

Business Ethics & Conduct

1. Overview

This programme provides participants with the foundational knowledge and skills needed to participate ethically, professionally, and effectively in business and workplace settings. It includes ethical decision-making, professional behaviour, communication strategies, reading comprehension, and health and safety awareness. Learners will be better equipped to adapt to real-world work environments, especially in financial services, customer service, administration, and entry-level business roles.

2. Programme Outcome:

- Reflect on their own values and apply ethical behaviour in the workplace
- Demonstrate appropriate conduct and interpret workplace cues in a professional setting
- Communicate clearly and respectfully in various spoken contexts
- Read and interpret different types of written texts for understanding and response
- Apply basic health and safety principles to promote a safe working environment

Qualification:

Certificate of Completion

Duration:

3-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0126

SAQA US:

113924, 114959, 8962, 8963, 9964

NQF Level:

2

Credits:

12

Entry Requirements:

Communication & Mathematical Literacy at NQF 1

Training Options:

Online - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required:

(1) Online, (1) Blended & (1) Face-to-face

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

3. Programme Content

- **(113924 US):** Apply basic business ethics in a work environment
- **(114959 US):** Behave in a professional manner in a business environment
- **(8962 US):** Maintain and adapt oral communication
- **(8963 US):** Access and use information from texts
- **(9964 US):** Apply health and safety to a work area

4. Topics

- Module 1: Ethics in the Business Environment
- Module 2: Professional Behavior in the Workplace
- Module 3: Spoken Communication Skills
- Module 4: Reading and Understanding Workplace Texts
- Module 5: Workplace Health and Safety

5. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

We trust that the above is in order and look forward to hearing from you for Implementation