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Top training means better bottom line results. Business Optimization Training Institute (BOTI) is geared towards skills development using bricks and mortar training solutions that give you the knowledge you need – nothing off the wall, and not necessarily off the shelf either – you have the option to choose bespoke solutions that are a real investment in concrete results that take your career to the next level.

So, let’s start building and strengthening your foundations. At this point in time, your company will already have submitted your WSP (Work Skills Program) and ATR (Annual Training Report) and the task before you involves rolling out your Skills Development Plan.

While registering for a training course may seem like a run of the mill type of decision, there is a lot more to it than that. When you choose your course and plan your availability you need to consider whether the training provider is accredited and has the required experience and expertise.

It is important to consider whether the course content is properly structured and whether it is relevant to your needs. It is vital to assess what type of expertise the presenters hold, and whether it is merely theory or are they equipped with practical experience within their chosen field and within the industry itself.

Your training provider should also be able to demonstrate a sound track record. Do others say they are impressed with the quality and standards of training they receive? The reputation of the training provider is a hugely important factor. Take the time to investigate these aspects and ask the relevant questions.

Having commenced operations in 2013 Business Optimization Training Institute (BOTI) is a Johannesburg based, Level 1 BBBEE business. As a Services and MICT SETA accredited company, we have trained thousands of individuals from over 650 companies and our extensive course offering consists of Short Courses, Soft Skills Training and Recognition of Prior Learning (RPL) Learnership Programs. In addition, we offer bespoke training programmes designed to cater to specific business needs. Our training courses are focused on knowledge and skills transfer and we pride ourselves in being able to provide you with training anytime, anywhere across South Africa.
MEET THE TEAM:

HAYLEY GILLMAN
Chief Executive Officer (CEO), Business Optimization Training Institute

LUIS
Chief Operating Officer (COO), Business Optimization Training Institute
MEET THE TEAM:
BOTI CUSTOMER LIAISISON TEAM

ODETTE MOAGI
AMANDA MUYAMBO
LEANETTE LEGODI
THATO PULE
LEVEL 1 BBBEE CERTIFIED

Business Optimization Training Institute is Level 1 BBBEE certified company.

FULL SETA ACCREDITATION

We are accredited with the following SETAs:

- MICT SETA
- SERVICES SETA

A TRAINING COMPANY OF GREAT DISTINCTION

Founded in 2013, Business Optimization Training Institute has trained delegates from 686 companies across South Africa.

REACH YOUR SKILLS DEVELOPMENT GOALS AND ACHIEVE YOUR BBBEE TARGET - GET IN TOUCH WITH US NOW!

Over the years, skills development has become increasingly important and we are committed to helping our clients achieve the highest rating possible in terms of the BBBEE Scorecard.

We work hand in hand with our clients to ensure that they receive the best training solutions and learnership programmes to enable individuals to acquire the necessary skills while at the same time achieving the maximum points for their BBBEE Scorecard. We help you to claim your SETA Mandatory and Discretionary Grants and assist you in obtaining a substantial tax rebate from SARS.

Recognition of Prior Learnerships enables individuals to obtain credit for knowledge, experience and skills that they already have which allows them to obtain a fully accredited qualification over a 12 month period with less time spent away from the workplace.

While we believe that any and every piece of training one receives is an important step towards achieving higher learning, we place a great deal of focus on accredited courses.
Business Optimization Training Institute caters for a number of RPL Learnerships that include:

- RPL Business Administration NQF 2 – 130 credits
- RPL Business Administration NQF 3 – 121 credits
- RPL Business Administration NQF 4 – 140 credits
- RPL Generic Management NQF 4 – 150 credits
- RPL Generic Management NQF 5 – 164 credits.

Our Skills Development Consultants are not only specialists in their field, but BBBEE experts too. They have the expertise to arrange employed as well as unemployed (groups only, with a minimum of 6 people) and are experts at structuring programmes that provide the best solutions in terms of BBBEE and Skills Development.

Call us now on (011) 882 8853 to earn the maximum BBBEE points per training spend.

If you run Business Optimization Training Institute Learnerships for PDIs you can earn 15 out of the 25 points available. However, the extra 10 points will be awarded if these are combined with disabled, female and unemployed individuals.
CREATING SPECTACULAR CHARTS & GRAPHS USING EXCEL

UNIT STANDARD: 116943
CREDITS: 3

Charts and graphs elevate the data in an Excel spreadsheet by providing a visual presentation of numeric values. Graphs are the most basic method of presenting data in a visual format and typically display data point values over a period of time. Charts are a little more complex as they enable you to compare pieces of a data set relative to the other data in that set. Charts are also considered to be more visual than graphs, since they often take a different shape other than a generic x and y axis.

The material in this course will move you up a notch on your journey towards mastering the various functions of Excel. You will learn how to create and edit graphs and charts using features that enable you to add colour, dimension and visual context to a set of data values.

COURSE DURATION

1 day: Assessment and POE submission (30 days post training)

COURSE OUTLINE

Chart the way forward when you learn how to:

- Create and edit a graph/chart
- Load data from an external data source to produce a given spreadsheet result
- Insert and edit objects in a spreadsheet
- Create different types of column charts
- Create bar charts
- Create pie charts that show the percentages of a whole
- Create line charts that show trends over time
- Create area charts that show changes in values over time.
UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL BECOME ADEPT AT PERFORMING A NUMBER OF DIFFERENT FUNCTIONS AND OPERATIONS USING EXCEL INCLUDING:

- Creating all types of graphs including bar, pie, line, column, scatter and area charts
- Editing all types of graphs in terms of the following types of features including graph title, data labels, axis titles, background colour, line or bar colour.
- Editing chart layout and style
- Copying and moving graphs within a worksheet, to a different worksheet or to a different spreadsheet file
- Resizing and deleting graphs
- Loading data from an external data file
- Copying data into a spreadsheet
- Inserting and editing objects into a spreadsheet including images, pictures, auto shapes and charts
- Manipulating an object in a spreadsheet by moving, copying and resizing the object
- Drawing an object in a spreadsheet using a drawing tool
- Deciding which types of charts to use for a given situation
- Grouping data in different ways
- Quickly changing order of data from one chart type to another such as from a bar chart to a line chart
- Creating artistic effects within a spreadsheet
- Compressing pictures to make the file smaller when saving and therefore easier to manage in terms of overall file size
- Drawing a line within the spreadsheet with or without connection points.

WHO IS THIS COURSE SUITABLE FOR?

- This course is suitable for those individuals who are seeking to improve their Excel skills.

This Unit Standard course is aligned to Unit Standard 116943: Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graphs/charts to a spreadsheet.

2019 PUBLIC COURSE DATES

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*Courses can be arranged for groups of 3 or more on a mutually convenient date.
EXCEL TO THE POWER OF 3: BEGINNERS + PROBLEM SOLVING + GRAPHS/CHARTS = WINNING FORMULA

Unit Standard: 116937
Credits: 4

Unit Standard: 116940
Credits: 6

Unit Standard: 116943
Credits: 3

Many business professionals today use Excel to perform everyday functional tasks and an increasing number of people rely on Excel as a decision support tool. Excel enables users to unlock the potential of their data by using formulas across a grid of cells. Data is inserted into individual cells in rows or columns which allows sorting and filtering.

The first part of this power course focusses on showing you how to create a spreadsheet from a given specification, manipulate data, label cells and perform basic formulas such as addition/subtraction, multiplication/division and sum + average.

The second part focusses on how to develop a solution to a specified problem using formulas and built in functions.

Part 3 teaches you how to create and edit graphs and charts using features that enable you to add colour, dimension and visual context to a set of data values.

COURSE DURATION

3 days
UNLOCK DATA POTENTIAL, SOLVE PROBLEMS AND CREATE VISUAL CONTEXT WITH THIS POWER PACKED EXCEL COURSE FOR WINNING FORMULA SPREADSHEETS. YOU WILL LEARN HOW TO:

- Apply the principles of creating spreadsheets
- Create, open and save spreadsheets
- Produce a spreadsheet from a given specification
- Prepare and produce a spreadsheet to provide a solution to a given problem
- Adjust settings to customise the view and preferences of the spreadsheet application
- Work with multiple worksheets
- Create and edit a graph/chart
- Load data from an external data source to produce a given spreadsheet result
- Insert and edit objects in a spreadsheet.

UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL BECOME ADEPT AT PERFORMING A NUMBER OF DIFFERENT FUNCTIONS AND OPERATIONS AND LEARN ABOUT THE VARIOUS FUNCTIONS OF EXCEL INCLUDING:

- SUM, COUNT, AVERAGE, MAX, MIN and IF
- Working with the basic components of Excel and understanding what each one does including Active Cell, Column Letter, Formula Bar, Name Box, Row Number and Sheet Tab
- Understanding the various uses of Excel including but not limited to for finance, school applications, forms, lists and sports
- The benefits of using spreadsheets including building great charts, using conditional formatting, helping to identify trends and bringing data together
- The various properties of a spreadsheet including ribbon, file tab, quick access toolbar, window controls, title bar, status bar, flash fill, separate workbook windows, quick analysis, table slicers, changing column widths and row heights
- Working with multiple worksheets to suite the solution to a given problem
- Manipulating cells within the worksheet
- Applying formulae to worksheets to provide alternative solutions to a given problem
- Applying simple built-in functions of the spreadsheet application to a given problem
- Applying formatting to a spreadsheet applicable to a given problem
- Using special effects to improve the presentation of the spreadsheet
- Evaluating a spreadsheet to comply with a given problem
- Creating and editing all types of graphs/charts including pie, bar, column, line, scatter and area charts
- Editing a graph in terms of graph title, axis titles, data labels, background colour, line or bar colour
- Inserting and editing objects into a spreadsheet including pictures, images, charts and auto shapes
- Manipulating objects in a spreadsheet by moving, copying and resizing
- Using a drawing tool to draw an object in the spreadsheet.

WHO IS THIS COURSE SUITABLE FOR?

This course is suitable for those individuals who are seeing to improve their Excel competence.

This unit standard course is aligned to:
Unit Standard 116937: Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets
Unit Standard 116940: Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem
Unit Standard 116943: Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graphs/charts to a spreadsheet.
## 2019 Public Course Dates

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Welcome to the digital world, where you will find that in today’s business environment almost everything that you do that has anything to do with information relies on computer technology. The desktop computer, the laptop and even the tablet all serve as your interface with the outside world.

The material covered in this course serves as an introduction to the world of digital processing. You will learn about what constitutes hardware, what constitutes software and how you can maximize computer technologies to create an efficient and smooth running operation. You will learn how to manage computer files and how data is stored as well as how to operate and maintain the various components of a personal computer.

**COURSE DURATION**

1 day

**GET DIGITAL TECHNOLOGIES WORKING FOR YOU WHEN YOU LEARN:**

- How to operate a printer
- How computer data storage works
- How to manage computer files
- The basics of personal computer software
- How to perform personal computer operating system operations
- The basics of the hardware components of a personal computer
- The essentials of how to maintain the hardware components of a personal computer
- The basics of how to operate the hardware components of a personal computer.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL BECOME ADEPT AT PERFORMING A NUMBER OF DIFFERENT FUNCTIONS AND OPERATIONS USING A PERSONAL COMPUTER INCLUDING:**

- Gaining exposure to computers and the digital world
- Understanding the basic functions of the Start Menu including Programs, Documents, Settings, Find, Help and Run
- Learning the various components including Taskbar (or action bar), Background, Themes, Display Settings and Activation button (Start)
- Learning about the various ‘Icons’ including My Computer, My Documents and Network Neighbourhood/My Network Places
- Learning how to rearrange icons on the desktop including, auto arrange, manual, by file type and aligned
- Creating desktop shortcut icons including, text document, presentation file and spreadsheet file
- Learning about different types of windows including Modal/non Modal/, pop-up, warning, error, information and application
- Starting an application from the Start Menu
- Learning about parts of a window including Title Bar, Mimimize Button, Maximize Button, Restore Button, Close Button, Menu Bar, Tool Bar and Status Bar
- Manipulating windows including opened, minimized, maximized, moved and closed
• The implications of having more than one window open at a time including active and inactive windows, impact on speed and switching between open windows
• Starting multiple applications
• Changing between windows using the keyboard and mouse
• How to launch and find information with the HELP facility including Content, Index and Search
• Using a pointing device including mouse, trackball, touchpad and touchscreen
• Using a pointing device to select objects including single click, double click and alternate click
• Learning different methods of using ‘drag and drop’ with the pointing device
• Changing various print options prior to printing an object
• Altering the various printer properties including paper size, orientation, paper source and resolution.

**WHO IS THIS COURSE SUITABLE FOR?**

• This course is aimed at those individuals who are seeking to improve their basic knowledge of computers.

This Unit Standard course is aligned to Unit Standard 7547: Operate a personal computer system.

**2019 PUBLIC COURSE DATES**

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Welcome to the digital world, where you will find that in today’s business environment almost everything that you do that has anything to do with information relies on computer technology.

**DAY 1:** An introduction to the world of digital processing. What constitutes hardware, what constitutes software and how you can maximize computer technologies to create an efficient and smooth running operation.

**DAY 2:** Introduction to Word. Effectively manage your documents, create tables, apply different formats, font styles and colours, import other elements such as graphic files and save your documents so as to be compatible with other applications.

**DAY 3:** Introduction to Excel. Create a spreadsheet from a given specification, manipulate data using cells, label cells and formula cells and perform basic sums such as addition, subtraction, multiplication, division and sum.

**DAY 4:** Introduction to PowerPoint. Create winning formula creative presentations using a number of different features such as inserting shapes, inserting images, adding animations and adding SmartArt.

**DAY 5:** Introduction to Outlook. How to log on to the Internet and how to use electronic mail (email) software.

**COURSE DURATION**

5 days

**POWER UP WITH MS OFFICE WHEN YOU LEARN HOW TO:**

- Operate a personal computer
- Use the advanced features of a word processing package on a personal computer including the use of spell check and grammar checking tools
- Create and use bulleted and numbered lists and tables
- The principles of creating spreadsheets
- How to create, open and save spreadsheets
- Prepare and produce a presentation according to a specified brief
- Adjust settings to customize the view and preferences of the presentation application
- Log on to the Internet and use electronic mail (email) software to send and receive messages
- Attach documents or files to an electronic mail (email) message.
UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL BECOME ADEPT AT PERFORMING A NUMBER OF DIFFERENT FUNCTIONS AND OPERATIONS USING A PERSONAL COMPUTER INCLUDING:

- Understanding the basic functions of the Start Menu including Programs, Documents, Settings, Find, Help and Run
- Learning the various components including Taskbar (or action bar), Background, Themes, Display Settings and Activation button (Start)
- Learning about the various ‘Icons’ including My Computer, My Documents and Network Neighbourhood/My Network Places
- Learning how to rearrange icons on the desktop including, auto arrange, manual, by file type and aligned
- Creating desktop shortcut icons including, text document, presentation file and spreadsheet file
- Learning about different types of windows including Modal/non Modal/, pop-up, warning, error, information and application
- Starting an application from the Start Menu
- Creating and editing documents in a word processing package
- Importing and positioning pictures, images and objects into a word processing document
- Creating and using bulleted numbered lists and tables in a word processing document
- Using the mail merge feature of a word processing package
- How to create, open and save spreadsheets
- The differences between data cells, label cells and formula cells in a spreadsheet
- How to use the functions of addition, subtraction, multiplication, division and sum in a spreadsheet
- Printing a spreadsheet using features specific to spreadsheets
- Preparing and producing a presentation according to a specified brief
- Adjusting settings to customize the view and preferences of the presentation application
- Working with multiple presentations
- Formatting a presentation
- Using electronic mail (email) software to send and receive messages
- Attaching documents or files to an electronic mail (email) message
- Organising and managing message folders or directories within electronic mail (email) software
- Using address functions
- Adjusting basic settings.

WHO IS THIS COURSE SUITABLE FOR?

This course is suitable for those individuals who are seeking to improve their Microsoft Office skills.

Unit Standard 7547: Operate a personal computer system
Unit Standard 7570: Produce word processing documents for business
Unit Standard 116937: Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets
Unit Standard 117923: Use a Graphical User Interface (GUI)-based presentation application to prepare and produce a presentation according to a given brief
Unit Standard 7571: Demonstrate the ability to use electronic mail software to send and receive messages.
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Microsoft Excel is perhaps the single most important software program used in business today. Particularly in the field of information systems, Excel is an essential end-user computing tool. Many business professionals use Excel to perform everyday functional tasks and an increasing number of people rely on Excel as a decision support tool. Excel enables users to unlock the potential of their data by using formulas across a grid of cells. Data is inserted into individual cells in rows or columns which allows sorting and filtering.

This course will enable you to create a spreadsheet from a given specification, manipulate data using cells, label cells and formula cells and perform basic sums such as addition, subtraction, multiplication, division and sum. You will also learn to create leading edge presentations using a number of different features such as pie charts and graphs and add colour to your presentation using the fill color function. A host of other key functions such as conditional formatting which enables you to easily spot trends and patterns in data is merely scratching the surface of what Excel can do.

**COURSE DURATION**

1 day

**UNLOCK DATA POTENTIAL AND CREATE WINNING FORMULA SPREADSHEETS IN EXCEL. YOU WILL LEARN:**

- The principles of creating spreadsheets
- How to create, open and save spreadsheets
- Produce a spreadsheet from a given specification
- Edit a spreadsheet
- Format a spreadsheet
- Check spelling in a spreadsheet
- Print a spreadsheet using features specific to spreadsheets
- The differences between data cells, label cells and formula cells
- The benefits of saving a file in different formats
- How to use the functions of addition, subtraction, multiplication, division and sum.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL BECOME ADEPT AT PERFORMING A NUMBER OF DIFFERENT FUNCTIONS AND OPERATIONS USING EXCEL INCLUDING:**

- Navigating around and manipulating data in Excel at a basic level
- Building charts and graphs such as pie, column, line, bar, and scatter charts
- Using conditional formatting to add colour, bold and italics
- Bringing data together in a single location such as importing text and images and files from external sources
- The various properties of a spreadsheet including ribbon, file tab, quick access toolbar, window controls, title bar, status bar, flash fill, separate workbook windows, quick analysis, table slicers, changing column widths and row heights
- Understanding the various uses of Excel including but not limited to for finance, school applications, forms, lists and sports
- Using separate workbook windows to compare formulas between workbooks
- Use Recommended PivotTables to assist you to create the most appropriate PivotTable
- Changing column widths and row heights
- Easily edit cells using the formula bar
- Creating and using formulas using the point and click method
- Saving files in various formats
- Inserting, deleting, moving and hiding rows and columns
- Using AutoFill to help save time when entering multiple sets of data
- Fitting and scaling content prior to printing a spreadsheet.

**WHO IS THIS COURSE SUITABLE FOR?**

- This course is suitable for those individuals who are seeking to improve their basic Excel skills.

This Unit Standard course is aligned to Unit Standard 116937: Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets.

**2019 PUBLIC COURSE DATES**

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Welcome to the digital age. Gone are the days when we used to print all of our business communication pieces on paper, place them in an envelope and either dump them in the out-tray for internal distribution or for external posting, send them through the postal system. Today, just about every piece of communication is sent via email, posted to a shared online platform or sent out via social media networks.

This course is essential for the digital age and is specifically designed to get you up to speed with electronic mail communication. You will learn how to log on to the Internet and how to use electronic mail (email) software. You will also be shown how to read and reply to an electronic mail (email) message, use address functions and manage your email messages as well as how to adjust the basic settings in your electronic mailbox.

**COURSE DURATION**

1 day

**GET ONLINE AND LEARN HOW TO:**

- Log on to the Internet and use electronic mail (email) software to send and receive messages
- Attach documents or files to an electronic mail (email) message
- Organise and manage message folders or directories within electronic mail (email) software
- Use address functions
- Adjust basic settings
- Troubleshoot
- Set up a mailbox.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL BECOME ADEPT AT PERFORMING A NUMBER OF DIFFERENT FUNCTIONS AND OPERATIONS USING OUTLOOK INCLUDING:**

- Understanding the basic principles of how email works
- Understanding the various components of the mailbox such as Inbox, Sent, Outbox and the trash bin
- Using the Cc (carbon copy) and Bcc (blind carbon copy functions) to copy others in on the email
- How to use the signature function within an email
- How to forward an email to another user
- The correct use of ‘Netiquette’ (Internet etiquette) when sending an email
- The use of emoticons (smileys)
- How to use a mailing list manager (MLM) and using ‘Subscribe’, ‘Unsubscribe’ and ‘Help’
- How to use MIME (Multipurpose Internet Mail Extensions) to attach images, sound and text to an email
- Understanding the structure of an email including the header, the message proper and the header fields
- Understanding email security and authorized usage of email
- Using anti-virus software
- Understanding SPAM or Unsolicited Bulk E-mail (UBE)
- How to manage the Outlook Address Book.
WHO IS THIS COURSE SUITABLE FOR?

- This course is aimed at those individuals who are seeking to improve their knowledge of MS Outlook.

This Unit Standard course is aligned to Unit Standard 7571: Demonstrate the ability to use electronic mail software to send and receive messages.

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Anyone who needs to write and compile documents for business purposes needs to effectively be able to use and get themselves acquainted with word processing and its must-have features. For instance, there are word processing features that include editing tools which allow for a quick and easy spell check facility and a wizard that deals with the correct use of grammar that contains a built in dictionary and thesaurus application. Among many others, these indispensable checking tools will go a long way towards saving you time and minimizing communication errors so as to enable you to present your texts in an organised and professional manner.

What you will learn from this essential course will enable you to effectively manage your documents whereby you will be able to create tables, apply different formats, font styles and colours, import other elements such as graphic files and save your documents so as to be compatible with other applications. You will also learn the essentials of the mail merge.

**COURSE DURATION**

1 day

**BECOME A REAL WORD PROCESSING WHIZZ WHEN YOU LEARN HOW TO:**

- Use the advanced features of a word processing package on a personal computer including the use of spell check and grammar checking tools.
- Create and use bulleted and numbered lists and tables
- Import and position pictures, images and objects into a word processing document
- Use the mail merge feature
- Save the document in a file format so that it can be used in other applications
- Use of GIFs (Graphic Information Files), PNGs, (Portable Network Graphic), PDF (Portable Document Folder) and Jpegs
- Understand the compatibility of file formats
- Create a professional layout.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL BECOME ADEPT AT PERFORMING A NUMBER OF DIFFERENT FUNCTIONS AND OPERATIONS USING WORD INCLUDING:**

- Changing the appearance of a document
- Adding borders to a document
- Choosing or creating a specific document template for a specific task
- Inserting and formatting headers and footers
- Inserting page breaks and section breaks
- Inserting symbols, date and time and page numbers into the text
- Inserting endnotes and footnotes
- Checking a document for spelling and grammar using the Spell Check and Grammar tools
- Using the Thesaurus
- Creating lists and tables in a document
- Inserting bulleted or numbered lists into a document
• Creating a standard table
• Changing table cell attributes
• Inserting and deleting rows and columns
• Adding borders to a table
• Using the automatic table formatting tool
• Adding and manipulating pictures, images and objects in a document
• Adding and manipulating Autoshares
• Using the mail merge feature
• Creating a mailing list or data file.

**WHO IS THIS COURSE SUITABLE FOR?**

• This course is aimed at individuals who are seeking to improve their word processing skills.

This Unit Standard course is aligned to Unit Standard 7570: Produce word processing documents for business.

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Microsoft PowerPoint is the presentation software application of the Microsoft Office suite. PowerPoint is often a vital component of business meetings and classroom lectures alike with its sophisticated, easy to use graphical and animation capabilities. When used to its full potential, PowerPoint can improve the quality and clarity of your presentations and help you to illustrate your message and effectively engage your audience.

This course will enable you to create winning formula creative presentations using a number of different features such as inserting shapes, inserting images, adding animations and adding SmartArt which is an invaluable tool in creating organization charts that include pictures and text or combinations of both and that can be used for many different kinds of diagrams allowing for variety using text bullet points.

**COURSE DURATION**

1 day

**CREATE WINNING FORMULA PRESENTATIONS WHEN YOU LEARN HOW TO:**

- Prepare and produce a presentation according to a specified brief
- Adjust settings to customize the view and preferences of the presentation application
- Work with multiple presentations
- Format a presentation
- Use special presentation effects
- Apply special formatting to a presentation
- Customise a presentation for a specified purpose
- Evaluate a presentation produced for a specific purpose.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL BECOME ADEPT AT PERFORMING A NUMBER OF DIFFERENT FUNCTIONS AND OPERATIONS USING POWERPOINT INCLUDING:**

- How to design effective presentation slides with consistency and using contrast
- How to use animations and media in a professional presentation
- Using the Quick Access Toolbar
- How to work with presentation themes
- How to copy and move texts between windows or slides
- Customizing files with colours, fonts and effects
- Applying background styles to presentations
- Formatting placeholders on the slide master
- Adding graphics to the slide master and layouts
- Adding tabs to presentations
- Inserting, cropping and formatting pictures
- Adding headers, footers and dates to slides
- Adding speaker notes to presentation slides
- Adding page numbers to slides
- Sorting and hiding slides.
WHO IS THIS COURSE SUITABLE FOR:

- This course is aimed at individuals who are seeking to elevate their presentation skills using PowerPoint.

This Unit Standard course is aligned to Unit Standard 117923: Use a Graphical User Interface (GUI)-based presentation application to prepare and produce a presentation according to a given brief.

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It is a common misconception that many people view Excel as a tool that is used solely for business applications. Yet, all types of problems can be solved using Excel. Yet, for business purposes you may need functions that are a little more sophisticated. Formulae for calculations or macro programming to automate the processing of data. Whatever the problem may be, Excel has the capability to help you solve it using functions such as formulas, subtotals and text formatting.

This course will see you will on your way to mastering the functions of Excel in that you will learn how to develop a solution to a specified problem using formulas and built-in functions. You will master working with multiple worksheets and create a visually appealing presentation using special effects. You will also learn how to use formatting techniques and adjust the settings to create a customized view.

**COURSE DURATION**

1 day

**MASTER PROBLEM SOLVING WITH EXCEL WHEN YOU LEARN HOW TO:**

- Prepare and produce a spreadsheet to provide a solution to a given problem
- Adjust settings to customise the view and preferences of the spreadsheet application
- Work with multiple worksheets
- Apply formulae to worksheets to provide alternative solutions to a problem
- Apply simple built-in functions of the spreadsheet application to the given problem
- Apply formatting to a spreadsheet applicable to the given problem
- Use special effects to improve the presentation of the spreadsheet
- Evaluate a spreadsheet.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL BECOME ADEPT AT PERFORMING A NUMBER OF DIFFERENT FUNCTIONS AND OPERATIONS IN SOLVING PROBLEMS USING EXCEL INCLUDING:**

- Adjusting the toolbar menus in Excel
- Changing the size of view in Excel
- Changing the view of a spreadsheet
- Freezing cells, rows and columns
- Changing file location
- Changing the username and altering properties
- Altering the view options
- Working with multiple worksheets
- Changing names and altering cells in a worksheet
- Entering, altering, adjusting and manipulating formulas in Excel to achieve a specific outcome
- Using the SUM function to add values in cells
- Using the IF function to determine whether a condition is true or false
- Using the LOOKUP function to look in a single row or column to find a value from the same position in another row or column
• Using the VLOOKUP function to find things in a table or a range by row
• Using the MATCH function to search for an item in a range of cells
• Using the CHOOSE function to select one of up to 254 values based on the index number
• Formatting sheets in Excel
• Formatting cells for numbers, currency and percentages and copying formatting
• Applying special effects to a spreadsheet to improve presentation.

WHO IS THIS COURSE SUITABLE FOR?

• This course is suitable for those individuals who are seeking to improve their knowledge of Excel.

This Unit Standard course is aligned to Unit Standard 116940: Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem.

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Today, South Africa’s workforce is made up of individuals from a host of diverse backgrounds and cultures. The ability to understand and manage all types of people is critical to achieving business goals.

This interesting and illuminating course covers the important aspects of what you would typically come across in dealing with people who not only have many differences but many similarities too and how these can be leveraged to maximize efficiencies in the workplace.

You will be adding value by understanding the reality of diversity and its value in a unit and you will learn how to manage team members while taking into account their similarities as well as their differences by aligning these to the benefit of achieving common goals. You will also learn how to deal with disagreements and conflicts that arise from diversity in a unit.

**COURSE DURATION**

2 days

**THIS HIGHLY INFORMATIVE COURSE WILL HELP YOU GAIN AN IN-DEPTH UNDERSTANDING OF THE TRUE VALUE OF DIVERSITY AND TAKE YOU THROUGH PRACTICAL STEPS TOWARDS:**

- Demonstrating an understanding of the reality of diversity and its value in a unit
- Dealing with disagreements and conflicts arising from diversity in a unit
- Demonstrating knowledge and understanding of diversity in the workplace
- Managing team members while taking into account their similarities and their differences
- Aligning similarities and differences to the benefit of common objectives
- Understand what is meant by diversity
- Understanding different cultures
- Understanding different values.
Upon successful completion of this course you will understand the various aspects involved in managing diversity in the workplace including:

- Diversity issues related to race, gender, age, disabilities, religion, job title, physical appearance, sexual orientation, nationality, multi-culturalism, competency, training, experience and personal habits
- The benefits of valuing diversity in the workplace
- How diversity impacts organizational culture
- Understanding the barriers to making diversity an imperative
- Managing diversity and its impact on business
- The benefits of effectively managing diversity
- Challenges around diversity in the workplace
- Internal obstacles around diversity in the workplace
- External obstacles around diversity in the workplace
- Racism as a hindrance to managing diversity
- Reasons for managing diversity in the workplace
- How to effectively go about managing diversity in the workplace.

Who is this course suitable for?

- This course is aimed at supervisors, team leaders and junior managers who manage a team

This course is aligned to Unit Standard 252043: Manage a diverse work force to add value.

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BUSINESS COMMUNICATION STRATEGIES: VERBAL/ NON-VERBAL & WRITTEN

Unit Standard: 9960
Credits: 8

The importance of developing effective verbal and non-verbal communication skills in the workplace is one of the fundamental skills required in business. Acquiring good communication skills and mastering specific communication techniques is vital when dealing with superiors, subordinates, clients and other stakeholders within the business as well as external suppliers and the public at large. Being able to articulate oneself in a professional manner is not only important for one’s own self-image or personal brand but impacts how one relates to one’s working environment and how stakeholders respond in situations involving typical business interactions.

This useful and informative course will help you to develop the required skills and techniques that will enable you to effectively communicate with stakeholders across the board including superiors, subordinates and clients/customers.

COURSE DURATION

3 days

GET YOUR POINT ACROSS WHEN YOU LEARN HOW TO:

• Communicate with superiors and subordinates
• Communicate with clients/customers
• Select appropriate methods of communication in given circumstances
• Understand the basics of business communication
• Understand the importance of good oral communication
• Understand the importance of good written communication
• Understand personal impact on the organization
• Understand personal impact on clients/customers.

UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE ACQUIRED A BETTER COMMAND OF THE IMPORTANCE OF GOOD BUSINESS COMMUNICATION SKILLS INCLUDING:

• Understanding the various types of communication
• The importance of verbal communication in business
• The importance of cultivating both listening and speaking skills
• The importance of written communication in business
• How your body language impacts those around you
• The importance of using different methods of communication in business
• Understanding different communication models
• Advantages of verbal communication
• Disadvantages of verbal communication
• Four purposes of communication
• Understanding the types of non-verbal communication
• Understanding the different barriers to communication
• Understanding the main skills required for effective communication
• Understanding the common communication blockers found in the workplace
• The various ways to effectively communicate with clients/customers
• The importance of improving customer communication
• Understanding why it is important to listen first then speak
• Learning how to powerfully listen and understand.

WHO IS THIS COURSE SUITABLE FOR?
• This course is aimed at individuals who are seeking to improve their business communication skills

This Unit Standard course is aligned to Unit Standard 9960: Communicate verbally and non-verbally in the workplace.

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Expert communicators say that the importance of clear, concise communication in business cannot be over-emphasised. But, don’t take anyone’s word for it, test things for yourself. Take a piece of communication that you have written and assess its effectiveness in terms of its composition by asking yourself whether it is written with accuracy and clarity, is concise and most importantly, whether it conveys the intended message. You will notice that business writing is both an art and a science where the evidence speaks for itself.

Achieving excellence in business writing means that using appropriate grammar conventions, you will, among other things, learn how to check for accuracy and recognize errors, identify the target audience and draft and edit a technical text and present it in different ways using plain language.

**COURSE DURATION**

2 days

**MAKE YOURSELF CLEAR WHEN YOU LEARN HOW TO:**

- Organise and structure a text appropriately for a business function
- Identify and collect information needed to write a text specific to a particular function
- Use textual features and conventions specific to business texts for effective writing
- Present a written text for a particular function in a business environment
- Compose a text using plain language for a specific function
- Identify the target audience
- Write with the target audience in mind
- Draft and edit a technical text.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE ACQUIRED A BETTER COMMAND OF THE IMPORTANCE OF ACQUIRING GOOD BUSINESS WRITING SKILLS INCLUDING:**

- Applying correct use of grammar, punctuation and spelling to a business text
- Understanding the basic terminology used in a typical business environment
- Applying the correct use of business terminology to specific communication pieces
- How to write for the target audience
- How to ensure that the communication style is appropriate for the target audience taking care not to use inappropriate or offensive language and terminology
- How to know what to write and what not to write
- How to present the same information in different ways
- Checking the information to ensure factual accuracy
- How to appropriately structure information to ensure a logical flow throughout the text
- How to apply correct use of message tone
- How to avoid the use of inappropriate technical terms and jargon
- How to apply the conventions of plain language to enhance readability
- How to proof read the text to ensure correctness
- How to apply correct use of layout and formatting techniques to enhance readability
- Applying industry and legislative requirements to texts as appropriate.
WHO IS THIS COURSE SUITABLE FOR?

- This course is aimed at those individuals who are seeking to improve their business communication skills

This Unit Standard course is aligned to Unit Standard 12153: Use the writing process to compose texts required in the business environment.

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Conflict in the workplace may not be easy to deal with and often, feelings and emotions get in the way of good professional judgement when personal as well as professional differences arise between team members of a business unit. While not necessarily a pleasant task, there are many ways in which conflict situations can effectively be handled - without those involved in the situation flying off the handle. One of the ways to handle conflict situations and seek resolution is through negotiation.

The aim of this course is to help you apply negotiation techniques in resolving conflict situations in the workplace between individuals within a team or business unit.

DO NOT FLY OFF THE HANDLE. HANDLE CONFLICT THROUGH NEGOTIATION WHEN YOU LEARN HOW TO:

- Prepare for negotiations
- The negotiation process
- Elements of the negotiation process
- Conduct negotiations
- Stages of the negotiation process
- Different types of negotiations
- Conclude negotiations
- Evaluate negotiations.

UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE DEVELOPED AN UNDERSTANDING OF THE IMPORTANCE OF THE NEGOTIATION PROCESS IN THE FOLLOWING ASPECTS:

- How to prepare the documentation required involved in the negotiation process
- Understanding the purpose and reasons for negotiation
- The various types of negotiation strategies including distributive, integrative, positional, principled, interest-based, target-specific bargaining and problem-solving
- Prioritising issues to be negotiated using participatory processes
- In preparing for the negotiating process, communicate relevant information around issues to be negotiated to all relevant stakeholders
- How to develop a negotiation strategy and select appropriate tactics to be employed
- Using appropriate communication and interpersonal skills during the negotiation process including respect, empathy, authenticity integrity and openness
- Where necessary, the appropriate use of experts, brainstorming, tradeoffs, linkages and/or concessions
- How to effectively evaluate a negotiation processing terms of strengths and weaknesses whilst seeing to it that the process is on brief
- Identifying opportunities and mechanisms to improve the negotiation process
- Identifying and solving problems during the negotiation process
• The appropriate use of technology in recording and reporting on negotiation outcomes
• Observing cultural and aesthetic sensitivities across a range of social contexts during the negotiation process.

**WHO IS THIS COURSE SUITABLE FOR?**

• This course is aimed at supervisors, team leaders and managers who manage a team and are interested in learning about how to deal with conflict in the workplace

This Unit Standard course is aligned to Unit Standard 117853: Conduct negotiations to deal with conflict situations.

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Mastering effective communication in the workplace is part of every senior manager’s journey. Achieving a measure of excellence in both oral and written communication techniques is a prerequisite in any leadership capacity. The ability to lead a discussion, hold formal meetings with confidence, use voice and body language control to create the desired impact on the audience leading to positive outcomes and gather information to generate reports are examples of some of the skills that need to be harnessed. In a nutshell – leading effectively through getting the right message across.

This powerful course will help you to master the techniques of business communication in that you will have the confidence and know-how to boldly chair meetings or lead discussion panels, deliver presentations of a high standard and effectively use information gathering techniques to create a wide range of reports.

**COURSE DURATION**

2 days

**LEAD WITH COMMUNICATION EXCELLENCE WHEN YOU:**

- Develop an in-depth understanding of written and oral communication techniques used in the workplace
- Deliver effective presentations
- Lead discussions and chair meetings
- Generate a variety of workplace reports using various data gathering techniques
- Understand and apply communication theories
- Understand use of body language
- Understand use of voice
- Understand use of dress code.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE MASTERED THE ART OF DELIVERING AN EFFECTIVE PRESENTATION IN THE FOLLOWING ASPECTS:**

- Effectively communicate technical information
- Gathering relevant information with which to compile appropriate content
- Systematically analyse information
- Identifying the target audience
- Structuring reports and presentations in line with the needs of the target audience
- Logically and clearly structure presentations and reports to suit the needs of the target audience
- Logically and clearly structuring presentations to address relevant issues
- Logically, clearly and articulately presenting information in reports and presentations
- Techniques for compiling workplace reports
- Working with various types of workplace reports
- Using various data gathering techniques
- The presentation delivery.
WHO IS THIS COURSE SUITABLE FOR?

- This course is aimed at managers who are required to lead through effective communication and who are seeking to improve their business communication skills.

This Unit Standard course is aligned to Unit Standard 12433: Use communication techniques effectively.

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PROFESSIONAL PRESENTATIONS COURSE

Unit Standard: 8974
Credits: 5

The power of the spoken word should not be underestimated. Having the confidence to speak with knowledge and conviction, yet, with the right amount of tact balanced with a degree of assertiveness is essential in developing your presentation skills. At the same time, one’s ability to listen effectively to another’s presentation with genuine interest and understanding, accurately assess the content and respond with appropriate critique is equally important in maintaining a professional edge involving all types of public speaking engagements.

This course is about powerful presentations and effectively using the power of interaction to keep the conversation going. You will learn how to become an effective speaker and a good listener who not only knows what to listen out for, but also how to successfully develop strategies to engage and maintain consistent dialogue.

COURSE DURATION

2 days

HARNESS THE POWER OF THE SPOKEN WORD WHEN YOU LEARN HOW TO:

- Develop strategies that will enable you to become an effective speaker during sustained oral interactions
- As a listener, respond critically yet sensitively
- Evaluate your own responses to spoken interactions and adjust where necessary
- Analyse and accurately assess and evaluate spoken discourse
- Sensitively manage conflicts in such a way as to support the goal of the group or interaction on a one-on-one basis
- Understand and appropriately use non-verbal cues and body language
- Handle personality clashes, resolve deadlocks, manage conflict and positively summarise conclusions
- Understand the characteristics of a speaker’s style and tone that either attract or alienate an audience.

UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE MASTERED THE ART OF EFFECTIVE SPEAKING, THE TECHNIQUES OF GOOD LISTENING AND THE KNACK OF SUSTAINED CONVERSATION. YOU WILL ALSO MASTER THE FOLLOWING:

- Develop an understanding of complex issues under discussion in one-on-one or group situations
- Manage discussions and/or conflicts sensitively and in a manner that supports the goal of the group or one-on-one interactions
- Expertly deal with disagreements within groups
- Understand the impact of personality clashes within group discussions and positively manage interactions
- What to do when deadlocks are encountered and how to break through these barriers
- Become adept at analyzing another’s speech and tactfully probe for clarity where necessary
- Become adept at analyzing one’s own responses in terms of appropriateness and adjust where necessary while maintaining sustained interaction
- Deal confidently in putting one’s position forward when confronted with opposing views and opinions
- Expertly employ correct tone, approach or style appropriate to the context and adapt where necessary to maintain the conversation when it breaks down or is difficult to initiate or sustain
- Identify any pedantic, illogical or aggressive language that may be used inappropriately and modify to sustain positive interaction
• Expertly plan strategies to sustain meaningful and effective interactions
• Become adept at recognizing body language cues and particular voice intonations of others and adjust one’s own body language and speech to sustain positive interaction.

**WHO IS THIS COURSE SUITABLE FOR?**

• This course is aimed at those individuals who are required to deliver and attend business presentations and wish to improve their presentation skills

This Unit Standard course is aligned to Unit Standard 8974: Engage in sustained oral communication and evaluate spoken texts.

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For some managers, the art of working with financials comes naturally, while for others it can appear to be somewhat daunting. As you progress in developing your managerial skills, you come to realize that finance is one of those important aspects of any business that needs primary attention. Even if you are not a born ‘number cruncher, you will need to acquire and master the financials of the business in order to establish and effectively manage your own personal finances as well as the important aspects of what is going down with the bottom line performance of your unit.

The methods and techniques covered throughout this course will help you to understand the key concepts involved with managing your personal finances as well as managing the finances of a unit. You will learn how to draft budgets in line with operational plans assigned to your unit and prepare financial forecasts. You will also acquire the necessary skills to enable you to oversee the finances of your unit in line with business requirements and be well on your way towards mastering the art and science of interpreting financial statements.

**COURSE DURATION**

3 days

**CRUNCH THOSE NUMBERS AND LEARN HOW TO:**

- Demonstrate an understanding of the key concepts of managerial finance
- Draft budgets according to the operational plan of the unit
- Describe and prepare financial forecasts
- Interpret financial statements
- Supervise the financial management of a unit against given requirements
- Compile a personal assets and liabilities statement
- Analyse the basic elements of a balance sheet
- Use the evidence in financial statements to make a financial decision
- Analyse the basic elements of an income and expenditure statement.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE GRASPED THE KEY CONCEPTS OF MANAGERIAL FINANCE AND ENHANCED YOUR KNOWLEDGE AND SKILLS IN THE FOLLOWING AREAS:**

- Understand and apply budgeting and forecasting to the strategic planning process
- Understand and apply the accounting conventions which include consistency, going concern, prudence, realization, disclosure, objectivity and matching
- Apply accounting conventions in the financial management of a unit
- Understand and develop financial reports including audit reports, income statement, cash flow statement and balance sheet
- Interpret financial statements where they are analysed using data sources which have been identified and evaluated in terms of authenticity and accuracy
- Measure profitability and liquidity of an entity using ratios
- Measure working capital and asset utilization of an entity using ratios
- Measure return ratios such as return on equity (ROE), return on investment (ROI) and debt ratio
- Make recommendations based on the results of measuring return ratios regarding profitability in terms of liquidity, working capital, returns and resource utilization by an entity
- Prepare financial forecasts in line with standard operating procedures taking into account relevant factors
- Draft and formulate budgets in line with standard operating procedures
- Analyse the basic elements of an income and expenditure statement in terms of different types of financial statements including business (close corporates, listed companies, partnerships, public entities, SMMEs and sole proprietorships), personal, organisations (clubs, churches, etc.)
- Analyse and evaluate the basic elements of a balance sheet in terms of equity or financial net worth.

**WHO IS THIS COURSE SUITABLE FOR?**

- This course is aimed at supervisors, team leaders and managers who are seeking to improve their financial management skills

This Unit Standard course is aligned to Unit Standard 252040: Manage the finances of a unit and 117156: Interpret basic financial statements.

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BUILD WINNING TEAMS TO ACHIEVE COMPANY OBJECTIVES

Unit Standard: 252037
Credits: 6

Your role as a manager involves managing people in terms of one on one relationships as well as supervising teams. All business activities rely on efficient and dedicated teams of people who are responsible to carry out assigned tasks to achieve company goals and objectives. In light of this, the word ‘TEAM’ as an acronym has come to be known as Together Everyone Achieves More. Building winning teams to ensure that everyone does, in fact, achieve more overall is a key element in keeping things on track.

This enlightening course will help you to develop a formula for building winning teams. You will learn about the theory of teams and the importance of teams in the workplace and apply the theory of teams to team dynamics. You will also be guided as to how to evaluate team effectiveness and suggest improvements where necessary and analyse the role of the team leader as it pertains to enhancing team effectiveness.

COURSE DURATION

2 days

LAY THE FOUNDATIONS FOR BUILDING A WINNING TEAM WHEN YOU:

- Learn about the theory of teams and the importance of teams in workplace activities
- Evaluate the effectiveness of a team and propose ways to improve team effectiveness
- Acquire an understanding of the process of building teams
- Apply the theory of teams to team dynamics
- Analyse the role of a team leader in promoting team effectiveness
- Develop an understanding of the different types of teams
- Understand the reasons for disagreements and conflicts that could disrupt the functioning of the team
- Understand what is meant by cross-functional and virtual teams.

UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE ACQUIRED THE NECESSARY SKILLS TO BUILD WINNING TEAMS INCLUDING:

- Comparing the characteristics of a team with those of a group
- Understanding the different types of teams with respect to their unique roles and characteristics
- How winning teams contribute towards company goals
- Apply the theory of teams to team dynamics in terms of reasons for conflict or disagreements that may affect the functioning of the team
- How the different types of teams such as cross-functional and virtual teams pose unique challenges
- Understand the process of building a team taking account human behaviours that drive the different stages involved in the process
- Analyse the role of the team leader in terms of improving team effectiveness and the impact the various leadership styles have on team performance
- Manage team dynamics and conflict by using techniques based on promoting trust, cohesion, creativity and productivity
- Measure team effectiveness against a benchmark of characteristics of those considered to be high performing teams and develop an action plan for improving overall team effectiveness.
WHO IS THIS COURSE SUITABLE FOR?

- This course is aimed at supervisors, team leaders and junior managers who manage a team

This Unit Standard course is aligned to Unit Standard 252037: Build teams to achieve goals and objectives.

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In dealing with managing the human element of the business, one needs to be able to analyse policy, procedures, agreements and conditions of employment that are applicable in the workplace and take on the mantle of responsibility to optimize and maintain efficiencies surrounding these policies.

This comprehensive course covers a number of important aspects involved with labour relations. You will learn how to participate in the implementation of applicable labour legislation, draft job descriptions, recruit staff, set up selection panels and draft employment contracts. You will also learn how to set up performance evaluation committees and manage the performance evaluation process as well as being taken through a step by step process involving the development, facilitation and monitoring of disciplinary policies, processes and procedures.

**COURSE DURATION**

3 days

**GET UP TO SPEED ON THE WORKINGS OF LABOUR LAW AND LEARN HOW TO:**

- Develop and maintain effective human resource policies and procedures
- Participate in the implementation of applicable labour legislation
- Develop, facilitate and monitor disciplinary policy, process and procedures
- Institute performance evaluation committees and manage the performance evaluation process
- Institute facilitation of disciplinary policies, actions and hearings
- Draft job descriptions
- Handle recruitment
- Set up selection panels
- Draft employment contracts.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL BE UP TO SPEED ON THE WORKINGS OF LABOUR LAW AND PROFICIENT IN THE FOLLOWING AREAS:**

- Include policy and procedures on employment equity, skills development, grievance procedures, performance evaluation, remuneration negotiations, disciplinary hearings etc. in the development and maintenance of effective human resource policies and practices
- Handle the recruitment process in the drafting of job descriptions, holding selection panels and drafting employment contracts
- Apply the terms and conditions of employment including start date and probation period, duration of employment, remuneration, notice period, leave including sick leave, family responsibility leave, maternity leave and annual and vacation leave; hours of work and overtime, other benefits and deductions
- Handle organizational disciplinary policy, procedures and disciplinary code of conduct and instituting and facilitation of disciplinary policies actions and hearings.
- Taking into account performance evaluation policy and procedures, performance evaluation moderating committees and feedback, institute and manage the performance evaluation process
- Implement applicable labour legislation terms of the Employment Equity Act, BCEA, LRA, SDA, SDL, OHSACT and COIDA.
WHO IS THIS COURSE SUITABLE FOR?

- This course is aimed at supervisors, team leaders and managers who manage a team of people and who wish to improve their human resources management skills

This Unit Standard course is aligned to Unit Standard 116394: Implement and manage human resource and labour relations policies and acts.

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Every manager needs to be aware that conflict can arise within every team at any given point in time. This is especially the case when the pressure is on, deadlines are tight and projects and tasks are difficult to manage. Conflict situations can arise as a result of personal and professional differences alike and with both internal and external stakeholders and the trick is to learn how to devise the right kind of strategy that will help you to deal with conflict situations both, down and across, that is dealing with conflict with superiors as well as conflict within your team and other stakeholders involved with the tasks.

This course aims to equip you with the skills and techniques that are necessary to enable you to effectively identify and minimize conflict situations. You will learn how to formulate a strategy that will enable your working relationships with all stakeholders to stay healthy so that you can get on with the task of getting the job done.

**COURSE DURATION**

2 days

**YOU STEP UP YOUR GAME WHEN YOU GET DOWN TO THE ART OF CONQUERING CONFLICT. LET US HELP YOU GET ON WITH THE TASKS OF LEARNING HOW TO:**

- Identify and minimize personal conflict within a unit
- Devise and apply a suitable strategy that will enable you to establish constructive relationships with your superiors
- Devise and apply a suitable strategy that will enable you to establish constructive relationships with team members within a unit
- Effectively liaise and network with internal as well as external stakeholders
- Understand conflict with respect to personal differences
- Understand conflict with respect to professional differences
- Differentiate between personal feelings and the actual problem.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE MASTERED THE ART OF CONQUERING CONFLICT AND WILL HAVE BECOME PROFICIENT IN THE FOLLOWING AREAS:**

- Identify and create networking opportunities with internal as well as external stakeholders
- Identify opportunities for effective networking, attend meetings with a view to instituting new and mutually beneficial contacts
- Investigate ways to communicate with stakeholders and implement relevant strategies for the mutual benefit of all parties
- In line with policies and procedures keep managers informed of all activities and report on progress and results using verbal or written feedback
- Establish a process to acquire and exchange information and seek advice in consultation with the overall management team
- In line with the business unit’s policies and procedures, raise concerns directly with relevant managers over quality of work
• Presentation of clear and accurate information to management in a timeous manner
• In line with business unit policies and procedures communicate information around the procedures for dealing with conflict to all team members in order to instil systematic resolution to conflict situations
• Implement action plans in order to resolve actual and potential conflict
• In line with policies and procedures, refer conflict situation so appropriate managerial staff where required
• Develop and establish constructive relationships with team members in a unit using applied strategies
• Where appropriate, identify and capitalize on opportunities for team members to discuss work-related as well as personal issues
• Build constructive relationships with team members by offering feedback and advice in a positive manner
• Keep team members informed of any developments and changes that may affect them.

**WHO IS THIS COURSE SUITABLE FOR?**

• This course is aimed at supervisors, team leaders and managers who manage a team and are interested in learning about how to deal with conflict in the workplace

This Unit Standard course is aligned to Unit Standard 252027: Devise and apply strategies to establish and maintain workplace relationships.

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MONITORING INDIVIDUAL PERFORMANCE TO CREATE HIGH FUNCTIONING TEAMS

Unit Standard: 252034
Credits: 8

As a manager in charge of a team you are responsible to ensure that your team consistently delivers against assigned organizational goals and objectives. To measure team effectiveness requires that you monitor the performance of each team member on a regular basis to establish where any performance gaps or indeed significant achievements may be evident. From the performance review process it could arise that team structure may need to be adjusted or certain individuals may require additional training or even disciplinary measures as a result of poor performance.

This practical course outlines the systems that you will need to formulate and put in place to effectively deal with maintaining the required performance standards of your team in line with organizational requirements.

COURSE DURATION

2 days

CREATE PERFORMING TEAMS WHEN YOU LEARN HOW TO:

- Formulate performance standards for team members in a unit
- Establish systems for monitoring performance of team members
- Prepare for a performance review with a team member
- Conduct a performance review interview
- Identify performance gaps and propose corrective solutions where necessary
- Identify and recommend relevant training programmes where necessary
- Monitor team structure.

UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE MASTERED THE TECHNIQUES INVOLVED IN SETTING PERFORMANCE STANDARDS FOR HIGH FUNCTIONING TEAMS AND SUFFICIENTLY DEVELOPED YOUR COMPETENCIES IN THE FOLLOWING AREAS:

- Set performance measures in line with business goals, objectives and deliverables and formulate appropriate performance standards for team members
- Set performance standards in a clear and concise manner and specify activities to be performed and the required standards of performance
- Incorporate feedback from team members into performance standards to obtain buy-in from all team members
- Record and document performance standards according to policies and procedures
- Establish systems and processes for monitoring performance in line with policies and procedures
- Communicate elements of performance monitoring system to all team members to obtain buy-in
- Prepare for a performance review with a team member and advise nature of the review as well as time, date and venue
- Provide relevant feedback to a team member that is fair and communicated in a constructive and supportive manner
- Accurately, fairly and honestly record positive and negative aspects of a team member’s performance for report back and follow-up
• Agree upon an action plan with the team member that will address performance gaps as well as build upon positive performance
• Document action plans and obtain sign off from both parties.

**WHO IS THIS COURSE SUITABLE FOR?**

• This course is aimed at supervisors, team leaders and junior managers who manage a team

This Unit Standard course is aligned to Unit Standard 252034: Monitor and evaluate team members against performance standards.

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CREATING HIGH PERFORMING TEAMS THROUGH
PERFORMANCE MANAGEMENT

Unit Standard: 11473
Credits: 8

Your journey towards mastering leadership continues with getting to the nitty-gritty of how well you and your team are performing and whether each team member is up to scratch in delivering on their assigned tasks. You want to know if there are any misunderstandings, incidents involving miscommunication or problems with specific team members that could create project inefficiencies. You also want to know whether anyone is pulling more than their fair share of the weight.

Essentially, you are acutely aware that any chain is only as strong as its weakest link, therefore you want to see if there are any weak links in the performance chain and make sure that other team members or the project itself do not take unnecessary strain as a result. You are also acutely aware that at the end of the day, you are responsible to ensure that all key performance areas are sufficiently addressed.

How do you establish whether you and your team are performing to the required standards? You will find that the material covered in this course might be just what you were looking for since, from the outset you will learn how to effectively formulate a development plan and set realistic performance goals and measures that will help to keep everything and everyone on track. You will also learn to master the art of monitoring and evaluating performance against assigned objectives and do this in such a way that your team stays the course.

**COURSE DURATION**

3 days

**ALL TEAMS GO THROUGH FOUR STAGES: FORMING, STORMING, NORMING THEN PERFORMING. GET YOUR TEAM PERFORMING AND LEARN HOW TO:**

- Formulate development plans
- Set realistic and achievable goals and measures
- Monitor and evaluate performance against assigned objectives
- Leverage your individual leadership style
- Leverage your communication skills
- Apply the management functions of Planning Organising Leading and Controlling
- Motivating a team
- Recognise the importance of trust.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE MASTERED THE TECHNIQUES INVOLVED IN CREATING HIGH PERFORMING TEAMS USING PERFORMANCE MANAGEMENT TECHNIQUES AND WILL HAVE DEVELOPED YOUR SKILLS IN THE FOLLOWING AREAS:**

- Setting performance goals that are measurable, clear, achievable and aligned to individual career paths, organizational objectives and legislative requirements
- Setting performance goals that are in line with legislative requirements including the Skills Development Act and the Employment Equity Act
• Quantify performance measures to facilitate performance evaluation
• Undertake appropriate actions to obtain agreement from relevant parties in terms of identified performance goals and measures
• Formulate plans in a clear manner in terms of specific improvement actions, time frames and accountability
• Formulate plans that are focused on competencies needed to achieve performance goals of the individual, the department and the organization
• Take appropriate facilitation actions to obtain agreement on development plans from relevant parties
• Monitor and evaluate performance using performance evaluation techniques that are valid, current and sufficient
• Align performance goals and measures with organizational and industry practices and values
• Monitor and assess performance against performance goals on an ongoing basis
• Record progress and update records as part of the performance management process
• Analyse performance records to identify performance variations and compile appropriate action plans
• Provide feedback to address competence gaps and poor performance, recognize good performance and revise performance goals
• Provide feedback that is constructive, tactful, honest and respectful and is focused solely in performance.

WHO IS THIS COURSE SUITABLE FOR?

• This course is aimed at supervisors, team leaders and junior managers who manage a team

This Unit Standard course is aligned to Unit Standard 11473: Manage individual and team performance.

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Conflicts situations will often arise in the workplace whether we like it or not. Many people shy away from conflict for fear that they do not have the required skills to deal with the negative emotions involved. Learning how to effectively deal with conflict using communication and negotiation skills can help minimize negative feelings and dispel differences based on personal rather than professional disputes. Not to say that people do not experience conflict as a result of professional differences, indeed they do. Yet, it is important to understand the difference between conflict as a result of differing opinions and undesirable actions as opposed to conflict with another person.

This enlightening course will help you to understand the different types of conflict situations that happen in the workplace, why conflict occurs and the difference between feelings and the problem itself. You will also learn appropriate communication techniques used in conflict resolution and methods of dealing with conflict situations.

**COURSE DURATION**

2 days

**LET’S TALK ABOUT IT. YOU WILL LEARN HOW TO:**

- Recognise the difference between feelings and actual problems (contents)
- Handle and resolve a conflict in the workplace
- Demonstrate an understanding of different conflict situations in the workplace
- Demonstrate an understanding of the reasons why conflict occurs
- Demonstrate an understanding of the different techniques used in resolving conflict
- Understand different behaviours of people in a conflict situation
- Understand one’s own behaviour in a conflict situation
- Understand the different types of conflicts.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE MASTERED THE TECHNIQUES INVOLVED IN EFFECTIVELY RESOLVING CONFLICT AND WILL HAVE DEVELOPED YOUR SKILLS IN THE FOLLOWING AREAS:**

- Understand the commonly occurring conflicts that occur in the South African workplace
- Understand and describe with examples the various types of conflict situations that arise in the workplace
- Understand the reasons why conflict occurs in the workplace and the various role players involved
- Understand the difference between feelings and the actual problem when dealing with conflict taking into account the behaviors of different people involved in a conflict situation
- Analyse one’s own behavior and feelings and appropriately assess resulting impact when dealing with a conflict situation
- Assess the reaction process in a conflict situation when attempting to solve the problem
- Identify and implement methods of resolving conflict
- Handle and resolve conflict using various methods identified
- Identify a conflict situation and communicate in such a manner that the conflict can be constructively resolved.
WHO IS THIS COURSE SUITABLE FOR?

- This course is aimed at supervisors, team leaders and managers who manage a team and are interested in learning about how to deal with conflict in the workplace.

This Unit Standard course is aligned to Unit Standard 9533: Use communication skills to handle and resolve conflict in the workplace.

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So, you are a technical specialist. Suddenly, you are excelling at what you do and senior management places you in charge of an important project that comes, yes, with not only technical resources but also with a team of people for you to manage and you have no idea where to begin. Now, you are very good at your job from a technical point of view and although you have much to offer in terms of knowledge and expertise, this is your first time facing the task of managing a team of people. Suddenly, you realize that there are distinct differences between management and leadership that were not obvious to you until now and you know that you need to close the gap between being a specialist and taking on the mantle of leadership so that you can move forward with confidence.

This course is an opportunity to help you grow in mastering leadership techniques in that you will effectively be able to explain the concept of leadership, differentiate between the concepts of management and leadership, evaluate the impact of the leadership techniques put in place and apply those techniques to individuals and teams.

**COURSE DURATION**

3 days

**TAKE THE LEAP AND LEARN TO LEAD. A POSITIVE STEP TOWARDS LEARNING HOW TO:**

- Differentiate between the concepts of leadership and management
- Explain the concept of leadership
- Evaluate the impact of the leadership techniques applied
- Apply leadership techniques to individuals and teams within the work context
- Identify the roles and qualities of a leader
- Understand leadership theories
- Understand the circumstances within which a team leader manages and leads
- Formulate team leadership approach according to individual needs and organisational requirements.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE MASTERED YOUR LEADERSHIP SKILLS IN THE FOLLOWING AREAS:**

- Understand the concept of leadership as per accepted definitions
- Understand the various qualities of a leader including empathy, objectivity, transparency, accountability, responsibility, honesty, integrity, assertiveness, consistency and making reference to present and historical leaders
- Understand the various roles of a leader including visionary capabilities, the capacity to innovate, the ability to motivate oneself and others, knowing how to create synergies and facilitating a developmental environment
- Differentiate between the concepts of management and leadership by means of practical examples and working scenarios
- Understanding the circumstances in which a team leader manages and leads as applied to practical examples in the work context
- Apply leadership techniques to individuals and teams within the work context using techniques such as trait leadership, leadership based on behavior styles, servant leadership and transformational leadership
- Identify and apply various theories of leadership
• Implement various leadership techniques in order to improve group dynamics and achieve objectives
• Critically evaluate the impact of the leadership techniques applied and adjust where necessary.

WHO IS THIS COURSE SUITABLE FOR?

• This course is aimed at supervisors, team leaders and junior managers who manage a team

This Unit Standard course is aligned to Unit Standard 242824: Apply leadership concepts in a work context.

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TAKING CHARGE AS A TEAM LEADER IN ACHIEVING COMPANY GOALS

Unit Standard: 242821
Credits: 6

As first line management, your role as a team leader or junior manager is critical when managing a team to ensure that strategies and plans as guided by senior management are effectively executed in line with business objectives.

This informative course will equip you with the basic skills required to effectively manage your team and tasks and will provide you with the tools and techniques needed to ensure that you are able to address the needs, challenges and desired outcomes encountered in the course of business on a day to day basis.

In taking up this course, you will learn many skills that will enable you to take charge and better manage yourself and your team that involve identifying and solving problems and making decisions, managing and organizing yourself and your team with respect to the implementation of agreed performance objectives, collecting, organizing and critically evaluating information and delegating and communicating effectively.

COURSE DURATION

2 days

TAKE CHARGE OF YOUR TEAM WHEN YOU LEARN HOW TO:

- Identify and solve problems as well as make decisions in contracting with team members and monitoring performance against objectives
- Organise and manage yourself with respect to the implementation of agreed performance plans
- Collect, organise and critically evaluate information by monitoring achievement against objectives
- Communicate effectively in consulting and allocating tasks, as a result gaining commitment for performance objectives
- See the world as a set of related systems when relating your team’s purpose and performance to organizational requirements
- Understand the management functions of planning, leading, organizing, co-ordinating and controlling
- Networking and building relationships
- Understand conflict management and the need for corrective strategies.

UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE MASTERED YOUR LEadership SKILLS IN THE FOLLOWING AREAS:

- Understand the role of a team leader in an organization with reference to the dedicated job description
- Understand the responsibilities of a team leader within the context of the workplace
- Understand the concepts of authority, responsibility and accountability with reference to a team leader’s own position within an organization
- Understand how workers are organized in teams in terms of recognized theory and practice
- Understand the purpose of a team
- Understand the role and expected outputs of each team member in relation to the overall purpose
- Implement tasks, performance plans, targets and standards as agreed in terms of organizational requirements
- Implement timing plans for achieving individual and team objectives through consultation
- Implement plans according to standard operating procedures
• Anticipate potential difficulties in carrying out plans through reflection and feedback
• Monitor team outputs against agreed targets and time allocation
• Identify variances to required outputs and take corrective action where necessary.

**WHO IS THIS COURSE SUITABLE FOR?**

• This course is aimed at supervisors, team leaders and junior managers who manage a team

This course is aligned to Unit Standard 242821: Identify responsibilities of a team leader in ensuring that organizational standards are met.

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CHAIRING A MEETING WITH CONFIDENCE

Unit Standard: 242816
Credits: 5

An important part of your managerial training involves understanding the importance of the need to formulate structured meetings with due formalities involving elements such as the preparation of an agenda, taking minutes and distributing information. Arranging meetings with key stakeholders when, for example, round table discussions need to take place and strategic forums need to meet to make joint decisions requiring that all key parties present are a normal and necessary part of the management process to ensure that all parties remain involved and informed.

This practical course will enable you to learn the techniques and processes involved in conducting a meeting and how to prepare and make the necessary arrangements and manage the provision and distribution of any required documentation. You will also learn how to deal with differing individual viewpoints in a courteous and professional manner.

COURSE DURATION

2 days

WE INVITE YOU TO LEARN HOW TO:

• Conduct a structured meeting
• Prepare for a meeting
• Prepare an agenda
• Take minutes
• Book meeting venue
• Arrange catering requirements
• Distribute required documentation for a meeting
• Deal with differing views in a meeting.

UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE MASTERED THE SKILLS NEEDED TO CHAIR A MEETING WITH CONFIDENCE AND WILL BE PROFICIENT IN THE FOLLOWING AREAS:

• Preparing for a meeting in making sure that physical arrangements and attendees required for the meeting are identified and prepare a check list in line with Standard Operating Procedures
• Preparing an agenda in terms of the expected outcomes of the meeting and placing items on the agenda in terms of Standard Operating Procedures
• Understand the purpose for recording a meeting
• Check documents required for the meeting in terms of accuracy and completeness and distribute according to Standard Operating Procedures
• Check minutes of previous meeting for accuracy and completeness
• In line with recognized theory and practice Identify techniques to deal with the potential lack of progress due to differing opinions during the meeting
• Apply techniques to enhance progress during a meeting including summarizing, redirecting, paraphrasing, rephrasing, gate keeping and repeating
• Distribute records for a meeting in such a manner as to enable easy implementation of meeting decisions
• Review meeting with a view to suggesting improvements to enhance the effectiveness of future meetings.
WHO IS THIS COURSE SUITABLE FOR?

- This course is aimed at managers who are seeking to improve their general management and business communication skills

This Unit Standard course is aligned to Unit Standard 242816: Conduct a structured meeting.

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On a daily basis, every business faces many different types of risk. In fact, we are constantly up against many factors that are beyond our immediate realms of control. These can include environmental risk factors, such as changes to systems, location and changes to the environment. We can also encounter financial risk, risks involving occupational health as well as safety and environmental risks. There remains no doubt that strategies need to be put in place that deal with risk mitigation or risk avoidance tactics.

This highly informative course will help you understand risk related matters whereby you will learn how to identify potential risks and assess their impact on a business unit and develop appropriate contingency plans for managing and mitigating risk.

**COURSE DURATION**

3 days

**DON'T PUT YOURSELF AT RISK, GET BUSY WITH CONTINGENCY PLANS WHEN YOU LEARN HOW TO:**

- Understand the impact of risk on business processes and potential risks to staff
- Identify potential risks and assess potential business unit impact
- Develop contingency plans for managing risk
- Test and revise contingency plans where necessary
- Identify financial risk
- Identify environmental risk
- Understand the Occupational Health and Safety Act as it applies to risk
- Understand risk avoidance tactics.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE ACQUIRED THE NECESSARY SKILLS TO EFFECTIVELY MANAGE RISK IN THE WORKPLACE AND HAVE ACQUIRED A WORKING KNOWLEDGE OF:**

- The concept of risk in terms of accepted theory and practice as it pertains to potential risks to a unit
- The various factors that could be identified as potential risk situations to a unit
- The role of organizational policies and procedures as they relate to risk management
- Identify and document potential risk factors for critical processes in a unit
- Identify and document potential scenarios that could constitute a risk to a unit
- Evaluate the possibility of each potential risk scenario that could occur and record for future use
- Perform and document an analysis to rate the impact of each risk scenario on a unit
- Determine and document priorities result from the impact analysis for implementation in the event of the risk occurring
- Determine and document contingency plans in line with organizational policies and procedures.
WHO IS THIS COURSE SUITABLE FOR?

- This course is aimed at managers who are seeking to improve their general management skills

This Unit Standard course is aligned to Unit Standard 252025: Monitor, assess and manage risk.

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CREATIVE PROBLEM SOLVING & CRITICAL THINKING COURSE

Unit Standard: 242817
Credits: 8

You will dig this course. Yes, literally, you will be digging….for problems! Since, during the course of most if not all projects, every manager will discover that certain things may go awry that are completely unanticipated and more often than not lie beyond the realms of control. Yet, often, the root causes may not be immediately obvious and various aspects of the project may need to be investigated in order to establish where problems may have occurred and how to rectify them in order to get things back on track.

The purpose of this course is to help you to become an expert interrogator and investigator of problems and to get you into the right space that enables you to excel at applying creative thinking to problem solving. You will first learn how to suitably investigate and accurately define the problem and from there how to generate appropriate solutions. You will then be taken through the steps of how to go about implementing the required solutions as well as how to evaluate their overall effectiveness in terms of achieving excellence in project delivery.

COURSE DURATION

2 days

INTERROGATE AND IDENTIFY... THE PROBLEM THAT IS. THEN GET DIGGING AND SOLVE AND YOU WILL DISCOVER HOW TO:

• Thoroughly investigate the problem
• Define the problem
• Generate problem solutions
• Implement solutions
• Evaluate the effectiveness of solutions
• Involve various stakeholders in the problem solving process
• Effectively use problem solving techniques
• Involve stakeholders prior to implementing solutions in order to obtain commitment.

UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE ACQUIRED THE NECESSARY SKILLS TO EFFECTIVELY APPLY CRITICAL THINKING TO PROBLEM SOLVING AND WILL HAVE BECOME PROFICIENT IN THE FOLLOWING AREAS:

• Define the problem in line with verified information
• Understand what constitutes verified information including facts and opinions whether positive or negative, future implications of no action and emotions
• Consult with stakeholders and role-players to ensure that they contribute to the various stages of the problem-solving process
• Explore techniques in the formulation of the problem definition according to theory and practice and select a technique in line with the problem context
• Investigate the problem to ascertain the various components
• Obtain further information as required and critically examine in terms of relevance to the problem
• Develop problem solutions using a range of problem solving techniques including the Delphi Technique, Mapping, Computer Modelling, Observation, Questionnaires, Experiments, Brainstorming and other creative thinking techniques
• Identify and assign appropriate weightings to criteria to enable ranking of proposed solutions in terms of feasibility, time, cost, resource implications, stakeholder commitment and logistics
• Evaluate possible solutions against established criteria in order to determine suitability
• Implement the most viable solutions in accordance with given criteria
• Evaluate the effectiveness of the solution in terms of the problem definition and apply corrective action where necessary.

**WHO IS THIS COURSE SUITABLE FOR?**

• This course is aimed at supervisors, team leaders and managers who are interested in learning about business problem solving techniques and seeking to broaden their management skills

This Unit Standard course is aligned to Unit Standard 242817: Solve problems, make decisions and implement solutions.

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CUSTOMER SERVICE EXCELLENCE

Unit Standard: 242829
Credits: 5

‘The customer is king’ may be an old cliché yet it is still widely used when dealing with customer service excellence. Without the customer, there is no business, hence, for any business to succeed it needs to develop a customer service excellence culture that takes a serious approach towards achieving and maintaining high levels of customer satisfaction and whereby measures are in place to consistently monitor and strive to improve customer service levels on an ongoing basis.

The material outlined in this course will help you develop the skills you need to effectively improve your understanding of the importance of the customer or client to the success of any business. You will learn how to monitor customer service levels between an organization and its customers, both internal and external and take remedial steps towards improving customer service levels where necessary.

COURSE DURATION

2 days

‘THE CUSTOMER IS KING’ - MAKE YOUR BUSINESS HIS KINGDOM WHEN YOU LEARN HOW TO:

- Identify internal and external customers
- Measure customer satisfaction on an ongoing basis
- Recommend corrective action where necessary
- Understand and describe the levels of customer service expected by the organization
- Understand and describe the importance of the customer/client to the organization
- Know your customer
- Build a customer service centre of excellence
- Monitor customer service levels between the organization and its customers/clients.

UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE GOTTEN TO KNOW YOUR CUSTOMER ON MANY LEVELS AND BECOME ADEPT AT:

- Identifying internal and external customers in the ‘supply chain’ including internal and external suppliers and customers, contractors, service providers, consultants and sales team members
- Understanding what is required by the organization in terms of customer service standards and determine key performance areas
- Understand the importance of maintaining and achieving customer service levels
- Understanding the consequences of poor service on the goals and objectives of the organization
- Measure customer satisfaction levels on an ongoing basis with key performance areas in line with organizational standards
- Provide feedback to team members in line with Standard Operating Procedures
- Record and evaluate the results of measuring activities involving levels of customer satisfaction and recommend corrective action where necessary.
WHO IS THIS COURSE SUITABLE FOR?

• This course is aimed at managers who are seeking to improve their knowledge and skills of customer relations

This Unit Standard course is aligned to Unit Standard 242829: Monitor the level of service to a range of customers.

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Time is of the essence and in today’s fast-paced workplace where the speed of technology and the speed of demand against the pressures of supply rule the game and us mere humans seem to be having a hard time keeping up with the need for speed in an increasingly demanding economy where we often wish that things would just slow down a little; we don’t always have the luxury of time! And we find ourselves out of breath just reading this long sentence, which was purposely written this way to prove our case in point! So, let’s not waste any more time. The clock is ticking.

The material presented in this course will get you fast on your heels to enable you to efficiently manage teams and processes with a focus on translating strategic intent into effective daily action in line with the principles of time management.

**COURSE DURATION**

2 days

**TAKE TIME OUT TO LEARN:**

- The principles of time management
- How to identify time management profiles
- How to implement time efficient work plans
- Techniques to assist you in drawing up time efficient work plans to carry out department/division/section work functions
- How to create a work/life balance
- How to identify the top time wasters that impact an organisation’s productivity levels with a view to minimizing their negative influence
- How to identify external forces that affect time utilization
- How to delegate effectively in maximizing time utilization.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE INVESTED VALUABLE TIME IN IMPROVING YOUR TIME MANAGEMENT SKILLS AND WILL HAVE BECOME PROFICIENT AT:**

- Identifying weaknesses in current work processes in terms of poor time management
- Identify the external forces that affect time utilization and understand their effects on the business
- Understanding the principles of time management to enable greater efficiencies
- Understanding the 80/20 principle in identifying key tasks
- Delegation as a means of the correct use of time and human resources and understanding the implications of good and bad practices around time management
- Prioritising as a technique to manage the work of a team, group or section is explored in relation to the specific group and a decision is taken as to which tasks take greater priority for the group in terms of urgency requirements
- Understanding the principle of balance between the various aspects of one’s life as it pertains to allocating time to each task and effectively establishing a work-life balance
- Developing time-efficient work plans to carry out department/division work functions and tasks
- Understanding and clearly defining organizational objectives in terms of the work that needs to be carried out by the department, division or section
• Translating objectives into work plans
• Identifying the key activities required to complete a specific project and analyzing tasks and work procedures so that they may be assigned to a specific time frame
• Developing plans that eliminate and/or manage time wasters
• Implementation of time efficient work plans.

WHO IS THIS COURSE SUITABLE FOR?

• This course is aimed at supervisors, team leaders and managers who are seeking to improve their general management skills

This Unit Standard course is aligned to Unit Standard 15234: Apply efficient time management to the work of a department/division/section.

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At first glance stock management may seem like a simple exercise. However, having too little or too much stock on hand may have an impact on the company’s overall profitability in ways that are not immediately obvious. How fixed are fixed assets? How stocked should you be? Fixed assets can become burdensome when newer technologies require that they be replaced. Certain stock items may not have sufficient shelf life. It is also important to understand the difference between stock and the fixed assets of the business and how both should be managed so as to ensure that they are fresh enough on the shelves to positively impact the business.

The material covered in this course will help you to understand the difference between fixed assets and stock in a business unit and how they can be managed to maximize profitability.

**COURSE DURATION**

2 days

**GET FIXATED ON LEARNING ABOUT FIXED ASSETS AND STOCK UP ON YOUR SKILLS. YOU WILL EFFECTIVELY BE ABLE TO:**

- Explain the management of fixed assets in a business unit
- Explain the influence that stock management can have on the profitability of a business
- Apply the basic principles of stock and fixed asset management to a business unit
- Differentiate between fixed assets and stock in a business unit
- Understand what is meant by the term fixed assets
- Understand what is meant by the term stock
- Understand how technology affects profitability in terms of fixed assets.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE MASTERED THE PRINCIPLES OF STOCK AND FIXED ASSET MANAGEMENT AND WILL HAVE DEVELOPED YOUR SKILLS IN THE FOLLOWING AREAS:**

- Understanding the differences between fixed assets and stock in a business unit
- Identify the different fixed assets in a business unit and the purpose for those assets
- Identify stock in a business unit and compile a list of items that are needed
- Understand the problems that can occur in a business unit as a result of insufficient stock and develop a plan to ensure that stock is available as required
- Understanding the different ways of managing stock with reference to records and stocktaking
- Understanding the importance of quality, time, price and source in managing stock
- Calculate the rate of stock turnover for a business unit with a view to assisting with the planning process
- Apply an Economic Ordering Quantity Model (EOQ) to a business unit in order to calculate optimum stock levels required
- Understand the management of fixed assets in a business unit
- Understand the valuation of assets in a business unit with reference to depreciation and investment
- Understand the reasons and purpose for depreciation
- Apply the basic principles of stock and fixed asset management to a business unit
- Identify and quantify the risk associated with the management of stock in a business unit in terms of probability and severity
- Apply a system for managing stock in a business unit with reference to ensuring sufficient stock, cost control and stock value
- Formulate a plan to minimize the risks associated with fixed assets in a business unit.

**WHO IS THIS COURSE SUITABLE FOR?**

- This course is aimed at supervisors, team leaders and managers who are seeking to improve their general management skills

This Unit Standard course is aligned to Unit Standard 13945: Describe and apply the management of stock and fixed assets in a business unit.

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Keeping records, although often considered to be a tedious task, is of the utmost importance in literally keeping things on track. It’s only when one is under pressure to find information that has not been properly updated or kept in the right place or has been misfiled in a nebulous system that the importance of keeping administrative records becomes painfully evident and really hits home in a big way.

The material covered in this course will help you to maintain systems that will enable you to control and manage all types of confidential information and administrative records. You will also learn how to install and maintain an efficient and effective system for the ordering and distribution of office stationery.

**COURSE DURATION**

2 days

**GET YOUR RECORDS UP TO DATE AND LEARN HOW TO:**

- Control and deal with confidential information and documents
- Control and evaluate ordering and distribution of office stationery
- Implement control measures with individuals
- Identify and solve problems related to co-ordination and maintenance of effective office procedures and processes
- Effectively work with others when controlling confidential information
- Effectively work with others when maintaining stationery stock
- Collect, analyse, organize and critically evaluate information pertaining to the smooth running of an office
- Effectively communicate with individuals while co-ordinating and maintaining effective procedures and processes.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE MASTERED THE TECHNIQUES OF GOOD RECORDS MANAGEMENT AND WILL HAVE DEVELOPED YOUR SKILLS IN THE FOLLOWING AREAS:**

- Understanding the nature of confidential information
- Understanding the systems and procedures for dealing with confidential information
- Securing documents in an appropriate manner
- Securing documents within an appropriate timeframe
- Securing documents and information without compromising any relevant stakeholder
- Appropriate methods for the ordering and distribution of office stationery
- Implementing a plan to effectively control office stationery policies, procedures and strategies
- Developing plans to monitor, maintain and improve stationery stock levels in terms of organizational requirements
- Developing and implementing effective shrinkage controls
- Implementing control measures with individuals to ensure smooth running systems
- Producing accurate reports that reflect stationery movements for a given period of time.
**WHO IS THIS COURSE SUITABLE FOR:**

- This course is aimed at those individuals who wish to improve their office administration skills

This Unit Standard course is aligned to Unit Standard 110009: Manage administration records.

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By no means does any business operate in isolation. A company may provide product and service offerings that rely on other service providers to help them deliver on their customer value proposition. For instance, a motor vehicle manufacturer relies on various other service providers to supply various parts and components to build complete vehicles. Service providers first need to be identified and also verified as to their ability to deliver. Hence, it is therefore necessary to ensure that every service provider delivers to the required standard and during a stipulated timeframe to ensure all round seamless delivery. One way to do this is to have a service level agreement (SLA) in place with each and every supplier so that appropriate contracts may be drawn up and realistic delivery standards put in place.

The material covered in the Mastering Service Level Agreements and Contracts course will help you to identify the most appropriate service provision required and to source and select appropriate service providers for your needs as well as verify their ability to make good on their promise.

COURSE DURATION

3 days

MANAGE SERVICE PROVIDERS WITH A SERVICE LEVEL AGREEMENT IN PLACE WHEN YOU LEARN HOW TO:

- Select service providers for identified projects or programmes
- Contract service providers
- Identify and verify the nature of service provision required
- Draft basic terms of reference to outline the nature of the service provision
- Utilise the most appropriate tool to source applications from prospective service providers
- Involve relevant stakeholders
- Understand the tender process
- Understand the Service Level Agreement (SLA).

UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE ACQUIRED AN IN-DEPTH UNDERSTANDING OF MASTERING SERVICE LEVEL AGREEMENTS AND CONTRACTS AND WILL HAVE DEVELOPED YOUR SKILLS IN THE FOLLOWING AREAS:

- Identify and verify the need to contract service providers
- Identify the nature of services to be provided with a view to obtaining an outside provider to deliver the service
- Inform relevant stakeholders and role players and incorporate their inputs regarding the appropriateness of the need for service providers
- Draft basic terms of reference (ToR) to outline the nature of the service provision required
- Divide nature of the service provision into relevant clusters in accordance with the nature of the services
- Outline specifications for the services required in terms of possible service providers
- Sourcing appropriate and relevant service providers
- Contract service providers in terms of assessing applications/tenders from the most appropriate service providers
- Obtain sign off on the service provider agreement from appropriate authority figure
- Advise decision of the appointment team to all tenderers in writing.
WHO IS THIS COURSE SUITABLE FOR?

- This course is aimed at supervisors, team leaders and managers who are seeking to improve their general management skills

This Unit Standard course is aligned to Unit Standard 14552: Contract service providers.

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What is meant by the term ethics? Essentially, ethics deals with those issues where good judgement is required in dealing with organizational matters according to a set of norms, mores and values determined to be commonly accepted behaviours within and throughout the organization. This is also known as the organizational code of conduct.

The importance of complying with corporate ethics is evident in matters involving personal integrity and how decisions involving appropriate conduct impacts the health of the organization whereby the boundaries between what is constituted as ethical or non-ethical behaviour may be crossed.

This intense course will help you to understand and apply the necessary approach towards dealing with matters involving corporate ethics in maintaining organizational health and help you to understand the organizational code of conduct and the importance of following and adhering to its policies and principles.

**COURSE DURATION**

2 days

**GET CLUED UP ON THE CORPORATE CODE OF CONDUCT WHEN YOU LEARN:**

- The aspects involved with the corporate code of conduct
- How to identify and understand ethical issues within the organization
- The importance of adhering to the corporate code of conduct
- The meaning of the term ‘ethics’
- What is meant by the term inappropriate conduct
- What is meant by the term personal integrity
- The consequences of inappropriate conduct
- The importance of maintaining organizational values.

**UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE ACQUIRED A WORKING KNOWLEDGE OF ORGANIZATIONAL ETHICS AND HAVE DEVELOPED YOUR SKILLS IN THE FOLLOWING AREAS:**

- Understanding the code of conduct and ethical issues
- Understanding the purpose of the code of conduct
- Identify the principles of a code of conduct
- Understand the relationship between the code of conduct and successful marketing
- Understand the implications of the code of conduct on the organization
- Understand the importance of adhering to the code of conduct
- Source and obtain code of conduct
- Apply and implement code of conduct
- Identify deviations from the code and take remedial action to ensure compliance
- Identify and understand organizational ethical issues
- Identify deviations from ethical issues and take remedial action to ensure compliance.
**WHO IS THIS COURSE SUITABLE FOR?**

- This course is aimed at individuals who are seeking to improve their general management skills.

This Unit Standard course is aligned to Unit Standard 10022: Comply with organizational ethics.

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You have been given a large project to manage involving many diverse aspects. You know that you need to be organized in your approach so as to ensure that the process runs smoothly. At first glance, the exercise appears to be anything but simple and in fact seems rather overwhelming in that everything looks like it is literally all over the place.

For the project to succeed you need to devise a suitable project plan and assign tasks, deadlines and deliverables that are realistic and achievable and when you master the techniques you will find that you are working with a cohesive process that makes a complicated one seem like child’s play.

The purpose of this course is to get you up to speed with the fundamentals of the project management process and upskill you to become an effective project team member. You will gain an in-depth understanding of the nature of a project and learn about the types of structures that are found in a typical project environment and what processes and activities are required to manage a project.

COURSE DURATION

3 days

POWER YOUR PROJECT. YOU WILL LEARN:

- The nature of a project
- The nature and application of project management
- What types of structures are found in a project environment
- The major processes and activities required to manage a project
- The application of organization structures in a project environment
- To work as an effective team member
- To collaborate with other project team members to improve performance
- To build relations between project team members and other stakeholders
- A variety of strategies to deal with potential or actual conflict in a project team.

UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE ACQUIRED AN IN-DEPTH UNDERSTANDING OF THE PROJECT MANAGEMENT PROCESS AND WILL HAVE DEVELOPED YOUR SKILLS IN THE FOLLOWING AREAS:

- Understanding the nature of a project
- Understand the characteristics of a project
- Understand the differences between project and non-project work
- Understand the basic project life cycle and possible phases
- Understand the reasons for undertaking projects
• Understand the types of projects and their complexity ranging from simple, complex, closed to open, “fog, quest, movie or paint by number”, technical, business, community based, development and research and development of new products
• Understand the nature and application of project management
• Understand the major project management processes in terms of recognized best practice
• Understand the differences between project management and general management
• Understand the difference between project management processes and technical (end product related) processes
• Understand the types of structures found within project management
• Understand the various behaviours conducive to working as a team member
• Understand team interfaces and team roles
• Understand how to collaborate with other team members to improve performance
• Understand the importance of consultation and joint decision-making and how this affects team performance
• Build relationships between team members and other stakeholders.

WHO IS THIS COURSE SUITABLE FOR?

• This course is aimed at those individuals who work as a project team member with a view to managing a project and who wish to improve their project management skills

This Unit Standard course is aligned to Unit Standard 120372: Explain fundamentals of project management and 120379: Work as a project team member.

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EVENTS MANAGEMENT EXPERTISE

Unit Standard: 13929
Credits: 3

Minor events don’t always take place at the office. There are times when teams will be required to be offsite for many different reasons such as team building exercises, workshops, conferences, specialized meetings, promotional campaigns, client entertainment functions, golf days and training exercises. In these circumstances the general idea is to ensure that over and above the necessary travel and accommodation arrangements, all delegates are provided with the normal facilities that they have become accustomed to at the office.

This practical course will introduce you to the art of events co-ordination. You will learn how to effectively liaise with meeting or event attendees regarding availability and final arrangements whilst observing specific individual needs such as special dietary requirements; make travel and accommodation and car hire arrangements, identify a suitable date, time and venue, book catering and venue as well as process and distribute any documentation that may be required for the event.

COURSE DURATION

2 days

IN ANY EVENT, YOU WILL EXCEL WHEN YOU LEARN HOW TO:

• Make travel, car hire and accommodation arrangements
• Identify a date, venue and time for the meeting or event
• Process and distribute all documentation required for the meeting or event
• Liaise and/or negotiate with meeting or event attendees regarding availability
• Book venues and catering
• Finalise meeting room arrangements
• Notify and confirm arrangements with attendees, delegates or stakeholders
• Confirm final arrangements with attendees, delegates or stakeholders.

UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE ACQUIRED AN IN-DEPTH UNDERSTANDING OF HOW TO MANAGE AN EVENT AND WILL HAVE DEVELOPED YOUR SKILLS IN THE FOLLOWING AREAS:

• Arrange a date, time and venue for the event based on responses to a range of dates provided
• Book and confirm meeting/event to all attendees in writing
• Forward all event related documentation to attendees
• Arrange venue and catering requirements taking into account any religious and special dietary requirements
• Forward agenda for the event to venue provider and caterers to ensure that correct times for meals and breaks are incorporated
• Make travel, car hire and accommodation arrangements
• Process invoices relating to travel, car hire and accommodation
• Process relevant advance disbursements for travel, car hire and accommodation
• Assemble and distribute documentation for the event to all attendees timeously.
WHO IS THIS COURSE SUITABLE FOR?

- This course is aimed at those individuals who are involved in a secretarial, administrative or marketing function and who are responsible for co-ordinating small events

This Unit Standard course is aligned to Unit Standard 13929: Co-ordinate meetings, minor events and travel arrangements.

2019 PUBLIC COURSE DATES

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PROFESSIONAL RECEPTIONIST TRAINING

Unit Standard: 13928
Credits: 4

At any given point in time during normal office hours you simply never know who next might walk through the door; and whether or not any of these individuals could be of strategic importance or even a threat to the organization – for all you know the next person to enter the premises could be a client or customer, a potential employee, a person with criminal intentions or even a spy from a competitor organization. First impressions make lasting ones and to create a good impression of your business you need to have good security measures in place, a tidy and presentable waiting area, clean facilities and a professional and welcoming manner when dealing with the public at large.

The purpose of this course is to help you manage your reception area so as to ensure that it is clean and safe as per organizational standards as well as to see that the general presentation of the reception area is in line with corporate policies and branding. You will also learn how to monitor and control stationery requirements.

COURSE DURATION

2 days

ROLL OUT THE RED CARPET AND MAKE GOOD FIRST IMPRESSIONS OF YOUR RECEPTION AREA LASTING ONES WHEN YOU LEARN HOW TO:

- Monitor the presentation of the reception area
- Monitor the implementation of security procedures in the reception area
- Monitor the maintenance of a clean and safe reception area as per organizational requirements
- Answer the telephone in a professional manner
- Deal with visitors in a professional manner
- Manage mail deliveries
- Manage hospitality
- Take messages and relay to appropriate individuals in a professional manner.

UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL HAVE ACQUIRED AN IN-DEPTH UNDERSTANDING OF HOW TO MANAGE A RECEPTION AREA AND WILL HAVE DEVELOPED YOUR SKILLS IN THE FOLLOWING AREAS:

- Monitoring the maintenance of a clean and safe reception area as per organizational requirements
- Implementation of housekeeping standards in line with workplace policy
- Understanding the importance of ensuring that housekeeping operations are maintained so as to ensure that there are no disruptions to operational services
- Identify areas that do not meet the required standards and record for possible remedial action
- Maintain presentation of reception area according to organizational standards
- Identify areas of non-conformance in terms of presentation and record for possible remedial action
- Monitor the implementation of and consistent availability of security procedures in the reception area
- Attend to visitors’ cards and permits and ensure consistent security measures are in place with security personnel
- Monitor and maintain firearm procedures in line with workplace policy
- Report and rectify discrepancies and problems to ensure safety of the workplace.
WHO IS THIS COURSE SUITABLE FOR?

- This course is aimed at individuals involved in secretarial or administrative functions who are required to maintain a dedicated reception area.

This Unit Standard course is aligned to Unit Standard 13928: Monitor and control reception area.

2019 PUBLIC COURSE DATES

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SLICK & CONFIDENT TELEPHONE MANAGEMENT TECHNIQUES

Unit Standard: 7790  
Credits: 3

You don’t hold the line when you think you may have dropped a call. No, you are not one of those people who cuts your customer off at the knees mid-sentence when they are upset and need a quick solution to a problem. When a call comes in you know exactly how to communicate in a clear, professional manner and with confidence; and always with the needs of the customer in mind. Put yourself in your customer’s shoes. Does this sound like what you would like to experience when you call on a company? Imagine for just a moment that you are the person who answers the telephone when a difficult customer calls and you are the one who solves the customer’s query with an attitude of such cool, calm collectedness that by the end of the call you can almost feel the tension subside and tempers cooling down on the other end of the line as your customer thanks you for making their problem seem like water off a duck’s back.

The techniques covered in this course will give you the confidence you need to be in control every time the phone rings.

COURSE DURATION

2 days

ANSWER YOUR CALLING AND YOU WILL LEARN HOW TO:

• Take and transfer incoming calls and messages in line with organizational requirements  
• Make a decision whether to disclose information or not based on organizational requirements  
• Use and describe methods for dealing with abusive callers and emergency situations in line with organizational requirements  
• Answering calls with professionalism  
• Handle customer queries  
• Take messages and relay them to appropriate parties  
• Master telephone techniques appropriate to the workplace  
• Handle difficult callers.

UPON SUCCESSFUL COMPLETION OF THIS COURSE YOU WILL BE IN CONTROL EVERY TIME THE PHONE RINGS AND BECOME ADEPT AT:

• Understand what constitutes disclosable and non-disclosable information and make a decision whether or not to disclose certain information in line with organizational requirements  
• Apply the various ways of finding telephone numbers  
• Prepare necessary documentation and equipment such as computers, writing materials and notes prior to making outgoing calls  
• Keep abreast of new switchboard technology being introduced into the organisation so as to become competent as a user  
• Answer and transfer incoming calls and take messages in line with organizational requirements  
• Acknowledge and keep callers informed of reasons for delays
• Understand the different way a person answers their own private telephone as opposed to the way in which a switchboard is answered in terms of assisting customers
• Apply standard telephone etiquette when answering, transferring and making calls
• Understand the importance of body language in communicating with others while on a call
• Understand and apply various methods of dealing with abusive callers in line with organizational requirements
• Understand and apply various methods of dealing with emergency situations in line with organizational standards.

WHO IS THIS COURSE SUITABLE FOR?

• This course is aimed at anyone who is interested in improving their telephone skills and in particular is suitable for switchboard operators, call centre agents, receptionists, secretarial and administrative staff

This Unit Standard course is aligned to Unit Standard 7790: Process incoming and outgoing telephone calls.

2019 PUBLIC COURSE DATES

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RECOGNITION OF PRIOR LEARNING (RPL) LEARNERSHIP/QUALIFICATION PROGRAMS

INTRODUCTION

BOTI is accredited with Services SETA for 12 qualifications and MICT SETA for End User Computing.

Of the 13 qualifications, we offer 5 Recognition of Prior Learning (RPL) Learnerships.

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<tr>
<th>QUALIFICATION</th>
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<td>National Certificate: Business Administration Services</td>
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WHAT IS RPL?

RPL means the comparison of the previous learning and experience of a learner obtained against the learning outcomes required for a specified qualification, and acceptance for purposes of qualification of that which meets the requirements. RPL entails that the learner is assessed to prove his/her competence against a chosen qualification.

HOW DOES IT WORK?

Learners who pre-qualify (based on experience and past educational level) for the RPL Program will be required to demonstrate their competence and prior learning by completing various assessments and compiling a Portfolio of Evidence (POE). BOTI will provide a guided approach to completing the relevant POEs. Upon completion and submission, if, through the POE and on the job feedback the learner demonstrates competence (after assessment and moderation) the relevant qualification will be awarded after submission/acceptance by the Services SETA.

In the case of Learnerships, it is the responsibility of the employer to complete and submit a learnership agreement to their relevant SETA for registration purposes. BOTI will register the students on the LMIS System of the Services SETA against the selected Qualification (Learnership).
The various BOTI RPL Learnerships and entry requirements:

**NATIONAL CERTIFICATE: BUSINESS ADMINISTRATION SERVICES**

**SAQA I.D. 23833**  
**NQF Level: NQF Level 02**  
**Credits: 130**

**COURSE DURATION:**  
9 contact days over 12 months (RPL Option)

**PUBLIC FEE:**  
R20 195 (excl. VAT) per learner. If onsite training is held a minimum of 10 individuals is required.

**EXTENDED OPTIONAL PROGRAM:**  
We also offer an extended onsite program for 5 delegates or more (onsite). These additional 7 contact sessions are designed to assist with POE completion and submission. In this extended program students can also have up to three additional Portfolio of Evidence Reviews (if required).

**PORTFOLIO OF EVIDENCE (POE):**  
A series of 9 workshops will guide delegates through the process of completing their Portfolios of Evidence for all 8 modules. If deemed competent and based on prior experience, the qualification will be awarded. The POE will cumulatively cover the following areas, amongst others

- Working with data and using a computer  
- Skills in basic finance  
- Communication in the workplace  
- Teamwork  
- Time management  
- Personal growth in the workplace  
- Office administration skills  
- The business/workplace environment protocol.

**WHO IS THIS RECOGNITION OF PRIOR LEARNING (RPL) PROGRAM AIMED AT?**  
- Administrative staff with 1 – 2 years’ work experience

**WHAT ARE THE PRE-REQUISITES FOR THE RPL?**  
- Delegates need at least a Grade 9 (Std 7) with 1-2 years’ experience in an administrative role. They need to be competent at a Grade 9 Level in Maths Literacy and English Literacy (NQF Level 1).
“TIME TO ‘SUIT UP’”

WHAT IS THIS QUALIFICATION ABOUT?

Administration is an essential field of learning as the competences required by people doing administrative tasks are generic in nature and apply to all businesses in all sectors and to many non-business organisations such as sports and cultural clubs and the like.

Administrative tasks and administration are performed at various levels depending upon the nature and size of the organization and its management structure. People involved in administration are known by such terms as secretaries, administrative assistants, administrators and clerks depending on the organization in which they are employed. There is therefore an on-going need for highly skilled administration personnel and a need for a well-developed learning pathway to cater for administrative personnel at the various levels at which they operate.

QUALIFICATION OUTCOMES THAT SUCCESSFUL DELEGATES WILL BE REQUIRED TO DEMONSTRATE:

- Attend to customer enquiries in an office setting
- Behave in a professional manner in a business environment
- Conduct basic financial transactions
- Contribute to the health, safety and security of the workplace
- Demonstrate an understanding of a selected business environment
- Demonstrate knowledge of and produce word processing documents using basic functions
- Demonstrate the ability to use electronic mail software to send and receive messages
- Identify and maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain confidentiality
- Investigate the structure of an organization as a workplace
- Keep informed about current affairs related to one’s own industry
- Maintain an existing information system in a business environment
- Manage time and work processes within a business environment
- Operate a personal computer system
- Operate and take care of equipment in an office environment
- Operate in a team
• Operate personal computer peripherals
• Organise oneself in the workplace
• Process incoming and outgoing telephone calls
• Process numerical and text data in a business environment
• Receive and execute instructions
• Maintain effective working relationships with other members of staff
• Access and use information from texts
• Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems
• Demonstrate understanding of rational and irrational numbers and number systems
• Maintain and adapt oral communication
• Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts
• Respond to literary texts
• Use mathematics to investigate and monitor the financial aspects of personal and community life
• Work with a range of patterns and functions and solve problems
• Write for a defined context
• Apply knowledge of self in order to make a personal decision
• Demonstrate knowledge and understanding of the rights and responsibilities of the individual under the South African Constitution
• Demonstrate knowledge and understanding of the structures that reinforce and support human rights in South Africa
• Do basic research
• Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace.
NATIONAL CERTIFICATE: BUSINESS ADMINISTRATION SERVICES

SAQA I.D. 67465
NQF Level: NQF Level 03
Credits: 120

COURSE DURATION:

7 contact days over a year

PUBLIC COURSE FEE:

R18 250 (excl. VAT) per learner. If onsite training is held a minimum of 10 individuals is required.

EXTENDED OPTIONAL PROGRAM:

We also offer an extended onsite program whereby for an additional R195 500 (excl VAT), an additional 7 Portfolios of Evidence guidance sessions are held. In this extended program students can also have up to three additional Portfolio of Evidence Reviews (if required).

PORTFOLIO OF EVIDENCE (POE):

A series of 7 workshops will guide delegates through the process of completing 7 Portfolios of Evidence and upon assessment, if deemed competent and based on prior experience, the qualification will be awarded. The POE will cumulatively cover the following areas, amongst others

- Numeracy in business
- Reception management
- Events management
- Team management
- Business communication
- Office management.

WHO IS THIS RECOGNITION OF PRIOR LEARNING (RPL) PROGRAM AIMED AT?

- Administrative staff with 1 – 2 years’ work experience

WHAT ARE THE PRE-REQUISITES FOR THE RPL?

- Delegates require at least a Grade 10 (Std 8) with 1 – 2 years’ experience in an administrative role. Further, delegates need to be competent at a Grade 10 Standard Grade in English Literacy and Maths (NQF 2 or higher).
“WORK STATION OFFICIALS ON BOARD”

WHAT IS THIS QUALIFICATION ABOUT?

This qualification deals with information handling, communications, enterprise/customer service, technology, organisation skills, self-development, teamwork and business policies and procedures.

This qualification is intended to enhance the provision of service within the field of administration within all sectors.

QUALIFICATION OUTCOMES THAT SUCCESSFUL DELEGATES WILL BE REQUIRED TO DEMONSTRATE

- Demonstrate ability to use the World Wide Web
- Operate in a team
- Co-ordinate meetings, minor events and travel arrangements
- Demonstrate understanding of employment relations in an organization
- Function in a business environment
- Introduce new staff to the workplace
- Maintain a Booking System
- Maintain a secure working environment
- Monitor and control office supplies
- Monitor and control the maintenance of office equipment
- Plan and conduct basic research in an office environment
- Plan and prepare meeting communications
- Plan, monitor and control an information system in a business environment
- Produce and use spreadsheets for business
- Produce word processing documents for business
- Use communication skills to handle and resolve conflict in the workplace
- Demonstrate an understanding of a selected business environment
- Accommodate audience and context needs in oral communication
- Communicate verbally and non-verbally in the workplace
- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Gain an introduction to business administration and embark upon business administration training
- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Interpret and use information from texts
• Investigate life and work related problems using data and probabilities
• Perform Basic Business Calculations
• Use mathematics to investigate and monitor the financial aspects of personal, business and national issues
• Write texts for a range of communicative contexts
• Apply basic business principles
• Monitor and control reception area
• Process incoming and outgoing telephone calls.
FURTHER EDUCATION AND TRAINING CERTIFICATE: BUSINESS ADMINISTRATION SERVICES

SAQA I.D. 61595
NQF Level: NQF Level 04
Credits: 140

COURSE DURATION

6 contact days over 1 year

PUBLIC COURSE FEE

R19 325 (excl. VAT) per learner. If onsite training is held a minimum of 10 individuals is required.

EXTENDED OPTIONAL PROGRAM:

We also offer an extended onsite program whereby for an additional R195 000 (excl VAT), an additional 7 Portfolios of Evidence guidance sessions are held. In this extended program students can also have up to three additional Portfolio of Evidence Reviews (if required).

PORTFOLIO OF EVIDENCE (POE)

A series of 6 workshops will guide delegates through the process of completing 7 Portfolios of Evidence and upon assessment, if deemed competent and based on prior experience, the qualification will be awarded. The POE will cumulatively cover the following areas, amongst others:

- Working as a member of a team
- Ethics and personal effectiveness
- Finance services and administration
- Managing new developments and contracts
- Communication and reporting.

WHO IS THIS RECOGNITION OF PRIOR LEARNING (RPL) PROGRAM AIMED AT?

- Administrative staff with 3 years' work experience

WHAT ARE THE PRE-REQUISITES FOR THE RPL?

- Learners need a Matric with 2 languages passed as well as 3 years’ experience. They also need to be computer literate or complete the RPL Level 3 Learnership.
“THE OFFICE IS YOUR OYSTER”

WHAT IS THIS QUALIFICATION ABOUT?

This qualification provides you with the knowledge and skills in the management of records, comprehension of written and verbal texts, business writing, problem solving, ethics, cultural awareness, self management and self development, project teamwork and business policies and procedures.

QUALIFICATION OUTCOMES THAT SUCCESSFUL DELEGATES WILL BE REQUIRED TO DEMONSTRATE.

UPON COMPLETION OF THIS COURSE YOU NEED TO BE ABLE TO:

- Achieve personal effectiveness in the business environment
- Analyse new developments reported in the media that could impact on a business sector or industry
- Apply the budget function in a business unit
- Comply with organisational ethics
- Contract service providers
- Describe and apply the management of stock and fixed assets in a business unit
- Describe and assist in the control of fraud in an office environment
- Develop administrative procedures in a selected organization
- Display cultural awareness in dealing with customers and colleagues
- Manage administration records
- Manage service providers in a selected organization
- Present information in report format
- Work as a project team member
- Apply efficient time management to the work of a department/division/section
- Accommodate audience and context needs in oral communication
- Interpret a variety of literary texts
- Interpret and use information from texts
- Write texts for a range of communicative contexts
- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
- Engage in sustained oral communication and evaluate spoken texts
• Measure, estimate and calculate physical quantities and explore, critique and prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of an adult with increasing responsibilities
• Read analyse and respond to a variety of texts
• Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
• Use the writing process to compose texts required in the business environment
• Write for a wide range of contexts
• Apply knowledge of self and team in order to develop a plan to enhance team performance
• Co-ordinate meetings, minor events and travel arrangements
• Process incoming and outgoing telephone calls.
FURTHER EDUCATION AND TRAINING CERTIFICATE: GENERIC MANAGEMENT

SAQA I.D. 57712 LP 74630
NQF Level: NQF Level 04
Credits: 150

COURSE DURATION:
6 contact days over 1 year

PUBLIC COURSE FEE:
R19 325 (excl. VAT) per learner. If onsite training is held a minimum of 10 individuals is required.

EXTENDED OPTIONAL PROGRAM:
We also offer an extended onsite program whereby for an additional R195 000 (excl VAT), an additional 7 Portfolios of Evidence guidance sessions are held. In this extended program students can also have up to three additional Portfolio of Evidence Reviews (if required).

PORTFOLIO OF EVIDENCE (POE):
A series of 7 workshops will guide delegates through the process of completing 5 Portfolios of Evidence and upon assessment, if deemed competent and based on prior experience, the qualification will be awarded.

- Achieve objectives by developing plans
- Organising resources
- Team leading
- Management of Performance
- Ethical decision making

WHO IS THIS RECOGNITION OF PRIOR LEARNING (RPL) PROGRAM AIMED AT?

- New managers
- Junior managers
- Supervisors

WHAT ARE THE PRE-REQUISITES FOR THE RPL?

- Delegates need to have at least 2 years in a supervisory position and be competent in communication, computers and maths at NQF 3 (Grade 11 or higher).
“MANAGEMENT BY DESIGN”

THE QUALIFICATION IS GEARED TOWARDS ENABLING YOU TO BECOME PROFICIENT IN A WIDE RANGE OF SKILLS AND SHAPING AND DEVELOPING YOUR KNOWLEDGE, ATTITUDES AND VALUES IN ORDER TO BE ABLE TO:

• Gather and analyse pertinent information
• Analyse events impacting the business and competitor environment
• Comply with organizational standards
• Motivate individuals and teams
• Negotiate in a typical work situation
• Understand the role of business strategy as it applies to the junior management level
• Manage the budget within a defined area of responsibility
• Apply management principles and practices within a defined area of responsibility
• Manage work unit performance in order to achieve specific goals
• Behave ethically and promote ethical behavior in a work situation
• Understand the consequences of HIV/AIDS in the workplace

UPON COMPLETION OF THIS COURSE YOU SHOULD BE ABLE TO EFFECTIVELY:

• Apply leadership concepts within a work context
• Apply the code of conduct of the organization in the work environment
• Manage to conduct a structured meeting
• Apply a systematic approach towards achieving defined objectives
• Identify the responsibilities of a team leader to ensure that organisational standards are met
• Manage expenditure against a dedicated budget
• Monitor the level of service in respect of a range of customers
• Motivate and build a team
• Prioritise time and work with respect to self as well as the team
• Solve problems, make decisions and implement required solutions
• Accommodate the needs of the audience and within the required context with respect to oral and signed communication
• Interpret and use information derived from written text
• Use correct language and communication in occupational learning programmes
• Write, present and sign texts for a variety of communicative contexts
• Apply knowledge of statistics and probability in order to critically interrogate and effectively communicate findings with respect to life-related problems
• Engage in sustained oral and signed communication and evaluate spoken and signed texts
• Read, view, analyse and respond to a variety of texts
• Represent, analyse and calculate shape and motion in 2-and 3-dimensional space within various different contexts
• Apply mathematics to investigate and monitor the financial aspects of personal, business, national and international affairs
• Apply the writing process in order to compose texts required in the business environment
• Write, present and sign for a wide range of contexts
• Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, one’s own organisation and a specific workplace
• Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act
• Manage individual as well as team performance
• Identify and explain the core and support functions of an organization
• Understand and describe the relationship of junior management to other roles
NATIONAL CERTIFICATE: GENERIC MANAGEMENT

SAQA I.D. 59201
NQF LEVEL: 05
CREDITS: 162

COURSE DURATION:

7 contact days over 12 months

PUBLIC COURSE FEE:

R22 250 (excl. VAT) per learner. If onsite training is held a minimum of 10 individuals is required.

EXTENDED OPTIONAL PROGRAM:

We also offer an extended onsite program whereby for an additional R195 000 (excl VAT), an additional 7 Portfolios of Evidence guidance sessions are held. In this extended program students can also have up to three additional Portfolio of Evidence Reviews (if required).

PORTFOLIO OF EVIDENCE (POE):

A series of 7 workshops will guide delegates through the process of completing 5 Portfolios of Evidence and upon assessment, if deemed competent and based on prior experience, the qualification will be awarded. The portfolio of evidence will cumulatively cover the following areas, amongst others:

- Management of performance
- Leading and managing a team
- Developing operational plans / strategies
- Relationship management
- Development of staff
- Ethics and risk principles

WHO IS THIS RECOGNITION OF PRIOR LEARNING (RPL) PROGRAM AIMED AT?

- Middle managers
- Senior managers

WHAT ARE THE PRE-REQUISITES FOR THE RPL?

Registration is available to learners who have a minimum of 2 years in a management position and are competent in maths, communication and computers at NQF 4 (Grade 12 or higher).
WHAT IS THIS QUALIFICATION ABOUT?

This qualifications deals with managing first line managers in an organisational entity. First line managers may include team leaders, supervisors, junior managers, section heads and foremen. The qualification deals with a range of knowledge, skills, attitudes and values including:

- Initiating, developing, implementing and evaluating operational strategies, projects and action plans, and where appropriate, recommending change within teams and/or the unit so as to improve the effectiveness of the unit.
- Monitoring and measuring performance and applying continuous or innovative improvement interventions in the unit in order to attain its desired outcomes, including customer satisfaction, and thereby contributing towards the achievement of the objectives and vision of the entity.
- Leading a team of first line managers, by capitalising on the talents of team members and promoting synergistic interaction between individuals and teams, to enhance individual, team and unit effectiveness in order to achieve the goals of the entity.
- Building relationships using communication processes both vertically and horizontally within the unit, with superiors and with stakeholders across the value chain to ensure the achievement of intended outcomes.
- Applying the principles of risk, financial and knowledge management and business ethics within internal and external regulatory frameworks in order to ensure the effectiveness and sustainability of the unit.
- Enhancing the development of teams and team members through facilitating the acquisition of skills, coaching, providing career direction and capitalising on diversity in the unit.

QUALIFICATION OUTCOMES THAT SUCCESSFUL DELEGATES WILL BE REQUIRED TO DEMONSTRATE:

- Apply the principles of knowledge management
- Build teams to achieve goals and objectives
- Create and manage an environment that promotes innovation
- Develop, implement and evaluate an operational plan
- Devise and apply strategies to establish and maintain workplace relationships
- Formulate recommendations for a change process
- Lead people development and talent management
- Manage a diverse work force to add value
- Monitor and evaluate team members against performance standards
- Monitor, assess and manage risk
- Select and coach first line managers
- Analyse leadership and related theories in a work context
• Apply a systems approach to decision making
• Apply mathematical analysis to economic and financial information
• Apply the principles of ethics to improve organisational culture
• Develop, implement and evaluate a project plan
• Manage the finances of a unit
• Use communication techniques effectively
• Identify brand mix elements
• Conduct negotiations to deal with conflict situations
• Recruit and select candidates to fill defined positions
• Demonstrate ways of dealing with the effects of dread diseases and in particular HIV/AIDS.
## PUBLIC COURSE SCHEDULE: 2019

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*Terms and Conditions apply to RPL Programs (especially relating to entry requirements)*
FLEXIBLE & IMPACTFUL TRAINING