



ONLINE

## Advanced Course in Employee Assistance Programmes

Presented by the Department of Social Work and Criminology,  
University of Pretoria in collaboration with ICAS

Dates: 10 - 13 May 2022 | 06 - 09 September 2022

Monitoring and evaluation remain a huge challenge within the EAP field, due to lack of knowledge and skill of practitioners, who are often caught up into the operational challenges of the EAP. As such the ability to report on the impact of the EAP on the productivity of employees is seldom sufficiently developed, which also impacts on the Return on Investment (ROI) and relevant information on the EAP.

The **Advanced Course in Employee Assistance Programmes** provides you with more progressive knowledge and the necessary skills set to effectively MONITOR AND EVALUATE the Employee Assistance Programmes (EAPs) in the workplace. The Advanced Short Course on EAPs equips you with skills – as required by EAP practitioners in private companies, government departments or service-provider organisations – by providing extended, comprehensive guidelines to promote the cost-effectiveness of the EAP.

You will gain invaluable insights which will empower you to effectively monitor and evaluate the EAP, understand the business and commercial aspects of the EAP, contribute towards the contracting, application of different pricing models in the EAP, and designing of strategies for returns-on-investment (ROI) in the field.

### Course content

- Monitoring and evaluation in EAP context
- Commercial aspects of the EAP
- Contracting
- Pricing models
- Strategies for Return on Investment

### Learning outcomes

After successfully completing the course, you will be able to

- Strategically plan for effective EAP monitoring and evaluation
- Understand the business component of the EAP
- Facilitate the contracting process relevant to the EAP
- Apply different pricing models in the EAP field, and
- Design strategies to determine the Return-on-Investment (ROI) of the EAP.

### Who should enrol?

This course is ideal for you if you are an experienced EAP professional, including social workers, psychologists, psychometrists, human resource practitioners and other suitably qualified professionals.

### Course fees

**R7 400.00 per delegate (VAT Incl.)**

**Course fees must be paid in full 14 days prior to course start dates.**

**Proof of payment can be submitted to [enrolments@enterprises.up.ac.za](mailto:enrolments@enterprises.up.ac.za).**

A hard copy of the book by the course leader, published in 2018: 'Creating Legacy in EAP Business: The South African approach towards Employee Assistance', forms part of the course material.

Members of EAPA-SA may qualify for a discount – proof of registration may be required.

### Admission requirements

Prospective delegates should at least have a relevant three-year bachelor's degree or equivalent, and successfully completed the Basic Employee Assistance Programmes short course.

### Assessment

In order to qualify for an official certificate issued by the University of Pretoria and endorsed by ICAS, delegates will be required to pass several online quizzes and a written assignment. Successful Social Work delegates may qualify for CPD points with the South African Council for Social Service Professions (SACSSP).

### Accreditation and certification

Enterprises University of Pretoria (Pty) Ltd is wholly owned by the University of Pretoria. As a public higher education institution, the University of Pretoria functions in accordance with the Higher Education Act 101 of 1997. Enterprises University of Pretoria offers short courses on behalf of the University and these short courses are not credit-bearing, and do not lead to formal qualifications on the National Qualifications Framework (NQF) – unless stated otherwise. Delegates who successfully complete a short course and comply with the related assessment criteria (where applicable) are awarded certificates of successful completion and/or attendance by the University of Pretoria.

### Registration and enquiries

#### Client Information Centre

Tel: +27 (0)12 434 2500  
Fax: +27 (0)12 434 2505  
Email: [info@enterprises.up.ac.za](mailto:info@enterprises.up.ac.za)

#### Course leader

Prof Lourie Terblanche  
Department of Social Work and Criminology  
Tel: +27 (0)82 768 1321  
Email: [lourie.terblanche@up.ac.za](mailto:lourie.terblanche@up.ac.za) and/or [lourie.terblanche@gmail.com](mailto:lourie.terblanche@gmail.com)

*Since its local launch in 1999, ICAS has established itself as Africa's foremost specialist in the provision of behavioural risk management and employee wellbeing programmes – contributing to the health and performance of employees and organisations in all sectors of the economy. For more information, visit [www.icas.co.za](http://www.icas.co.za)*



Shifting knowledge to insight

