

# Business Fundamentals

## Skills Programme

Study School 3 of the Certificate in Supervisory Development (Qualification ID 83946)



MACCAUVLEI

Accredited by Services Seto – no. 1468

### UNIT STANDARDS COVERED

Unit Standard ID NQF Level & Credits	Unit Standard Title
US 13915 NQF 3 4 Credits	Demonstrate knowledge and understanding of the rights and responsibilities of the individual under the South African Constitution
US 120309 (11816) NQF 2 2 Credits	Demonstrate knowledge and understanding of the rights and responsibilities of the individual under the South African Constitution
US 252191 (10023) NQF 4 4 Credits	Identify internal and external stakeholders
US 246740 (8600) NQF 4 3 Credits	Care for customers
US 13948 NQF 4 5 Credits	Negotiate an agreement or deal in an authentic work situation
US 242811 (13918) NQF 4 5 Credits	Prioritise time and work for self and team
US 7456 NQF 3 5 Credits	Use mathematics to investigate and monitor the financial aspects of personal, business, and national issues

### SPECIFIC OUTCOMES

- Explain what is meant by human rights
- Explain how the South African Constitution defines the rights and responsibilities of the individual in South Africa
- Explain the role of the Bill of Rights in the South African Constitution
- Indicate assistance that is available in a selected area when rights are abused
- Identify internal and external stakeholders
- Describe stakeholders' relationship with the organisation
- Describe the stakeholders' relationships to each other
- Identify customer needs and expectations
- Recognise customer dissatisfaction and take action to resolve the situation
- Identify and use opportunities to enhance the quality of customer service
- Communicate with all customers in a friendly and courteous manner
- Explain the need for negotiation skills in business
- Explain the steps in the negotiation process

- Apply the steps in the negotiation process to an authentic work situation
- Explain strategies that could be used in negotiation
- Create a task list
- Prioritise personal and team tasks
- Use and maintain a diary
- Implement and maintain personal and team task list
- Know and understand HIV/AIDS and its effects on the human immune system
- Know and understand how HIV/AIDS is transmitted
- Know what behaviour is safe and what behaviour carries the risk of HIV transmission
- Know what guidelines and assistance are available to support workers with HIV/AIDS
- Know and understand the implications of the HIV/AIDS pandemic

### WHO SHOULD ATTEND?

This skills programme is intended for

- Team Leaders
- New Supervisors
- Foreman

### DURATION OF TRAINING

5 Interactive Days

### MACCAUVLEI ENTRY REQUIREMENTS

- NQF Level 2 / Grade 10

### LEARNING ASSUMED TO BE IN PLACE

Communication at NQF Level 2  
Maths Literacy at NQF Level 2  
Computer Literacy at NQF Level 2

### CERTIFICATION

Learners who successfully complete the Portfolio of Evidence will be awarded a Skills Programme Certificate of Competence with the Unit Standards listed.

Public Price **R9,128.00 per person** (excluding VAT).

For In-House quotes please contact

[info@maccauvlei.co.za](mailto:info@maccauvlei.co.za)

### Contact Details

For registration forms or more detail please contact us:

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