



APPLY BASIC BUSINESS CONCEPTS

Unit Standard: 9976



Course Information



Course Title	Apply Basic Business Concepts
Course Level	2
Course Credits	8
Course Duration	Three days
Cost of Course	R 2 800,00 per delegate (excluding 15% VAT)

Course Overview

The course enables delegates to grasp the relevant skills to apply basic business concepts.

This highly interactive and practical course is designed to provide delegates with a sound knowledge of all elements involved with applying basic business concepts to:

- Sell and promote services.
- Process payments.
- Manage and interact with clients.

Applying Basic Business Concepts

Who Should Attend?	This course is intended for persons who wish to increase their current ability to deal with customer and their complaints and administer adequate care.
Course Objectives	The fundamental objective of this course is to enable delegates to demonstrate competent customer care.
Benefits	Benefits of this course include: - Improved services sale and promotion strategy. - Increased ability to effectively execute a sale, process received payments, and deliver goods and services. - Techniques and advice when managing and interacting with potential and existing clients.

Course Content

Course Modules	Course modules consist of: 1. Conducting business professionally. 2. Conducting business ethically. 3. Accurately identifying customer needs. 4. Updating service information to provide for potential clients. 5. Accurately documenting customer requirements. 6. Processing payments. 7. Employing accounting procedures. 8. Meeting tax requirements. 9. Retaining and filing copies of transaction records. 10. Correctly issuing invoices and receipts. 11. Managing clients. 12. Addressing customers complaints. 13. Implementing follow-up action.
Certification and Assessments	All delegates who complete the summative assessment will be assessed, moderated, and receive an SOR (Statement of Results). Thereafter a Certificate of Competence from WWISE (or SETA for qualifications) will be issued.

About WWiSE

Who are we?

World Wide Industrial & Systems Engineers (WWiSE) is an ISO consultancy, training, business solutions, and systems implementation firm based in Southern Africa that provides clients with effective business processes management solutions in preparation for ISO compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, both locally and internationally. We also strive to be the leading training providers in SHERQ, ISO, Engineering, Finance, Business, and Project Management.

What do we do?

Our services are aimed at the improvement of quality, efficiency, knowledge, and competitiveness of client companies. This service range includes:

- ISO and SHERQ Systems implementation services, whereby we assist clients in meeting the requirements of (but not limited to) ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001, and ISO 45001 Standards.
- Integrated Management Systems development whereby we integrate several business systems and management solutions into a single management system to comply with standards.
- Training of all employees (Shop Floor to Executive Management) in the fields of SHERQ, Engineering, Finance, Business, and Project Management to meet job responsibilities and expertise requirements of International Standards.
- ISO and Legal Auditing which includes Gap Analysis Audits, Product, Process, Procedural, and Systems auditing by our registered SAATCA Auditors.
- Customised web-based solutions integrating current systems to be in line with ISO requirements.

We are a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training, and auditing.