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RECOGNITION OF PRIOR LEARNING (RPL) COURSES: LEARNERSHIP / QUALIFICATION PROGRAMS

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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. Based on your company’s WSP (Work Skills Program) and ATR (Annual Training Report), the task before you involves rolling out your Skills Development Plan and then planning the next one.

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 courses and plan your staff’s 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 presenter holds, and whether it is merely theory or whether they are equipped with practical experience within the 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, 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 700 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 programs designed and catered towards your 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 at a reasonable price.
MEET THE TEAM:

BOTi Customer Liaision Team

A TRAINING COMPANY OF GREAT DISTINCTION

CONTACT US TODAY TO GET IN TOUCH WITH A SKILLS DEVELOPMENT CONSULTANT

YOUR ONE-STOP COURSE SHOP!

FULL SETA ACCREDITATION

We are accredited with the following SETAs:

- MICT SETA
- SERVICES SETA

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 therefore 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 programs 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 learning RPL Learnerships enable individuals to obtain credit for knowledge, experience and skills that they already have, and 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 Learnership courses 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

BBBEE1

A TRAINING COMPANY OF GREAT DISTINCTION

Business Optimization Training Institute has trained thousands of delegates from over 700 companies across Africa and South Africa.

CONTACT US TODAY TO GET IN TOUCH WITH A SKILLS DEVELOPMENT CONSULTANT

Our Skills Development Consultants are not only specialists in their field, but BBBEE experts too. They have the expertise to arrange for employed as well as unemployed learnerships (minimum of 4 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

COURSE INTRODUCTION
Charts and graphs elevate the data in an Excel spreadsheet by providing a visual presentation of numeric values. 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.

WHO IS THIS COURSE SUITABLE FOR?
Those individuals who are seeking to improve their Excel skills.

This 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.

COURSE OUTLINE
- 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.

INTRODUCTION TO COMPUTERS

COURSE INTRODUCTION
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 material covered in this course serves as an introduction to the world of digital processing.

WHO IS THIS COURSE SUITABLE FOR?
Those individuals who are seeking to improve their basic knowledge of computers.

This course is aligned to Unit Standard 116932: Operate a personal computer system.

COURSE OUTLINE
- 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.

MS WORD FOR BEGINNERS

COURSE INTRODUCTION
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.

What you will learn from this essential course will enable you to effectively manage your documents.

WHO IS THIS COURSE SUITABLE FOR?
Those individuals who are seeking to improve their word processing skills.

This course is aligned to Unit Standard 116938: Use a Graphical User Interface (GUI) - based word processor to create and edit documents.

COURSE OUTLINE
- Most business and academic reports are actioned using MS Word - 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 GIFs (Graphic Information Files), PNGs, (Portable Network Graphics), PDFs (Portable Document Folders) and Jpegs (Joint Photographic Experts Group)
  - Understand the compatibility of file formats
  - Create a professional layout.
This course is suitable for those individuals who are seeking to improve their basic Excel skills.

WHO IS THIS COURSE SUITABLE FOR?

Those who are seeking to improve their Microsoft Office skills.

This course is aligned to Unit Standard 116932: Demonstrate the ability to use an email software to send and receive messages.

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

WHO IS THIS COURSE SUITABLE FOR?

Those who are seeking to improve their Microsoft Office skills.

This course is aligned to Unit Standard 116932: Demonstrate the ability to use electronic mail software to send and receive messages.

Unit Standard 7571: Demonstrate the ability to use email software to send and receive messages.

WHO IS THIS COURSE SUITABLE FOR?

Those who are seeking to improve their Microsoft Office skills.

This course is aligned to Unit Standard 116932: Demonstrate the ability to use electronic mail software to send and receive messages.

Unit Standard 7571: Demonstrate the ability to use electronic mail software to send and receive messages.
ACCREDITED COMPUTER COURSES - All courses include assessment, moderation and POE submission

MS POWERPOINT FOR BEGINNERS

COURSE INTRODUCTION
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 graphic and animation capabilities.

This course will enable you to create winning formula presentations.

WHO IS THIS COURSE SUITABLE FOR?
Those who are seeking to elevate their presentation skills using PowerPoint.

This 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.

COURSE OUTLINE
CREATE POWERFUL PRESENTATIONS WHEN YOU LEARN HOW TO:
- Prepare and produce a presentation according to a specified brief
- Adjust settings to customise 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.

1 Day R6,381 1/person | R5,404 2/person
R4,613 3/person | R3,847 10/person (incl VAT)

UNIT STD: 117923
CREDITS: 5 (Level 2)

2019-2020 PUBLIC COURSE DATES
JHB 2019 Nov 7 | 2020 Feb 27 May 7 Jun 25 Aug 20 Sep 17 Nov 5
DBN 2019 Nov 21 | 2020 Mar 12 May 21 Jul 9 Sep 3 Oct 8 Nov 19

SOLVING PROBLEMS WITH EXCEL

COURSE OUTLINE
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.

This course will see you well 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.

WHO IS THIS COURSE SUITABLE FOR?
Those who are seeking to improve their knowledge of Excel.

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

COURSE OUTLINE
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.

1 Day R6,381 1/person | R5,404 2/person
R4,613 3/person | R3,847 10/person (incl VAT)

UNIT STD: 116940
CREDITS: 3 (Level 4)

2019-2020 PUBLIC COURSE DATES
JHB 2019 Nov 6 | 2020 Feb 28 May 8 Jun 26 Aug 21 Sep 23 Nov 6
DBN 2019 Nov 22 | 2020 Mar 13 May 22 Jul 10 Sep 4 Oct 9 Nov 20

EXCEL TO THE POWER OF 3: BEGINNERS + PROBLEM SOLVING + GRAPHS/CHARTS = WINNING FORMULA

COURSE OUTLINE
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.

Day 1: Create a spreadsheet from a given specification
Day 2: Develop a solution to a specified problem
Day 3: Create and edit graphs and charts

WHO IS THIS COURSE SUITABLE FOR?
Those individuals who are seeking to improve their knowledge of Excel.

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

COURSE OUTLINE
IN OUR POWER PACKED EXCEL COURSE 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 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.

3 Day R21,492 1/person | R13,708 2/person
R11,335 3/person | R9,040 10/person (incl VAT)

UNIT STD: 116937  UNIT STD: 116943
CREDITS: 4 (Level 2)  CREDITS: 3 (Level 4)

2019-2020 PUBLIC COURSE DATES
JHB 2019 Nov 6-8 | 2020 Feb 26-28 May 6-8 Jun 24-26 Aug 19-21 Sep 16-18 Nov 4-6
DBN 2019 Nov 20-22 | 2020 Mar 11-13 May 20-22 Jul 8-10 Sep 2-4 Oct 5-7 Nov 15-20

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05
ADDING VALUE IN MANAGING A DIVERSE WORKFORCE

COURSE INTRODUCTION
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 maximise efficiencies in the workplace.

Who is this course suitable for?
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.

COURSE OUTLINE
Gain an In-Depth Understanding of the true value of diversity and obtain 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
- Understanding what is meant by diversity
- Understanding different cultures
- Understanding different values.

BUSINESS COMMUNICATION STRATEGIES VERBAL/NON-VERBAL AND WRITTEN

COURSE OUTLINE
Gain an In-Depth Understanding of the true value of diversity and obtain 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
- Understanding what is meant by diversity
- Understanding different cultures
- Understanding different values.

COURSE INTRODUCTION
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.

Who is this course suitable for?
Those who are seeking to improve their business communication skills.

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

BUSINESS WRITING SKILLS FOR FUNCTION & PURPOSE

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

Who is this course suitable for?
Supervisors, team leaders and junior managers who manage a team.

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

COURSE OUTLINE
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.
KEY NEGOTIATION SKILLS

COURSE INTRODUCTION
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.

WHO IS THIS COURSE SUITABLE FOR?
Supervisors, team leaders and junior managers who manage a team.

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

COURSE OUTLINE
DON’T FLY OFF THE HANDLE. HANDLE CONFLICT THROUGH NEGOTIATION WHEN YOU LEARN HOW TO:

● Prepare for negotiations
● Understand the negotiation process
● Incorporate elements of the negotiation process
● Conduct negotiations
● Work through the stages of the negotiation process
● Conduct different types of negotiations
● Conclude negotiations
● Evaluate negotiations.

MASTER EFFECTIVE BUSINESS COMMUNICATION & PRESENTATION SKILLS

COURSE INTRODUCTION
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.

WHO IS THIS COURSE SUITABLE FOR?
Managers who are required to lead through effective communication and who are seeking to improve their business communication skills.

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

COURSE OUTLINE
LEAD WITH COMMUNICATION EXCELLENCE WHEN YOU LEARN HOW TO:

● 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.

PROFESSIONAL PRESENTATIONS COURSE

COURSE INTRODUCTION
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.

WHO IS THIS COURSE SUITABLE FOR?
Those who are required to deliver and attend business presentations and wish to improve their presentation skills.

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

COURSE OUTLINE
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
● Sensitive 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.
FINANCE FOR NON-FINANCIAL MANAGERS

COURSE INTRODUCTION
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. With this you will be well on your way towards mastering the art and science of interpreting financial statements.

WHO IS THIS COURSE SUITABLE FOR?
Supervisors, team leaders and managers who are seeking to improve their financial management skills.

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

COURSE OUTLINE
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.

BUILD WINNING TEAMS TO ACHIEVE COMPANY OBJECTIVES

COURSE INTRODUCTION
This enlightening course will help you to develop a formula for building winning teams.

WHO IS THIS COURSE SUITABLE FOR?
Supervisors, team leaders and junior managers who manage a team.

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

COURSE OUTLINE
LAY THE FOUNDATIONS FOR BUILDING A WINNING TEAM WHEN YOU:
- Learn about the theory of teams and the importance of teamwork 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.

EFFECTIVELY MANAGE HUMAN RESOURCES & LABOUR RELATIONS

COURSE INTRODUCTION
This comprehensive course covers a number of important aspects involved with labour relations, including participating in the implementation of applicable labour legislation, drafting job descriptions, recruiting staff, setting up selection panels and drafting employment contracts.

WHO IS THIS COURSE SUITABLE FOR?
Supervisors, team leaders and managers who manage a team of people and who wish to improve their human resources management skills.

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

COURSE OUTLINE
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.
EMPOWER YOURSELF WITH ESSENTIAL CONFLICT MANAGEMENT SKILLS

COURSE INTRODUCTION
This course aims to equip you with the skills and techniques that are necessary to enable you to effectively identify and minimise conflict situations.

WHO IS THIS COURSE SUITABLE FOR?
All levels of staff - including supervisors, team leaders and managers who manage a team and are interested in learning about how to deal with conflict in the workplace.

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

COURSE OUTLINE
STEP UP YOUR GAME WHEN YOU GET DOWN TO THE ART OF CONQUERING CONFLICT. LEARN HOW TO:

- Identify and minimise 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.

MONITORING INDIVIDUAL PERFORMANCE TO CREATE HIGH FUNCTIONING TEAMS

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

WHO IS THIS COURSE SUITABLE FOR?
Supervisors, team leaders and junior managers who manage a team.

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

COURSE OUTLINE
THE ‘WHOLE IS ONLY AS STRONG AS IT’S ‘PARTS’ - 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.

CREATING HIGH PERFORMING TEAMS THROUGH PERFORMANCE MANAGEMENT

COURSE INTRODUCTION
How do you establish whether you and your team are performing to the required standards? The material covered in this course might be just what you were looking for. 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.

WHO IS THIS COURSE SUITABLE FOR?
Supervisors, team leaders and junior managers who manage a team.

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

COURSE OUTLINE
ALL TEAMS GO THROUGH FOUR STAGES: FORMING, STORMING, NORMING AND 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.
# DEVELOPING YOUR INTERPERSONAL SKILLS TO EFFECTIVELY RESOLVE CONFLICT

## COURSE INTRODUCTION
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 OUTLINE

### ESSENTIAL INTERPERSONAL SKILLS MEANS A HAPPIER AND MORE PRODUCTIVE WORKFORCE:
- Recognise the difference between feelings and actual problems (contents)
- Handle and resolve conflicts 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.

## WHO IS THIS COURSE SUITABLE FOR?
All levels of staff - including supervisors, team leaders and managers who manage a team and are interested in learning about how to deal with conflict in the workplace.

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

## TAKING CHARGE AS A TEAM LEADER IN ACHIEVING COMPANY GOALS

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

### COURSE OUTLINE

#### HARNESS YOUR TEAMS POTENTIAL WHEN YOU LEARN HOW TO:
- Identify and solve problems as well as make decisions in contradiction 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 organisational requirements
- Understand the management functions of planning, leading, organising, co-ordinating and controlling
- Network and building relationships
- Understand conflict management and the need for corrective strategies.

### WHO IS THIS COURSE SUITABLE FOR?
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 organisational standards are met.

## TAKING CHARGE AS A LEADER & CLOSING THE GAP BETWEEN SPECIALIST & MANAGER

### COURSE INTRODUCTION
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 OUTLINE

#### 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 a team leadership approach according to individual needs and organisational requirements.

### WHO IS THIS COURSE SUITABLE FOR?
Supervisors, team leaders and junior managers who manage a team.

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

## Contact us for our other specialised courses - eg. Lean Six Sigma, Ecosystems Thinking And Action Learning Program
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.

**WHO IS THIS COURSE SUITABLE FOR?**
Supervisors, team leaders and managers who are interested in learning about business problem solving techniques and seeking to broaden their management skills.

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

**COURSE OUTLINE**
- 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.
CUSTOMER SERVICE EXCELLENCE

COURSE INTRODUCTION
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/client to the sustainable success of any business. You will learn how to monitor customer service levels between an organisation and its customers, both internal and external and take remedial steps towards improving customer service levels where necessary.

WHO IS THIS COURSE SUITABLE FOR?
Managers who are seeking to improve their general management and business communication skills.

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

ESSENTIAL TIME MANAGEMENT SKILLS

COURSE INTRODUCTION
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.

WHO IS THIS COURSE SUITABLE FOR?
Supervisors, team leaders and managers who are seeking to improve their general management skills.

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

MASTERING ASSET & INVENTORY MANAGEMENT

COURSE INTRODUCTION
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.

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 maximise profitability.

WHO IS THIS COURSE SUITABLE FOR?
Supervisors, team leaders and managers who are seeking to improve their general management skills.

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

ACCREDITED SOFT SKILLS TRAINING - All courses include assessment, moderation and POE submission

2 Day R14,756 1/person | R9,375 2/person R7,793 3/person | R6,263 10/person (incl VAT)

AREA OF SPECIALISATION

UNIT STD: 242829
CREDITS: 5 (Level 4)

2019-2020 PUBLIC COURSE DATES
Sep 17-18 Dec 3-4
PE 2020 Mar 23-24 Sep 29-30

2 Day R14,756 1/person | R9,375 2/person R7,793 3/person | R6,263 10/person (incl VAT)

UNIT STD: 15234
CREDITS: 4 (Level 4)

2019-2020 PUBLIC COURSE DATES
DBN 2019 Dec 5-6 | 2020 Feb 26-27 Apr 21-22 Jul 27-28 Oct 1-2 Dec 3-4
PE 2020 Apr 1-2 Oct 7-8

2 Day R14,756 1/person | R9,375 2/person R7,793 3/person | R6,263 10/person (incl VAT)

UNIT STD: 13945
CREDITS: 2 (Level 4)

2019-2020 PUBLIC COURSE DATES
CPT 2020 Feb 5-6 May 4-5 Jul 8-9 Oct 16-17
DBN 2020 Feb 3-4 May -7 Jul 23-24 Oct 13-14

Contact us for our other specialised courses - eg. Lean Six Sigma, Ecosystems Thinking And Action Learning Program
MASTERING DATA & RECORDS MANAGEMENT

COURSE INTRODUCTION
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.

WHO IS THIS COURSE SUITABLE FOR?
Those individuals who wish to improve their office administration skills.

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

COURSE OUTLINE
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, organise 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.

UNIT STD: 10009
CREDITS: 4 [Level 4]
2019-2020 PUBLIC COURSE DATES

2 Day R14,756 1/person | R9,375 2/person R7,793 3/person | R6,263 50/person (incl VAT)

MASTERING SERVICE LEVEL AGREEMENTS & CONTRACTS

COURSE INTRODUCTION
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 promises.

WHO IS THIS COURSE SUITABLE FOR?
Supervisors, team leaders and managers who are seeking to improve their general management skills.

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

COURSE OUTLINE
MANAGE SERVICE PROVIDERS WITH CONTRACTS AND SLA’S IN PLACE WHEN YOU LEARN HOW TO:
- Select service providers for identified projects or programs
- 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).

UNIT STD: 14552
CREDITS: 3 [Level 4]
2019-2020 PUBLIC COURSE DATES
JHB 2020 Feb 5-7 May 18-20 Aug 5-7 Oct 26-28 Nov 18-20
CPT 2019 Nov 11-13 | 2020 Jan 13-17 Feb 3-5 Apr 15-17 Jul 6-8 Sep 9-11 Nov 9-11

3 Day R21,492 1/person | R13,708 2/person R11,335 5/person | R9,040 10/person (incl VAT)

ORGANISATIONAL ETHICS & CONDUCT TRAINING

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

WHO IS THIS COURSE SUITABLE FOR?
Those individuals who are seeking to improve their general management skills.

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

COURSE OUTLINE
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 organisation
- 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 organisational values.

UNIT STD: 10022
CREDITS: 4 [Level 4]
2019-2020 PUBLIC COURSE DATES
JHB 2020 Jan 30-31 Jul 21-22 Oct 6-7
DBN 2020 Feb 5-6 May 11-12 Jul 28-29 Oct 14-15

2 Day R14,756 1/person | R9,375 2/person R7,793 3/person | R6,263 50/person (incl VAT)

The more delegates you send the more you save | Receive further savings for In-House training
POWERSFUL PROJECT MANAGEMENT (AS A PROJECT TEAM MEMBER)

COURSE INTRODUCTION
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.

WHO IS THIS COURSE SUITABLE FOR?
Those who work as a project team member with a view to managing a project and who wish to improve their project management skills.

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

COURSE OUTLINE
BECOME AN ASSET TO YOUR PROJECT TEAM WHEN YOU 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 organisation 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.

UNIT STD: CREDITS: 120372 5 (Level 4) 120379 8 (Level 4)

2019-2020 PUBLIC COURSE DATES

CPT 2019 Nov 11-13 | 2020 Jan 13-17 Feb 3-5 Apr 15-17 Jul 6-8 Sep 9-11 Nov 9-11

ACREDITED SOFT SKILLS TRAINING - All courses include assessment, moderation and POE submission

Research conducted by Harvard University has concluded that

85% of Job Success comes from having well-developed Soft-Skills and People Skills.

15% of Job Success comes from technical skills and knowledge.

15% Hard Skills

85% Soft Skills

Contact us for our other specialised courses - eg. Lean Six Sigma, Ecosystems Thinking And Action Learning Program
SLICK AND CONFIDENT TELEPHONE MANAGEMENT TECHNIQUES - SECRETARIAL AND OFFICE ADMINISTRATION PART 1

COURSE INTRODUCTION
Imagine for just a moment that you are the person who answers the telephone when a difficult customer calls. You are the one who solves the customer’s query with an attitude of such cool, calm collectiveness that by the end of the call you can almost feel the tension subside and tempers cool 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.

WHO IS THIS COURSE SUITABLE FOR?
Anyone who is interested in improving their telephone skills and in particular, switchboard operators, call centre agents, receptionists, secretarial and administrative staff.

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

EVENTS MANAGEMENT EXPERTISE - SECRETARIAL AND OFFICE ADMINISTRATION PART 2

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

WHO IS THIS COURSE SUITABLE FOR?
Those who are involved in a secretarial, administrative or marketing function and who are responsible for co-ordinating small events.

This course is aligned to Unit Standard 13928: Co-ordinate meetings, minor events and travel arrangements.

PROFESSIONAL RECEPTIONIST TRAINING - SECRETARIAL AND OFFICE ADMINISTRATION PART 3

COURSE INTRODUCTION
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 organisational 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.

WHO IS THIS COURSE SUITABLE FOR?
Those involved in secretarial or administrative functions who are required to maintain a dedicated reception area.

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

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.

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).

EXTENDED OPTIONAL PROGRAM

We also offer an extended onsite program for 5 delegates or more. 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).

THIS OPTIONAL EXTENDED PROGRAM IS AVAILABLE ACROSS ALL OUR LEARNERSHIPS AND RPL COURSES

<table>
<thead>
<tr>
<th>QUALIFICATION</th>
<th>UNIT STANDARD</th>
<th>NQF LEVEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Certificate: Business Administration Services</td>
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<tr>
<td>National Certificate: Business Administration Services</td>
<td>SAQA ID: 67465 LP 23655 Credits: 120</td>
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<tr>
<td>Further Education and Training Certificate: Generic Management</td>
<td>SAQA ID: 57712 LP 74630 Credits: 150</td>
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<td>Further Education and Training Certificate: Business Administration Services</td>
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<tr>
<td>National Certificate: Generic Management</td>
<td>SAQA ID: 59201 LP 60269 Credits: 162</td>
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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

COURSE DURATION
9 contact days over 12 months.

PUBLIC FEE
R121,928 1/person  |  R60,964 2/person
R24,386 5/person  |  R21,947 10/person (incl VAT)

If onsite training is held a minimum of 4 individuals is required.

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).

WHAT IS THIS QUALIFICATION ABOUT?
Administration is an essential field of learning as the competencies 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, cultural clubs and the like. Administrative tasks and administration are performed at various levels depending upon the nature and size of the organisation and its management structure. People involved in administration are known by such terms as secretaries, administrative assistants, administrators and clerks depending on the organisation in which they are employed. There is therefore an ongoing 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 their industry and understand why it is necessary to create evidence and maintain confidentiality
- Investigate the structure of an organisation 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 using 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
- Ability to write using 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.
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:

- Working with data and using a computer
- Numeracy in business
- Reception management
- Events management
- Team management
- Business communication
- Office management

**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:

- Working with data and using a computer
- Numeracy in business
- Reception management
- Events management
- Team management
- Business communication
- Office management

**COURSE DURATION**
7 contact days over 12 months.

**PUBLIC FEE**

RL10,185  1/person  |  R55,093  2/person
R22,037  5/person  |  R19,834  10/person (incl VAT)

If onsite training is held a minimum of 4 individuals is required.

**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).

**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.
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

PORTFOLIO OF EVIDENCE (POE):

This 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 organisational 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 organisation 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 organisational standards are met.

COURSE DURATION

7 contact days over 12 months.

PUBLIC FEE

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<th>Number of Person</th>
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<tr>
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</table>

If onsite training is held a minimum of 4 individuals is required.

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).
QUALIFICATION OUTCOMES THAT SUCCESSFUL DELEGATES WILL BE REQUIRED TO DEMONSTRATE

- 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 texts
- Use correct language and communication in occupational learning programs
- 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 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 organisation
- Understand and describe the relationship of junior management to other stakeholders.
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.

WHAT IS THIS QUALIFICATION ABOUT?

- This qualification 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.

WHAT 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.
QUALIFICATION OUTCOMES THAT SUCCESSFUL DELEGATES WILL BE REQUIRED TO DEMONSTRATE

- 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 organisation
- Display cultural awareness in dealing with customers and colleagues
- Manage administration records
- Manage service providers in a selected organisation
- Present information in report format
- Work as a project team member

- Apply efficient time management to the various tasks 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
- Coordinate meetings, minor events and travel arrangements
- Process incoming and outgoing telephone calls.
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

**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

**WHAT IS THIS QUALIFICATION ABOUT?**

- This qualification 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.

**RPL LEARNERSHIPS AND ENTRY REQUIREMENTS**

**NATIONAL CERTIFICATE**

**GENERIC MANAGEMENT**

SAQA I.D 59201

NQF NQF Level 05

Credits 162

**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

**WHAT IS THIS QUALIFICATION ABOUT?**

- This qualification 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.

**COURSE DURATION**

7 contact days over 12 months.

**PUBLIC FEE**

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If onsite training is held a minimum of 4 individuals is required.

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

- Middle managers
- Senior managers
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 2019-2020

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Should you wish to make a booking please complete the booking form and email to booking@boti.co.za or fax to 086 610 1197. Once we receive this form, you will be provisionally booked. We will send you banking details for payment. Proof of payment will confirm the booking.

I wish to proceed with the proposal for (name of course):

The venue for the course is:

The scheduled date for the course is:

HR Manager/Manager: Company:
Address: Work:
Fax:
Cell:
Email:

Main Focus Areas:

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Authorised Signatory __________________________ Designation __________________________ Date __________