

Business Fundamentals and Entrepreneurial Skills

1. Overview

This programme provides a solid foundation in business knowledge and practical skills, including ethical behaviour, communication, customer service, entrepreneurship, human resource planning, and financial literacy.

It is designed to equip participants—particularly those interested in small business management, entrepreneurship, or entry-level employment—with the attitudes, knowledge, and skills required to succeed in business or service-oriented environments.

2. Programme Outcome:

- Apply ethical principles and professional conduct in workplace situations
- Communicate confidently and effectively in a variety of business contexts
- Deliver high-quality customer service and respond appropriately to client needs
- Identify entrepreneurial traits and recognise viable business opportunities
- Plan personal finances and understand basic financial concepts in a business setting
- Read, interpret, and respond critically to written business and workplace texts
- Implement basic human resource practices for a new venture or small business

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0855

SAQA US:

113924, 114974, 119673, 8963, 7469, 8962, 119713

NQF Level:

2

Credits:

27

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

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

providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required: (1) Online, (1) Blended & (1) Face-to-face

3. Programme Content

- **(113924 US):** Apply basic business ethics in a work environment
- **(114974 US):** Apply the basic skills of customer service
- **(119673 US):** Identify and demonstrate entrepreneurial ideas and opportunities
- **(8963 US):** Access and use information from texts
- **(7469 US):** Use mathematics to investigate and monitor the financial aspects of personal and community life
- **(8962 US):** Maintain and adapt oral communication
- **(119713 US):** Apply basic HR principles in a new venture

4. Topics

- Module 1: Workplace Ethics and Professional Conduct
- Module 2: Communication and Interpersonal Skills
- Module 3: Customer Service Essentials
- Module 4: Entrepreneurial Awareness and Opportunity Development
- Module 5: Human Resource Planning for New Ventures
- Module 6: Financial Literacy for Personal and Business Use
- Module 7: Reading and Text Interpretation Skills

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