

Business Skills – NQF Level 4

These courses accredited by the Services Seta

Code Unit	Title
Work & Career Orientation	
110021	Achieve personal effectiveness in business environment
10022	Comply with organisational ethics
10135	Work as a project team member
15234	Apply efficient time management to the work of a department/division/section
Business Communication	
8975	Read analyse and respond to a variety of texts
8969	Interpret and use information from texts
8974	Engage in sustained oral communication and evaluate spoken texts
8968	Accommodate audience and context needs in oral communication
Business Writing	
12153	Use the writing process to compose texts required in the business environment
110023	Present information in report format
8976	Write for a wide range of contexts
8970	Write texts for a range of communicative contexts
Maths Literacy	
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
12417	Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
Administration	
110003	Develop administrative procedures in a selected organisation
110009	Manage administration records
13929	Co-ordinate meetings, minor events and travel arrangements
9244	Plan and conduct meetings
Finance for Office Administrators	
110026	Describe and assist in the control of fraud in an office environment
13941	Apply the budget function in a business unit
13945	Describe and apply the management of stock and fixed assets in a business unit
Customer Care	
109999	Manage service providers in a selected organization
7791	Display cultural awareness in dealing with customers and colleagues
7836	Monitor customer satisfaction
7790	Process incoming and outgoing telephone calls
13928	Monitor and control reception area
14552	Contract service providers

Delivery

All these courses can be customised and offered on-site for your organisation.