TABLE OF CONTENTS

About BOTI ........................................................................................................................................................................1

SCHEDULE: ACCREDITED COMPUTER COURSES
Creating Spectacular Charts & Graphs Using Excel .............................................................................................................3
Introduction To Computers ..................................................................................................................................................3
Ms Word For Beginners ......................................................................................................................................................3
Ms Office Power Course ......................................................................................................................................................4
Ms Excel For Beginners ......................................................................................................................................................4
Ms Outlook For Beginners ...................................................................................................................................................4
Ms Powerpoint For Beginners ............................................................................................................................................5
Solving Problems With Excel ..............................................................................................................................................5
Excel To The Power Of 3: Beginners + Problem Solving + Graphs/Charts = Winning Formula ........................................5

SCHEDULE: ACCREDITED SOFT SKILLS TRAINING
Adding Value In Managing A Diverse Workforce ..................................................................................................................6
Business Communication Strategies: Verbal/Non-Verbal & Written ......................................................................................6
Business Writing Skills For Function & Purpose ..................................................................................................................6
Key Negotiation Skills ............................................................................................................................................................7
Master Effective Business Communication & Presentation Skills ........................................................................................7
Professional Presentations Course ........................................................................................................................................7
Finance For Non-Financial Managers ................................................................................................................................8
Build Winning Teams To Achieve Company Objectives ...................................................................................................8
Effectively Manage Human Resources & Labour Relations ...............................................................................................8
Empower Yourself With Essential Conflict Management Skills ........................................................................................9
Monitoring Individual Performance To Create High Functioning Teams .........................................................................9
Creating High Performing Teams Through Performance Management ..........................................................................9
Developing Your Interpersonal Skills To Effectively Resolve Conflict ............................................................................10
Taking Charge As A Leader & Closing The Gap Between Specialist & Manager .................................................................10
Taking Charge As A Team Leader In Achieving Company Goals ......................................................................................10
Chairing A Meeting With Confidence ................................................................................................................................11
Conquering Risk Management Course ................................................................................................................................11
Creative Problem Solving & Critical Thinking Course ..........................................................................................................11
Customer Service Excellence .............................................................................................................................................12
Essential Time Management Skills ...................................................................................................................................12
Mastering Asset & Inventory Management ..........................................................................................................................12
Mastering Data & Records Management .............................................................................................................................13
Mastering Service Level Agreements & Contracts .............................................................................................................13
Organizational Ethics & Conduct Training ............................................................................................................................13
Powerful Project Management (As A Project Team Member) .............................................................................................14
BOTI’s Elearning platform - An excellent solution for our ‘new normal’ .............................................................................14
Events Management Expertise ........................................................................................................................................15
Professional Receptionist Training .......................................................................................................................................15
Slick & Confident Telephone Management Techniques ....................................................................................................15

RECOGNITION OF PRIOR LEARNING (RPL) COURSES: LEARNERSHIP / QUALIFICATION PROGRAMS
Introduction .............................................................................................................................................................................16
National Certificate: Business Administration Services NQF LEVEL 02 .............................................................................17
National Certificate: Business Administration Services NQF LEVEL 03 .............................................................................19
Further Education & Training Certificate: Generic Management NQF LEVEL 04 ..............................................................20
Further Education & Training Certificate: Business Administration Services NQF LEVEL 04 ...........................................22
National Certificate: Generic Management NQF LEVEL 05 .................................................................................................24
Public Course Schedule: 2021 ...............................................................................................................................................25
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.
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

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**
- 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.

**UNIT STD:** 116943  
**CREDITS:** 3  (Level 4)

**2021 PUBLIC COURSE DATES**
- **JHB:** Mar 5 Apr 16 Jun 25 Aug 27 Nov 19  
- **CPT:** Mar 12 May 14 Jul 9 Sep 17 Nov 5  
- **DBN:** Mar 12 May 14 Jul 9 Sep 3 Oct 15 Nov 3

---

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**
- Get digital technologies working for you when you learn how to:
  - 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.

**UNIT STD:** 116932  
**CREDITS:** 3  (Level 1)

**2021 PUBLIC COURSE DATES**
- **JHB:** Mar 1 Apr 12 Jun 21 Aug 23 Sep 13 Nov 15  
- **CPT:** Mar 8 May 10 Jul 5 Sep 13 Nov 1 Dec 6  
- **DBN:** Mar 8 May 10 Jul 5 Aug 30 Oct 11 Nov 29

---

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.

**UNIT STD:** 116938  
**CREDITS:** 4  (Level 1)

**2021 PUBLIC COURSE DATES**
- **JHB:** Mar 2 Apr 13 Jun 22 Aug 24 Sep 14 Nov 16  
- **CPT:** Mar 9 May 11 Jul 6 Sep 14 Nov 2 Dec 7  
- **DBN:** Mar 9 May 11 Jul 6 Aug 31 Oct 12 Nov 30

---

The more delegates you send the more you save | Receive further savings for In-House training
ACCREDITED COMPUTER COURSES - All courses include assessment, moderation and POE submission

1 Day R8,381 1/person | R5,404 2/person
R12,422 5/person | R10,127 10/person (incl VAT)

5 Day R22,579 1/person | R14,795 2/person

MS OFFICE POWER COURSE (WORD, EXCEL + POWERPOINT)

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.

DAY 1: An introduction to the world of digital processing
DAY 2: Introduction to Word
DAY 3: Introduction to Excel
DAY 4: Introduction to PowerPoint
DAY 5: Introduction to Outlook

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

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

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

Unit Standard 116937: Use a Graphical User Interface (GUI)-based presentation application to produce a presentation

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

COURSE OUTLINE
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
● Apply 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 customise 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

This course will enable you to create a spreadsheet from a given specification, manipulate data using cells, label and format cells and perform basic sums such as addition, subtraction, multiplication, division and sum.

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

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

This course is aligned to Unit Standard 116932: Operate a Graphical User Interface (GUI)-based word processor to create and edit documents.

Unit Standard 116938: Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets.

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

MS EXCEL FOR BEGINNERS

COURSE INTRODUCTION
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.

This course will enable you to create a spreadsheet from a given specification, manipulate data using cells, label and format cells and perform basic sums such as addition, subtraction, multiplication, division and sum.

CREATE WINNING FORMULA SPREADSHEETS IN EXCEL WHEN YOU LEARN HOW TO:

● The principles of creating spreadsheets
● 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
● Use the functions of addition, subtraction, multiplication, division and sum.

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

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

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

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

COURSE OUTLINE
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
● Troubleshoot
● Set up a mailbox.

MS OUTLOOK FOR BEGINNERS

COURSE INTRODUCTION
Get organised and use MS Outlook to manage emails, contacts and your calendar. Reduce waiting time by requesting a future meeting using MS Outlook or planning your schedule.

WHO IS THIS COURSE SUITABLE FOR?
This course is aimed at those individuals who are seeking to improve their knowledge of MS Outlook.

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

COURSE OUTLINE
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.
**ACREDITED 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.

### SOLVING PROBLEMS WITH EXCEL

**COURSE INTRODUCTION**

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 individuals 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.

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

**COURSE INTRODUCTION**

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 solve a given problem.

This course is aligned to Unit Standard 116943: 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.

---

**The more delegates you send the more you save | Receive further savings for In-House training**

### 2021 PUBLIC COURSE DATES

#### JHB
- Mar 4
- Apr 15
- Jun 14
- Aug 26
- Sep 16
- Nov 18

#### CPT
- Mar 11
- May 13
- Jul 7
- Sep 6
- Oct 8
- Nov 8

#### DBN
- Mar 11
- May 13
- Jul 7
- Sep 6
- Oct 8
- Nov 8

---

**1 Day**

<table>
<thead>
<tr>
<th>Type of Course</th>
<th>Duration</th>
<th>Fee 1 pers</th>
<th>Fee 2 pers</th>
</tr>
</thead>
<tbody>
<tr>
<td>MS PowerPoint</td>
<td>1 Day</td>
<td>R8,381</td>
<td>R5,404</td>
</tr>
<tr>
<td></td>
<td></td>
<td>R4,613</td>
<td>R3,847</td>
</tr>
</tbody>
</table>

**CREDITS:**

**UNIT STD:** 117923

**CREDITS:** 5 (Level 2)

### 2021 PUBLIC COURSE DATES

#### JHB
- Mar 4
- Apr 15
- Jun 14
- Aug 26
- Sep 16
- Nov 18

#### CPT
- Mar 11
- May 13
- Jul 8
- Sep 6
- Oct 4
- Dec 9

#### DBN
- Mar 11
- May 13
- Jul 8
- Sep 2
- Oct 14
- Dec 2

---

**1 Day**

<table>
<thead>
<tr>
<th>Type of Course</th>
<th>Duration</th>
<th>Fee 1 pers</th>
<th>Fee 2 pers</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOLVING PROBLEMS WITH EXCEL</td>
<td>1 Day</td>
<td>R11,335</td>
<td>R9,040</td>
</tr>
<tr>
<td></td>
<td></td>
<td>R4,613</td>
<td>R3,847</td>
</tr>
</tbody>
</table>

**CREDITS:**

**UNIT STD:** 116940

**UNIT STD:** 116937

**UNIT STD:** 116943

**CREDITS:**

**UNIT STD:** 5 (Level 3)

**UNIT STD:** 6 (Level 3)

### 2021 PUBLIC COURSE DATES

#### JHB
- Mar 4
- Apr 15
- Jun 14
- Aug 26
- Nov 18

#### CPT
- Mar 11
- May 13
- Jul 8
- Sep 16
- Nov 4
- Dec 9

#### DBN
- Mar 11
- May 13
- Jul 8
- Sep 2
- Oct 2
- Dec 2

---

**1 Day**

<table>
<thead>
<tr>
<th>Type of Course</th>
<th>Duration</th>
<th>Fee 1 pers</th>
<th>Fee 2 pers</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXCEL TO THE POWER OF 3: BEGINNERS + PROBLEM SOLVING + GRAPHS/CHARTS = WINNING FORMULA</td>
<td>3 Day</td>
<td>R21,492</td>
<td>R13,708</td>
</tr>
<tr>
<td></td>
<td></td>
<td>R11,335</td>
<td>R9,040</td>
</tr>
</tbody>
</table>

**CREDITS:**

**UNIT STD:** 116937

**UNIT STD:** 116943

**UNIT STD:** 116940

**CREDITS:**

**UNIT STD:** 4 (Level 2)

**UNIT STD:** 3 (Level 4)

**UNIT STD:** 6 (Level 3)

### 2021 PUBLIC COURSE DATES

#### JHB
- Feb 24-26
- Apr 21-23
- Jun 9-11
- Aug 16-18
- Sep 13-15
- Nov 1-3

#### CPT
- Mar 3-6
- Apr 21-23
- May 8-10

#### DBN
- Mar 17-19
- May 17-19
- Jul 7-9
- Sep 6-8
- Oct 8-10
- Nov 22-24

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

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.

UNIT STD: 252043
CREDITS: 2 (Level 5)

2021 PUBLIC COURSE DATES
JHB Feb 4-5 May 3-4 Jul 21-22 Oct 11-12
CPT Feb 16-17 May 12-13 Aug 2-3 Oct 19-20
DBN Feb 11-12 May 10-11 Jul 28-29 Oct 14-15

BUSINESS COMMUNICATION STRATEGIES VERBAL/NON-VERBAL AND WRITTEN

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.

UNIT STD: 9960
CREDITS: 8 (Level 3)

2021 PUBLIC COURSE DATES
JHB Feb 8-10 May 3-4 Jul 5-7 Aug 18-20 Oct 29-31
CPT Feb 1-3 May 1-3 Jul 12-14 Sep 8-10 Nov 1-3
DBN Mar 1-3 May 10-12 Jul 14-16 Aug 25-27 Dec 6-8

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.

UNIT STD: 12153
CREDITS: 5 (Level 4)

2021 PUBLIC COURSE DATES
JHB Jan 20-21 Mar 24-25 Jun 1-2 Aug 4-5 Oct 7-8 Dec 8-9
PE Mar 3-4 Aug 19-20

CONTACT US FOR OUR OTHER SPECIALISED COURSES - eg. Lean Six Sigma, Ecosystems Thinking And Action Learning Program
ACCREDITED SOFT SKILLS TRAINING - All courses include assessment, moderation and POE submission

**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**
DONT FLY OFF THE HANDLE. HANDLE CONFLICT THROUGH NEGOTIATION WHEN YOU LEARN HOW TO:
- Prepare for negotiations
- Understand the negotiation process
- Conduct negotiations
- Work through the stages of the negotiation process
- Conduct different types of negotiations
- Conclude negotiations
- Evaluate negotiations.

**2021 PUBLIC COURSE DATES**
CPT Mar 10-11 Sep 15-16
DBN Mar 8-9 Oct 4-5

---

**MASTERC 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.

**2021 PUBLIC COURSE DATES**
CPT Feb 10-12 Apr 21-23 Jul 19-21 Sep 20-22 Nov 15-17
DBN Feb 10-12 May 3-5 Jun 28-30 Sep 8-10 Nov 15-17

---

**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.

**2021 PUBLIC COURSE DATES**
JHB Feb 11-12 Apr 12-13 Jun 7-8 Aug 2-3 Sep 28-29 Nov 17-18
DBN Feb 18-19 Apr 19-20 Jun 14-15 Aug 11-12 Oct 5-6 Nov 24-25

---

The more delegates you send the more you save | Receive further savings for In-House training
FINANCE FOR NON-FINANCIAL MANAGERS

COURSE OUTLINE
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.

2021 PUBLIC COURSE DATES
DBN Feb 24-26 May 12-14 Jul 21-23 Sep 29-Oct 1

BUILD WINNING TEAMS TO ACHIEVE COMPANY OBJECTIVES

COURSE OUTLINE
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.

2021 PUBLIC COURSE DATES
JHB Mar 10-11 Jun 9-10 Aug 30-31 Nov 23-24
CPT Mar 31-Apr 1 Jun 23-24 Aug 26-27 Nov 22-23
DBN Mar 30-31 Jun 21-22 Sep 7-8 Nov 17-18

EFFECTIVELY MANAGE HUMAN RESOURCES & LABOUR RELATIONS

COURSE OUTLINE
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.

2021 PUBLIC COURSE DATES
JHB Apr 12-14 Jun 30-Jul 2 Aug 30-Sep 1 Nov 17-19
CPT Jan 11-15 Jul 7-9 Sep 27-29
DBN May 5-7 Jul 12-14 Sep 27-29 Dec 8-10

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

**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.

---

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

**The more delegates you send the more you save | Receive further savings for In-House training**
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.

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.

COURSE OUTLINE
- 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.

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.

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

COURSE OUTLINE
- 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.

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, organising and critically evaluating information and delegating and communicating effectively.

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.

COURSE OUTLINE
- 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 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.

Contact us for our other specialised courses - eg. Lean Six Sigma, Ecosystems Thinking And Action Learning Program
CHAIRING A MEETING WITH CONFIDENCE

COURSE INTRODUCTION
This practical course will enable you to learn the techniques and processes involved in conducting a meeting, 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.

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 242816: Conduct a structured meeting.

2021 PUBLIC COURSE DATES
JHB Mar 11-12, Jun 8-9, Aug 26-27, Nov 3-4
CPT Mar 30-31, Jun 24-25, Aug 30-31, Nov 16-17
DBN Mar 25-26, Jun 17-18, Sep 2-3, Nov 15-16

UNIT STD: 242816
CREDITS: 5 (Level 4)

CONQUERING RISK MANAGEMENT COURSE

COURSE INTRODUCTION
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.

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

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

2021 PUBLIC COURSE DATES
JHB Feb 1-3, Jun 5-7, Aug 22-24, Nov 19-21
CPT Feb 22-24, May 24-26, Aug 18-20, Nov 22-24
DBN Feb 22-24, May 24-26, Aug 18-20, Oct 25-27

UNIT STD: 252025
CREDITS: 8 (Level 5)

CREATIVE PROBLEM SOLVING & CRITICAL THINKING COURSE

COURSE INTRODUCTION
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.

2021 PUBLIC COURSE DATES
CPT Mar 18-19, Jun 7-8, Aug 18-19, Nov 1-2
DBN Mar 16-17, Jun 2-3, Aug 24-25, Oct 27-28

UNIT STD: 242817
CREDITS: 8 (Level 4)
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

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.

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 stationary 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.

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.

2021 PUBLIC COURSE DATES
DBN Jan 28-29 May 18-19 Aug 31-Sep 1 Dec 9-10

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.

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”
- The consequences of inappropriate conduct
- The importance of maintaining organisational values.

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.

2021 PUBLIC COURSE DATES
JHB Feb 3-4 Apr 28-29 Jul 20-21 Oct 5-6
CPT Feb 15-16 May 11-12 Jul 29-30 Oct 18-19
DBN Feb 10-11 May 6-7 Jul 27-28 Oct 13-14

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.

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).

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.

2021 PUBLIC COURSE DATES
JHB Fe 3-5 May 5-7 Jul 28-30 Oct 20-22
CPT Feb 15-16 May 11-12 Jul 29-30 Oct 18-19
DBN Feb 10-11 May 6-7 Jul 27-28 Oct 13-14

The more delegates you send the more you save | Receive further savings for In-House training
POWERFUL 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.

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.

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.

BOTI's Elearning platform - An excellent solution for our ‘new normal’

Our Elearning solution is the perfect, cost effective choice for you or your staff’s Elearning needs. With BOTI's Elearning platform you can safely and economically train your staff and monitor their performance.
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 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 13929: 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>SAQA QUALIFICATION</th>
<th>ACCREDITED UNIT STANDARD</th>
<th>NQF LEVEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Certificate: Business Administration Services</td>
<td>SAQA ID: 23833 Credits: 130</td>
<td>2</td>
</tr>
<tr>
<td>National Certificate: Business Administration Services</td>
<td>SAQA ID: 67465 LP 23655 Credits: 120</td>
<td>3</td>
</tr>
<tr>
<td>Further Education and Training Certificate: Generic Management</td>
<td>SAQA ID: 57712 LP 74630 Credits: 150</td>
<td>4</td>
</tr>
<tr>
<td>Further Education and Training Certificate: Business Administration Services</td>
<td>SAQA ID: 61595 Credits: 140</td>
<td>4</td>
</tr>
<tr>
<td>National Certificate: Generic Management</td>
<td>SAQA ID: 59201 LP 60269 Credits: 162</td>
<td>5</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Number of Persons</th>
<th>Fee (incl VAT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/person</td>
<td>R121,928</td>
</tr>
<tr>
<td>2/person</td>
<td>R60,964</td>
</tr>
<tr>
<td>5/person</td>
<td>R24,386</td>
</tr>
<tr>
<td>10/person</td>
<td>R21,947</td>
</tr>
</tbody>
</table>

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**

R110,185 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):**

**COURSE DURATION**

7 contact days over 12 months.

**PUBLIC FEE**

<table>
<thead>
<tr>
<th>Number of People</th>
<th>Fee (incl VAT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 person</td>
<td>R116,675</td>
</tr>
<tr>
<td>2 people</td>
<td>R58,338</td>
</tr>
<tr>
<td>5 people</td>
<td>R23,335</td>
</tr>
<tr>
<td>10 people</td>
<td>R21,002</td>
</tr>
</tbody>
</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.

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:

FURTHER EDUCATION AND TRAINING CERTIFICATE
BUSINESS ADMINISTRATION SERVICES

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

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

6 contact days over 12 months.

PUBLIC FEE

<table>
<thead>
<tr>
<th>1/person</th>
<th>2/person</th>
<th>5/person</th>
<th>10/person (incl VAT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>R116,675</td>
<td>R58,338</td>
<td>R23,335</td>
<td>R21,002</td>
</tr>
</tbody>
</table>

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 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.

**COURSE DURATION**

7 contact days over 12 months.

**PUBLIC FEE**

<table>
<thead>
<tr>
<th>1/person</th>
<th>2/person</th>
<th>5/person</th>
<th>10/person (incl VAT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>R134,335</td>
<td>R67,168</td>
<td>R26,867</td>
<td>R24,181</td>
</tr>
</tbody>
</table>

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.
**LIST OF OUR ACCREDITED (INDICATED BY*) AND NON-ACCREDITED COURSES/QUALIFICATIONS**

To view a comprehensive list of our 400 courses please visit our website.

- **Level 1 BBBEE**
- Servicing over 700 companies
- Successfully trained over 5000 delegates
- Courses / Qualifications held at your convenience
- Save costs by having courses at your venue
- Accredited with Services Seta & Mict Seta

Customized courses to your industry specifics
- Attend any course, anywhere, anytime!
- Increase your BBBEE Scorecard
- Benefit from Tax Deductions
- 11 Qualifications and more than 200 Unit Standards

**Contact**
- (011) 882 8853
- info@boti.co.za
- www.boti.co.za

### Computer Courses
- Adobe
- Basic to Advanced Computing (MS Excel, PowerPoint, Word, Outlook)*
- MS Business Intelligence (BI)*
- CorelDraw
- MicroStation
- MS Access Basic to Advanced*
- MS Excel Basic to Advanced (VBA)*
- MS Outlook Basic to Advanced*
- MS PowerPoint Basic to Advanced
- MS Projects Basic to Advanced
- MS Publisher Basic to Advanced
- MS SharePoint Basic to Advanced
- MS Visio Basic to Advanced
- MS Word Basic to Advanced*
- Sage

### Soft Skills & Leadership Courses
- Anger Management
- Assertiveness
- Attention Management
- Body Language
- Business Etiquette*
- Change Management
- Coaching & Mentoring*
- Conflict Resolution*
- Crisis Management
- Critical Thinking*
- Difficult Customers
- Disciplinary Procedure*
- Diversity*
- Email Etiquette
- Emotional Intelligence (EQ)
- Ethics & Accountability*
- Harassment Prevention
- High Performing Teams*
- Interpersonal Skills
- Leadership*
- Manager Management
- Negotiation Skills*
- People Management*
- Presentation*
- Social Intelligence
- Stress Management
- Supervisory*
- Team Work*
- Time Management*

### Specialized Short Courses / Job Improvement Short Courses
- Accounts Payable
- Administrative Skills*
- Archiving & Records

### Asset Management*
- Bookkeeping
- Budgeting*
- Business Communication*
- Business Management*
- Business Rescue
- Business Writing*
- Call Centre & Customer Service*
- Chairing a Meeting*
- Communication Strategies*
- Contracts & Service Level Agreement*
- Corporate Governance*
- CPA - Consumer Protection Act
- Customer Service*
- Data & Records*
- Employment Equity
- Events Management*
- Facilitation Skills
- Finance for Non-Finance Managers*
- Graphic Design
- Health & Safety*
- Health & Wellness
- Human Resources*
- Key Accounts Management
- Knowledge Management
- Labour Relations*
- Marketing*
- Measuring Results from Training
- Media & Public Relations
- Minute Taking*
- Office Management*
- Organizational Skills*
- Performance Management*
- Protection of Private Information Act - POPI Act
- Problem Solving*
- Procurement
- Project Management*
- Proposal Writing
- Public Finance Management Act
- Receptionist*
- Recruitment*
- Report Writing
- Risk Management*
- Sales
- Secretaries / Personal Assistant*
- Six Sigma/ Lean
- Succession Planning
- Supply Chain*
- Talent Management
- Technical Drawing
- Telephone Skills*
- Tendering & Supply Chain
- Total Quality Management
- Train the Trainer
- Typing*
- Web-design

### Further Education and Training Certificates:

- **Business Administration Services:** Business Administration Services (NQF Level 2)
- Business Administration Services: Business Administration Services (NQF Level 3)
- Business Administration Services: Business Administration Services (NQF Level 4)
- Business Administration Services: Business Practice (NQF Level 1)
- Business Administration Services: End User Computing (NQF Level 3)
- Business Administration Services: Generic Management (NQF Level 4)
- Business Administration Services: Generic Management (NQF Level 5)
- Business Administration Services: Management (NQF Level 3)
- Business Administration Services: New Venture Creation (NQF Level 4)
- Business Administration Services: New Venture Creation (SMME) (NQF Level 2)
- Business Administration Services: Project Management (NQF Level 4)

*Accredited Options Available