2026

BRIEFING SESSION:

Compulsory

Not compulsory

Time:

N/A

Date:

N/A

CLOSING:

Time:

16:00

Date:

10/10/2026 09/10/2026

QUOTATION VALIDITY PERIOD:



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

DELIVERY OR SUBMISSION INSTRUCTIONS FOR RFQ:	Submission of quotations must be delivered to: Supply Chain Management (SCM) gc@ncutvet.edu.za All quotations need to be signed and on an official letterhead. All service providers must be registered on the Northern Cape Urban TVET College's supplier database. Application form can be downloaded from our website.		
ENQUIRIES	Tel: 053-839 2070	DATE	05/10/2026

NORTHERN CAPE URBAN TVET COLLEGE	
CENTRAL OFFICE	
PRIVATE BAG 41111 PORTFOLIO 8300	
<i>[Signature]</i>	
2026 -10- 05	
SIGNATURE	DATE
TEL: 053 839 2098	Email: lecoko@ncutvet.edu.za
SUPPLY CHAIN MANAGEMENT	