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BUSINESS ADMINISTRATION 3

Communication Skills

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

General Business Skills

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

HR Skills

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

Business Writing Skills

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

Customer Service

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

Administration Skills

- Functions within a Business Environment
- Manage, Maintain and Control Filling
- Operating Office Equipment.
- Analyse and Distribute Information
- Maintaining a Secure Working Environment
- Office Equipment Maintenance Procedures
- Monitor and Control Office Supplies

Numeracy & Research Skills

- Plan and Conduct Research.
- Number Systems.
- Shapes in Motion.
- Budgets and Finances.

IT Skills

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

LABOUR RELATIONS 5

BUSINESS ADMINISTRATION 3

SKILLS PROGRAMME

Communication Strategies

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

Labour Relations Law

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

General Business Skills

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

HR Management Practice

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

GENERIC MANAGEMENT 5

SKILLS PROGRAMME

Communication Skills

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

Diversity & Conflict Management

- Diversity
- Types of Negotiations in Conflict Situations
- Conducting Negotiations for Conflict Situations

HR Skills

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

People Management

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

Financial Management

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

Management

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

Best Practice Management

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

Results Based Management

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

CONTACT CENTRE & BUSINESS PROCESS OUTSOURCING SERVICES 3

SKILLS PROGRAMME

Communication Skills

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

Customer Services

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

Financial Skills

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

Communication Technology

- Telephone Etiquette
- Communication and Product Knowledge
- Giving Feedback

Numeracy Fundamentals

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

Working with Data

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

Working in a Team

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

END USER COMPUTING 3

SKILLS PROGRAMME

Communication

- Using Learning Resources
- Compiling Document
- Visual and Graphical Representation of text
- Analysing Text
- Responding to text
- Writing for specific audience
- Planning to write
- Effective Oral Communication
- Interaction in the workplace
- Verbal Communication Skills
- Identity and respond to text
- Good Communication
- HIV and AIDS
- Report writing

Creating Effective Databases

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

Using ICT in an Organisation

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

Using Microsoft Office Word

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

Mathematical Literacy

- Number Systems
- Shapes and Motions
- Life and Related Problems
- Budget and Finance
- Basic Finances
- Basic Bookkeeping

Using a Web Browser

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

Using Microsoft Office Powerpoint

- Planning to Present
- Working with Power Point

Creating, Editing & Enhancing Spreadsheets

- Introduction to Microsoft Excel
- Working with Microsoft Excel
- Microsoft Excel - Manipulating and organising content
- Microsoft Excel - Printing and Review
- Spreadsheets
- Microsoft Excel - Working with formulae
- Microsoft Excel - Enhancing Spreadsheet Functionality
- Microsoft Excel - Working with Data
- Microsoft Excel - Inserting Charts

Using Microsoft Office Outlook

- Email and Legislation
- Use email application software

WHOLESALE AND RETAIL 3

SKILLS PROGRAMME

Fundamentals of Wholesale & Retail

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

Communication in a Wholesale & Retail Environment

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

Operation in a Wholesale & Retail Environment

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

Stock Contro;

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

Numeracy in Wholesale & Retail

- Number Systems
- Shapes and Motions
- Budgets Income and Expenditure

MANAGEMENT 3

SKILLS PROGRAMME

Communication

- Using learning strategies
- Learning Strategies
- Interpret and Use of Information
- Visual and Graphical Representation of Text
- Analysing Text
- Responding Text
- Writing for a Specific Audience
- Planning to write
- Effective Oral Communication
- Interactions in the workplace
- Verbal Communication skills
- Identity and Respond to text

Introduction to Supervision

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

Supervising

- Conducting a Meeting
- Record Keeping
- Negotiation Skills

Numeracy

- Number systems
- Shapes and Motions
- Life and Related Problems
- Budget and Finances

Using Microsoft Office Word

- Knowledge of Self and Team
- Enhance Team Performance
- Roles and Responsibilities of a Team Leader
- Inducting a New Employee
- Motivating a Team
- Task and Time Management

Research

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

BUSINESS ADMIN SERVICES LEVEL 4

SKILLS PROGRAMME

Office Administration

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

Working with Others

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

Office Administration

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

Perform Administrative

- Administrative Systems
- Developing Administrative Systems
- Applying Budgeting Concepts in Business

Display Professional Conduct

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

Manage Service Providers

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

Working in a Business Environment

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

CONTACT CENTRE 2

SKILLS PROGRAMME

Working with your Customer

- Communication
- Customer service
- Telephone Etiquette
- Escalating Calls

The Contact Centre Workplace

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

Recording Customer Information

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

The Contact Centre Workplace

- Use learning resources
- Performance Standards

Addressing Customer Queries

- Inbound and Outbound calls
- Solving Customer Problems

Basic Numeracy

- Number Systems
- Algebra
- Shapes and Motions