

LIST OF SKILLS PROGRAMMES



THE BUSINESS ZONE ACADEMY
LEARN TODAY, LEAD TOMMOROW

BUSINESS ADMINISTRATION 3

SKILLS PROGRAMME

Communication

- Introduction to Communication
- Interaction during group work
- Identify and respond to language
- Communication with subordinates
- Good Communication Skills
- Conflict resolution

HR Skills

- Employee relations and Operating as a team
- Induction and Introduction of new employees
- Employee Relations

General Business Skills

- Petty Cash
- Business Environment
- Using Resources
- Business Solution
- Basic Finance
- Basic Bookkeeping

Administration Skills

- Functions within a Business Environment
- Manage, Maintain and Control Filing
- Operating Office Equipment
- Maintaining a Secure Working Environment
- Office Equipment Maintenance Procedures
- Monitor and Control Office Supplies

Numeracy and Research Skills

- Plan and Conduct Research
- Number Systems
- Identify and respond to language
- Shapes in Motion
- Budgets and Finances

Business Writing Skills

- Interpret and use Information from Text
- Visual and Graphical Representation of Text
- Analysing Texts
- Responding to Texts
- Writing for Specific Audiences
- Planning to Write

IT Skills

- Internet Technologies
- Limitations and Benefits
- Using Web Browser
- Microsoft Word - Formatting a Document
- Microsoft Word - Inserting Objects
- Microsoft Word - Mail Merge
- Microsoft Word - Saving a file
- Microsoft Word - Selecting Text
- Introduction to Microsoft Excel
- Excel Using Microsoft Excel
- Manipulating and Organising Data in Microsoft Excel
- Microsoft Excel - Printing and Reviewing Spreadsheets
- Microsoft Excel - Working with Formulae

Business Writing Skills

- Housekeeping Standards
- Maintaining the Reception Area
- Monitoring and Controlling the Reception Area

BUSINESS ADMINISTRATION 3

LABOUR RELATIONS 5

Communication Strategies

- Business Communication
- Compiling Documents
- Gathering Information
- Occupational Reports
- Developing Visual Representation of Information
- Identify and Manage areas of Customer Service Impact
- Effective Communication
- Producing Office Communication
- Managing Customer Needs and Expectations

General Business Skills

- Purpose of screening and Jurisdiction
- Conducting and Screening for Referrals
- Analysing complaints and report
- Conduct a Pre-conciliation by Telephone
- Operating Case Management Process
- Understanding CCMA and Bargaining Council Rules

Labour Relations Law

- Primary Objectives and Major Features of BCEA
- The Basic Conditions of Employment Act
- Monitoring and Enforcing BCEA
- Understanding Labour Relations - Application of the Act
- Stakeholders in the LRA
- Dismissal Disputes
- Unfair Labour Practice Disputes
- COIDA
- Collective Agreements

Human Resource Management Practice

- Understanding the Flow of information
- Professional Values
- Interpreting and Managing Conflict in the Workplace

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BUSINESS ADMINISTRATION 3

GENERIC MANAGEMENT 5

Leadership

- Leadership concept
- Leadership vs Management
- Leadership Theories
- Legacy Leaders
- Motivational Theories
- Team Building
- Team Roles
- Team Dysfunctions
- Process of Building Teams
- Evaluate Team Functioning

People Management

- Recruitment and Selection
- Talent Management
- Evaluate performance
- Coaching and Mentoring

Best Practice Management

- Ethical behaviour in Organisations
- Ethical Constitutional Behaviour
- Implementing Measures to Monitor Behaviour
- Applying Best Practices in a business Environment
- Principles of Knowledge Economy

Relationship Management

- Communication in the workplace
- Keys to Effective Communication
- Communication Rules
- Language Structures
- Report Writing
- Visual Presentations
- Leading Discussions and Meetings
- Meeting Roles and Responsibilities
- Meeting Roles and Responsibilities
- Arrange and Conduct Meetings
- Dealing with Difficult Participants
- Networking and Communication
- Establish and Maintain Effective Relationship
- Evaluation Communication
- Handling Conflict in the workplace
- Understanding Emotional Intelligence
- Develop Emotional Intelligence
- Emotional Intelligence in the Workplace

Change Management

- Creative Thinking Techniques
- Problem Solving
- Creating an Innovative Environment
- Developing and Implementing Change Models

Financial Management

- Key Concepts of Finance
- Financial Reporting Standards
- Interpreting financial statements
- Prepare Financial Budgets
- Manage the Finance of a Business Unit
- Use and Apply mathematical techniques in business

Results Based Management

- Strategic Thinking and Planning
- Project Fundamentals
- Project Scoping
- Project Scheduling
- Risk Management
- Project Communication
- Project Costing
- Quality Management

CONTACT CENTRE & BUSINESS PROCESS OUTSOUCING SERVICES 3

SKILLS PROGRAMME

Communication

- Using Learning Strategies
- Learning Strategies
- Interpret and Use Information
- Visual and Graphical Representation of text
- Analysing Text
- Responding to Text
- Effective Oral Communication
- Interactions in the Workplace
- Verbal Communication Skills
- Identify and Respond to Text

Customer Service

- Identify and Describe Organisational Practices
- Handling Customer Complaints
- Recording Customer Complaints
- Retrieving Lead details and Marketing

Financial Skills

- Managing Debt Collection
- Managing Debtor Portfolios
- Risk Profiling
- Managing Creditor Grantor Portfolios
- Negotiation skills

Communication Technology

- Communication and Product Knowledge
- Telephone Etiquette
- Giving Feedback

Numeracy Fundamentals

- Number systems
- Shapes in Motion
- Budgets and Finance
- Life and Related Problems

Working With Data

- Collection and Recording of Information
- Data Analysis
- Processing data

Work in a Team

- Time Management
- Enhance Team Performance
- Handling Conflict
- Working as part of a Team
- Stress Management

END USER COMPUTING 3

SKILLS PROGRAMME

Communication

- Using Learning Resources
- Compiling Document
- Interpret and Use Information
- Visual and Graphical Representation of text
- Analysing Text
- Responding to Text
- Effective Oral Communication
- Interactions in the Workplace
- Verbal Communication Skills
- Identify and Respond to Text
- Good Communication
- HIV and AIDS
- Report writing

Using ICT in an organisation

- Monitor and Control Maintenance of Office Machines
- Data Communication
- Computer Configurations
- Preventative Maintenance and Computer Safety
- Concepts of ICT
- ICT devices and Software
- ICT Health and Safety
- Operating Systems
- Working with Computer Files

Using Microsoft Office Word

- Microsoft Word - Creating Merge Documents and Templates
- Microsoft Word - Formatting Documents
- Microsoft Word - Tables and Columns

Creating effective databases

- Database Management Systems
- Report Design
- Set up and work with Database application
- Database Design Principles and Query Design

Mathematical Literacy

- Number systems
- Shapes in Motion
- Budgets and Finance
- Life and Related Problems
- Basic Finances
- Basic Bookkeeping

Using Microsoft Office Word

- Microsoft Word - Creating Merge Documents and Templates
- Microsoft Word - Formatting Documents
- Microsoft Word - Tables and Columns

Using a Web Browser

- Use a GUI to search the internet
- Internet Principles and Risks
- Research using the Internet

Using Microsoft Office Outlook

- Email and Legislation
- Use email application software

Using Microsoft Office PowerPoint

- Planning to Present
- Working with Power Point

Creating , Editing and Enhancing Spreadsheets

- Collection and Recording of Information
- Working with Microsoft Excel
- Microsoft Excel - Manipulating and organising content
- Microsoft Excel - Printing and Review Spreadsheets
- Microsoft Excel - Working with formulae
- Microsoft Excel - Enhancing Spreadsheet Functionality
- Microsoft Excel - Working with Data
- Microsoft Excel - Inserting Charts

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THE BUSINESS ZONE ACADEMY
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WHOLESALE AND RETAIL 3

SKILLS PROGRAMME

Fundamentals of Wholesale and Retail

- Wholesale and Retail Segments
- Flow of Stock and Sales
- Stock and Sales
- Customer Service
- Net Profit impact of your job

Stock Control

- Financial impact of stock
- Stock flow and Managing stock
- Prevent Shrinkage
- Receiving, Recording and Preparing stock

Receiving, Recording and Preparing stock

- 1 Number Systems
- 2 Shapes and Motions
- 4 Budgets Income and Expenditure

Communication in a wholesale and Retail Environment

- Collection and Recording of Information
- Working with Microsoft Excel
- Microsoft Excel - Manipulating and organising content
- Microsoft Excel - Printing and Review Spreadsheets
- Microsoft Excel - Working with formulae
- Microsoft Excel - Enhancing Spreadsheet Functionality
- Microsoft Excel - Working with Data
- Microsoft Excel - Inserting Charts

Operation in a Wholesale and Retail Envirnement

- Customer Behavior and Customer Interaction
- Building Customer Relationships
- Theft and Safe Working Environments

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MANAGEMENT 3

SKILLS PROGRAMME

Communication

- Using Learning Strategies
- Learning Strategies
- Interpret and Use Information
- Visual and Graphical Representation of text
- Analysing Text
- Responding to Text
- Effective Oral Communication
- Interactions in the Workplace
- Verbal Communication Skills
- Identify and Respond to Text

Introduction to Supervision

- Relationships of Junior Management with other roles
- Core Business Concepts
- The Management Functions
- Applying Management Functions
- The Decision-making Process

Supervising

- Conducting a Meeting
- Record Keeping
- Negotiation Skills

Research

- HIV and AIDS
- Business Environment
- Internet Technologies
- Limitations and Benefits
- Using Web Browser
- Merging Documents and Templates
- Formatting Documents
- Column and Tables
- Introduction to Microsoft Excel
- Working in Microsoft Excel
- Microsoft Excel Manipulatng and Organising data
- Microsoft Excel Printing and Reviewing Spreadsheets
- Microsoft Excel Working with Formulae

Numeracy

- Number systems
- Shapes in Motion
- Budgets and Finance
- Life and Related Problems

Work in a Team

- Time Management
- Enhance Team Performance
- Handling Conflict
- Working as part of a Team
- Stress Management

BUSINESS ADMIN SERVICES LEVEL 4

SKILLS PROGRAMME

Office administration

- Housekeeping Standards
- Maintaining Reception Area
- Disclosure of information
- Telephone Etiquette
- Understanding Assets
- Responding to Text
- Stock Management
- 8 - Managing Fixed Assets
- Dealing with abusive callers and emergencies

Communication Skills

- Visual and Graphical Representation of Text
- Interpret and Use of Information
- Analysing Text
- Responding to Text
- Identify and Respond to Text
- Writing Strategies
- Planning to Write
- Writing for a Specific Audience

Display Professional Conduct

- Organisational Ethics
- Fraud in the office
- Time Management
- Document Management and Maintaining Relationships

Working Business Environment

- Effective Oral Communication
- Verbal Communication Skills
- Interpret and Use Information
- Analysing Text
- Responding to Text
- Identify and Respond to Text
- Interaction in the Workplace
- Planning to Write
- Producing Office Documentation
- Writing for a Specific Audience
- Visual and Graphical Representation of Text

Manage Service Providers

- Managing Service Providers
- Project Fundamentals
- Project Scoping
- Risk Management
- Costing
- Communication
- Quality Management
- Cultural Awareness and Tourists
- Understanding Service Contracts and Providers

Numeracy

- Number systems
- Shapes in Motion
- Budgets and Finance
- Life and Related Problems

Work with others

- Working as a Project Team Member
- Project Change Control
- Report Writing

Perform Administrative Functions

- Organisational Ethics
- Fraud in the office
- Time Management
- Document Management and Maintaining Relationships

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THE BUSINESS ZONE ACADEMY

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CONTACT CENTRE 2

SKILLS PROGRAMME

Working with your customer

- Communication
- Customer service
- Telephone Etiquette
- Escalating Calls

Recording Customer Information

- Written Communication
- Capturing of Data
- Customer Information
- Taking notes when escalating calls

Addressing Customer Queries

- Inbound and Outbound calls
- Solving Customer Problems

The Contact Centre Workplace

- Communication and language
- Learning Resources and Strategies
- Teamwork and Negotiation skills
- Learning Resources and Visual Graphic Representations

The Contact Centre Workplace

- Use learning resources
- Performance Standards

Basic Numeracy

- Number System
- Algebra
- Shapes and Motions