



Leadership and Management Qualifications and Courses

Brochure



EXPERIAN BUSINESS SKILLS INSTITUTE

Moving your future forward through the power of knowledge

Learning can be incremental, or it can be instantaneous! Whether you are wanting to quickly upskill yourself or your employees through short modular learning, or are looking for longer-term accredited training, the Experian Business Skills Institute has the courses and learning method you want.

About BSI

Experian’s Business Skills Institute helps our learners and clients move their futures forward through the education, training and development of their most valuable assets - their knowledge and careers.

BSI was developed from the need for a training provider for professionals and companies in Africa and beyond.

Our training institute comprises of professional staff who are specialised in training, learning methodology and business skills. BSI is a resource for smart and inquisitive individuals or companies wanting to instil confidence in their abilities, processes and service.

Our Offerings

BSI offers students and professionals of all ages and companies of all sizes digital, blended and in-class skills training, qualifications, learnerships, skills programmes, short courses and workshops across a wide range of business skills topics to meet their career needs and move their futures forward.

Classroom-Based/ Face-to-Face Instruction	Virtual Instructor-Led Training	Blended Learning
Online Courses	Skills Programmes	Learnerships

Our accredited qualifications and learnerships give learners the necessary business tools to build long and successful careers. After completing our short, digital courses, learners can action what they’ve just learnt making them effective, valuable and productive from the get-go!

Credit and Banking Skills	Debt Recovery Skills	Debt Review / Counselling Skills
Legislation and Compliance	Business and Entrepreneurship Skills	Leadership and Management Skills
Accounting and Financial skills	Office Management and Administration	

LEADERSHIP & MANAGEMENT QUALIFICATIONS / LEARNERSHIPS

Generic Management (Banking) Learnership

National Certificate: Generic Management - Banking (SAQA ID: 59201, Level 5, 163 Credits)

Qualification Overview

This learnership forms part of a learning pathway of management qualifications across various sectors and industries. It is specifically designed to develop management competencies required by learners in any occupation, particularly those who manage first line managers. The scope of generic management covers five domains: leadership, managing the environment, managing relations, managing knowledge and the practice of management. This qualification addresses each of these domains with generic competencies.

Learning Outcomes

- Analyse leadership and related theories in a work context;
- Build teams to achieve goals and objectives;
- Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks;
- Use communication techniques effectively;
- Interpret and manage conflicts within the workplace;
- Monitor team members and measure effectiveness of performance;
- Monitor and evaluate team members against performance standards;
- Lead people development and talent management;
- Select and coach first line managers;
- Recruit and select candidates to fill defined positions
- Explain the impact of organizational wellness on a business environment and indicate a strategy for a business unit;
- Demonstrate ways of dealing with the effects of dread diseases and in particular HIV/AIDS;
- Devise and apply strategies to establish and maintain workplace relationships;
- Manage a diverse work force to add value;
- Apply the principles of ethics to improve organisational culture;
- Apply mathematical analysis to economic and financial information;
- Manage the finances of a unit;
- Monitor, assess and manage risk;
- Monitor, assess and manage risk;
- Develop, implement and evaluate an operational plan;

- Apply a system's approach to decision making;
- Create and manage an environment that promotes innovation;
- Formulate recommendations for a change process;
- Develop, implement and evaluate a project plan; and
- Apply the principles of knowledge management.

LEADERSHIP & MANAGEMENT SHORT COURSES & SKILLS PROGRAMMES

Basic Financial Analysis

This skills programme aims to equip learners to better understand the changing factors influencing the role of the micro credit provider, specifically focusing on mathematical equations relating to interest rates and interest rate caps imposed by the NCA. The knowledge and skills gained through this course will give a better understanding of both applications and calculations and will assist with decision making based on financial statements using applicable ratios.

Coaching Excellence

Coaching emphasise new competencies, improve learning and ensure that goals are reached. These skills are essential for any management or supervisory role in the workplace. Coaching will help staff become more efficient in their positions, build stronger workplace relationships and promote a positive work environment. This skills programme details the concept of coaching in the work environment and demonstrates the skills and techniques required of a coach.

Change and Innovation

To keep up with an ever-changing world, companies, managers and employees need to embrace change within their own environment. The Change and Innovation skills programme gives leaders the tools required to analyse and address change, develop a strategy for change and innovation, use techniques that promote creativity and innovation, select and apply models for implementing change management, and communicate their recommendations on implementing it.

Communicate Effectively in an Office-Based Environment

Effective communication skills are essential for success regardless of the type of business - whether it is a large corporation, a small company, or even a home-based business. The course aims to equip learners with a better understanding of how to communicate effectively to both individuals and groups, via spoken communication, written communication and electronic communication.

Conflict Management and Communication

Navigating conflict is not an easy task for most. From team leaders and junior managers to human resource professionals and company owners, understanding and managing conflict are integral. This skills programme teaches communication techniques, interpretation and management of conflicts, personal conflict resolution, and oral/written communication techniques.

Customer Service Excellence

Providing great customer service is critically important to any organisation. Managers play a fundamental role in creating and maintaining a customer service orientated approach and ensuring that this is the central focus of everyone in the organisation. This course focuses on the importance of delivering quality customer service with each interaction to ensure customer satisfaction. Furthermore, this course equips managers with the skills and knowledge needed to measure the level of customer satisfaction and the ability to implement the necessary measures to maximise customer retention.

Diversity and Workplace Relationships

Understanding the diversity of employees in a company or team is the foundation on which managers can build workplace relationship strategies to foster positive interactions and minimise conflict. This skills programme teaches participants how identifying similarities and differences between employees, dealing with disagreements and conflicts arising from diversity, and managing diversity can add value to a company.

Facilitate Learning

It can be daunting standing up in front of others as the expert. This course will assist learners to overcome stage fright and take on the task of training with confidence. This course will equip learners with the necessary knowledge, skills and attitude to facilitate adult learning events in an effective way to ensure the transfer of new knowledge and skills to accomplish specific organisational goals and performance standards.

Financial Management and Economics

Finance forms a large part of a manager's duties. Without the proper knowledge in financial management and economic theory, managers could be costing companies money. From drafting budgets and mathematical analyses, to financial statement interpretation and forecasting, this skills programme addresses the financial and economic competencies expected of managers.

Introduction to Employee Relations

This course will enable you to understand the various stakeholder roles and the different employment related policies and procedures, such as disciplinary and grievance procedures. It will also familiarise you with the key elements of an employment agreement.

Knowledge Management

One of a company's biggest assets is the knowledge employees bring with them and develop. However, when they leave, so does their knowledge. Participants of the Knowledge Management skills programme will learn how to apply the principles of knowledge management, use an entity's knowledge management policies and procedures for analyses, and develop a knowledge management implementation plan.

Fundamentals for Developing Managers

This skills programme will explain basic management activities and tasks as well as the main managerial functions that are needed to run a successful team, department or business unit. The course will also equip learners to identify their own strengths and weaknesses for their career aspirations. They will further learn to design a personal development plan to implement in the workplace.

Introduction to Project Management

Project management has become a core skill for almost every employee in the modern business environment. This highly practical introductory course provides learners with all the essential tools and techniques that are needed to support them in their project management role. This course equips learners with the knowledge and skills to apply practical techniques to the workplace and to become more confident and competent in managing a project.

Management Development Programme (MDP)

Our MDP is a comprehensive skills programme that equips junior to middle managers with the necessary competence to implement their organisation's strategic objectives. It is aimed at developing a basic understanding of how to maximise effectiveness on personal, team and organisational levels when carrying out day to-day managerial tasks.

Operations Management and Decision Making

Failing to plan is planning to fail might be a cliché, but it is also true. Having an operational plan gives a company, department, or team focus through defined goals and objectives. Using a systematic approach, participants learn to develop, implement, and evaluate an operational plan. Furthermore, participants are taught to apply critical and analytical skills to problems, engage with stakeholders to develop a solution, and to communicate the decision that solves the issue.

Organisational Ethics

Ethics has been around for thousands of years; some of the world's greatest nations we built on solid ethical foundations. This course demonstrates how organisational ethics forms the foundation on which company values and culture are built; but also forms part of functional mechanisms, such as codes of conduct. By presenting ethics in the context of a country as diverse as South Africa, this course introduces participants to how legislation, regulation, and association codes of conduct are referenced by organisational ethics.

Organisation/Team Wellness and Ethics

To build a high-functioning team, managers have a duty to look after their team members' best interests. Organisational wellness has a significant impact on companies; addressing wellness in the business environment at individual and team levels, ensures better overall company wellness and business functioning. This skills programme gives participants a holistic understanding of how wellness impacts a company, promoting a non-discriminatory work environment, company ethics, organisational values, and codes of conduct.

People Development and Coaching

Through coaching methods, people development empowers employees, but benefits your business by ensuring that their knowledge is current. Combining coaching and educational methodologies, this skills programme gives participants the tools needed to develop their team members, such as leading people development and talent management, the selection and coaching of first line managers, and approaching people development in a systematic manner through analyses, planning, monitoring and reporting on coaching.

Performance Management

Understanding team member performance is an integral part of a manager's skill set that is often found lacking, or worse used to micromanage employees. The Performance Management skills programme guides learners through all stages of managing a team's performance. Skills taught include monitoring and measuring performance, formulating performance standards, and performance monitoring systems.

Provide Customer Service in an Organisation

Customers are the backbone of any organisation. Superior customer service sustains higher growth, higher customer retention, higher turnover and higher profits. Increased competition in today's global marketplace makes it critical for employees to understand and meet the needs of customers. This course equips learners with the knowledge and skills to provide continuous customer service excellence and deal effectively and quickly with customer queries and complaints.

Risk Management

The manifestation of a risk has the potential to cripple a company. Company employees at all levels need to be aware of the risks their business traditionally attracts and understand how to deal with them. This skills programme teaches risk management principles, identification of potential risks, monitoring, assessing and managing risks, and the development of contingency plans.

Project Management

Those leading teams need to manage their projects to meet company goals and objectives. Poor project management is a risk to the company and can impact its bottom line. This skills programme presents the fundamentals of project planning: developing, implementing and evaluating project plans.

Recruitment and Selection

Finding the right candidate for a position isn't as simple as it appears. Using knowledge gained from this short course, participants will be able to prepare, recruit and select the best candidates according to the requirements of the role in the company.

Sell Products and Services

With the correct training and knowledge, anyone can improve their sales techniques and skills. In this course, learners will be taught how to identify sales opportunities, present their products and services effectively as well as to negotiate and close the sales deal while establishing and maintaining customer relationships.

Supervising Employees

This course is for aspiring and current team leaders, supervisors and managers who would like to obtain the knowledge and supervisory skills on how to be effective in their role. It includes identifying the role of the supervisor, developing communication skills, team building, learning to supervise team members and ensuring customer service.

Team Leadership

Leadership is a fundamental skill to being a manager at any level. This skills programme teaches leadership principles such as empowering team members, delegation and building teams to achieve business goals, understanding of leadership theory and participation-based decision-making. The Team Leadership skills programme is suitable for anyone starting their management careers.

ACCREDITATIONS AND MEMBERSHIPS

- **BANKSETA (557033):** Our accreditation with BANKSETA enables us to deliver national qualifications and various registered skills programmes and short courses on Levels 2 to 5 on the NQF, for stakeholders in this sector. Our qualifications include the National Certificate in Microfinance Level 3 (23453); the Further Education and Training (FET) Certificate: Microfinance Level 4 (23433); the FET Certificate in Banking Level 4 (20185); National Certificate in Banking Level 5 (20186); and a National Certificate in Generic Management: Banking Level 5 (59201:96100).
- **FASSET (A585000003):** We are accredited for the FET Certificate: Debt Recovery (49021) on NQF Level 4.
- **SERVICES SETA (3974):** Our Management Development Skills Programme is approved through the Services SETA.
- **QCTO (SDP/1228/17/00325):** We are accredited for the Occupational Certificate: Compliance Officer (91671) on NQF Level 6.
- **Institute of Certified Bookkeepers (ICB) (300973):** We have full accreditation with the ICB for qualification programmes in Accounting, Public Sector Accounting, Office Management, Small Business Financial Management, and Entrepreneurship.
- **The Institute of Credit Management (ICM):** We have full accreditation with the ICM, which is a professional body providing the syllabi and curricula for all training institutions who present qualifications in credit management. Consequently, our accreditation allows us to deliver the ICM National Certificate in Credit Management (Parts 1-5).
- **The National Credit Regulator (NCR):** We are one of the few training service providers approved by the NCR to provide debt counsellor training in South Africa. The NCR is responsible for the regulation of the South African credit industry, under the ambit of the National Credit Act (NCA) 34 of 2005.

Why Choose Us:

- Focus on quality
- Range of training delivery platforms
- Qualified and expert training practitioners
- Ability to deliver training nationally and abroad
- Proven track record of results and experience

Where We Operate

We provide our skills training and development services across Africa. In-class training can be held at your offices, a suitable training venue or one of our own in-house training venues in Stellenbosch and Bryanston, South Africa. Understanding the need for remote learning in Africa and beyond, we have also offer online courses and virtual classrooms.