



BUSINESS PARTNERS CENTRE
 23 JAN HOFMEYR ROAD, WESTVILLE, 3630
 Tel: (031) 267 1229 Fax: 086 517 8625
 sales@kznbtc.co.za www.kznbusinessstraining.co.za

ALL ACCREDITED COURSES ARE AVAILABLE IN NON-CREDIT BEARING FORMAT AND AS IN-HOUSE INTERVENTIONS - PLEASE CONTACT US FOR FURTHER DETAILS

Course	Accreditation Status	US	Credits	NQF	Qualification	Days	Cost pp Ex VAT	Discounted Cost PP for 3 on the Same Day	Discounted Cost PP for 4 or more on the Same Day
Administration Procedures and Management - Accredited	Accredited	110003	8	4	61595	2	R5 000.00	R4 500.00	R4 375.00
Assertiveness and Conflict Resolution	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
Basic Labour Law - Accredited	Accredited	13952	8	4	Multiple	3	R6 600.00	R5 940.00	R5 775.00
Budgeting and Managing Budgets - Accredited	Accredited	242810	6	4	57712	2	R5 000.00	R4 500.00	R4 375.00
Business and Report Writing - Accredited	Accredited	12153 & 110023	11	4	61595	3	R6 600.00	R5 940.00	R5 775.00
Business Communication Skills	Non Credit Bearing	110506		4		1	R2 200.00	R1 980.00	R1 870.00
Business Etiquette	Non Credit Bearing	114959				1	R2 200.00	R1 980.00	R1 870.00
Business Etiquette - Accredited	Accredited	114959	4	2	49648	1	R2 800.00	R2 520.00	R2 450.00
Business Presentation Skills	Non Credit Bearing	242840		4		2	R4 400.00	R3 960.00	R3 740.00
Business Presentation Skills - Accredited	Accredited	242840	2	4	Multiple	2	R5 000.00	R4 500.00	R4 375.00
Business Writing Skills	Non Credit Bearing	12153		4		2	R4 400.00	R3 960.00	R3 740.00
Business Writing Skills - Accredited	Accredited	12153	5	4	Multiple	2	R5 000.00	R4 500.00	R4 375.00
Chairing a Disciplinary Hearing	Non Credit Bearing	10985		6		1	R2 200.00	R1 980.00	R1 870.00
Chairing and Managing Meetings - Accredited	Accredited	242816	5	4	57712	1	R2 800.00	R2 520.00	R2 450.00
Change Management - Implementation - Accredited	Accredited	15214	3	5	59201	1	R2 800.00	R2 520.00	R2 450.00
Change Management - Recommend a Change Process - Accredited	Accredited	252021	8	5	59201	3	R6 600.00	R5 940.00	R5 775.00
Coaching and Mentoring	Non Credit Bearing	113909		3		2	R4 400.00	R3 960.00	R3 740.00
Coaching Managers - Accredited	Accredited	252035	8	5	59201	2	R5 000.00	R4 500.00	R4 375.00
Communicating with Confidence	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
Competency Based Interviewing - Accredited	Accredited	12140	9	5	59201	2	R5 000.00	R4 500.00	R4 375.00
Conduct a Disciplinary Hearing	Non Credit Bearing	255514		5		2	R4 400.00	R3 960.00	R3 740.00
Contact Centre Service Excellence	Non Credit Bearing					3	R6 000.00	R5 400.00	R5 100.00
Costing and Pricing Principles - Accredited	Accredited	263455	6	4	66249	2	R5 000.00	R4 500.00	R4 375.00
Customer Service - Managing Complaints	Non Credit Bearing	252210		4		1	R2 200.00	R1 980.00	R1 870.00
Customer Service - Managing Complaints - Accredited	Accredited	252210	4	4	67464	1	R2 800.00	R2 520.00	R2 450.00
Customer Service Excellence	Non Credit Bearing	114974		2		1	R2 200.00	R1 980.00	R1 870.00
Customer Service Excellence - Accredited	Accredited	114974	2	2	49648	1	R2 800.00	R2 520.00	R2 450.00
Customer Service in IsiZulu	Non Credit Bearing					0.5	R1 450.00	R1 305.00	R1 232.50
Customer Service Management - Accredited	Accredited	242829	5	4	57712	2	R5 000.00	R4 500.00	R4 375.00
Dealing with Challenging Customers	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00



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Debtor Management for Credit Controllers	Non Credit Bearing					2	R4 400.00	R3 960.00	R3 740.00
Diversity Management - Accredited	Accredited	252043	6	5	59201	2	R5 000.00	R4 500.00	R4 375.00
EE Awareness	Non Credit Bearing					0.5	R1 450.00	R1 305.00	R1 232.50
Effective Office Administration - Accredited	Accredited	110021 & 110009	10	4	61595	3	R6 600.00	R5 940.00	R5 775.00
Email Writing and Etiquette	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
Emotional Intelligence	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
Emotional Intelligence - Interpersonal Skills	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
Emotional Intelligence - Self-Mastery	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
Emotional Intelligence - Self-Mastery and Interpersonal Skills - Accredited	Accredited	252031	4	5	59201	2	R5 000.00	R4 500.00	R4 375.00
Employment Equity and Skills Development Legislation	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
Employment Equity for Committees	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
Ethics - Implementing a Code of Conduct - Accredited	Accredited	242815	5	4	57712	1	R2 800.00	R2 520.00	R2 450.00
Ethics - Understanding Personal and Organisational Values - Accredited	Accredited	113924	2	2	49648	1	R2 800.00	R2 520.00	R2 450.00
Excel Level 1	Non Credit Bearing					1	R1 450.00	R1 305.00	R1 305.00
Excel Level 2	Non Credit Bearing					1	R1 450.00	R1 305.00	R1 305.00
Excel Level 3	Non Credit Bearing					1	R1 450.00	R1 305.00	R1 305.00
Finance for Non-Financial Managers	Non Credit Bearing	117156		4		2	R4 400.00	R3 960.00	R3 740.00
Finance for Non-Financial Managers - Accredited	Accredited	117156	4	4	66249	2	R5 000.00	R4 500.00	R4 375.00
Fraud Detection and Control - Accredited	Accredited	110026	4	4	61595	1	R2 800.00	R2 520.00	R2 450.00
Goal Setting – Fired up and Focused	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
HIV Awareness	Non Credit Bearing	13915				0.5	R1 450.00	R1 305.00	R1 232.50
HR - Introductory Basics - Accredited	Accredited	119713	4	3	49648	2	R5 000.00	R4 500.00	R4 375.00
Initiating a Disciplinary Enquiry	Non Credit Bearing	11286		5		1	R2 200.00	R1 980.00	R1 870.00
Internal Customer Service	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
Interpersonal Skills	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
Introduction to Computing and Windows	Non Credit Bearing					1	R1 450.00	R1 305.00	R1 305.00
Introduction to MS Office	Non Credit Bearing					1	R1 450.00	R1 305.00	R1 305.00
Introduction to Supply Chain Management	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
Knowledge Management Principles - Accredited	Accredited	252044	6	5	59201	2	R5 000.00	R4 500.00	R4 375.00
Leadership - Motivating and Developing Teams - Accredited	Accredited	242819	10	4	Multiple	3	R6 600.00	R5 940.00	R5 775.00



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Leadership Development Programme	Non Credit Bearing					5	R10 200.00	R9 180.00	R8 670.00
Leadership the Right Way - Accredited	Accredited	242824	12	4	57712	3	R6 600.00	R5 940.00	R5 775.00
Manage and Improve Communication Processes - Accredited	Accredited	264408	3	6	59201	1	R2 800.00	R2 520.00	R2 450.00
Management - Create an Innovative Environment - Accredited	Accredited	252020	6	5	59201	2	R5 000.00	R4 500.00	R4 375.00
Management - Evaluation of Operations vs Best Practice - Accredited	Accredited	252024	4	5	59201	1	R2 800.00	R2 520.00	R2 450.00
Management - Strategically Build Relationships - Accredited	Accredited	252027	6	5	59201	2	R5 000.00	R4 500.00	R4 375.00
Management by Objective - Accredited	Accredited	242822	10	4	57712	3	R6 600.00	R5 940.00	R5 775.00
Managers' Development Programme	Non Credit Bearing	252031		5		3	R6 000.00	R5 400.00	R5 100.00
Managing Career Progression Through Skills Development - Accredited	Accredited	252029	8	5	59201	3	R6 600.00	R5 940.00	R5 775.00
Managing Conflict - Accredited	Accredited	114226	8	5	59201	3	R6 600.00	R5 940.00	R5 775.00
Managing Effectively - Accredited	Accredited	14667	10	4	83946	3	R6 600.00	R5 940.00	R5 775.00
Minute Taking	Non Credit Bearing	13934		3		1	R2 200.00	R1 980.00	R1 870.00
Minute Taking - Accredited	Accredited	13934	4	3	49648	1	R2 800.00	R2 520.00	R2 450.00
Negotiation Skills - Accredited	Accredited	13948	5	4	66249	2	R5 000.00	R4 500.00	R4 375.00
Operations Planning Development and Implementation - Accredited	Accredited	252032	8	5	59201	3	R6 600.00	R5 940.00	R5 775.00
Outlook Level 1	Non Credit Bearing					1	R1 450.00	R1 305.00	R1 305.00
Outlook Level 2	Non Credit Bearing					1	R1 450.00	R1 305.00	R1 305.00
PA and Executive Secretary Skills - Accredited	Accredited	110021 & 13929	10	4	61595	3	R6 600.00	R5 940.00	R5 775.00
Performance Management - Accredited	Accredited	11473	8	4	57712	2	R5 000.00	R4 500.00	R4 375.00
Performance Management (NQF5) - Accredited	Accredited	252034	8	5	59201	3	R6 600.00	R5 940.00	R5 775.00
Personal Budgeting In Isizulu	Non Credit Bearing					0.5	R1 450.00	R1 305.00	R1 232.50
PowerPoint Level 1	Non Credit Bearing					1	R1 450.00	R1 305.00	R1 305.00
PowerPoint Level 2	Non Credit Bearing					1	R1 450.00	R1 305.00	R1 305.00
Problem Solving and Decision Making - Accredited	Accredited	242817	8	4	57712	2	R5 000.00	R4 500.00	R4 375.00
Procurement Fundamentals	Non Credit Bearing	243821		5		2	R4 400.00	R3 960.00	R3 740.00
Project Management Essentials	Non Credit Bearing	120372		4		2	R4 400.00	R3 960.00	R3 740.00
Project Management Essentials - Accredited	Accredited	120372	5	4	50080	3	R6 600.00	R5 940.00	R5 775.00
Quality Management - Accredited	Accredited	120383	6	3	50080	2	R5 000.00	R4 500.00	R4 375.00
Reception - The Amazing Receptionist	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
Receptionist - Front Office and Telephone Techniques - Accredited	Accredited	13928 & 7790	7	3	61595	2	R5 000.00	R4 500.00	R4 375.00



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Report Writing - Accredited	Accredited	110023	6	4	61595	1	R2 800.00	R2 520.00	R2 450.00
Retail Selling Skills	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
Risk Management - Accredited	Accredited	252025	8	5	59201	3	R6 600.00	R5 940.00	R5 775.00
Sales - Seal the Deal	Non Credit Bearing	10047		5		1	R2 200.00	R1 980.00	R1 870.00
Sales - Seal the Deal - Accredited	Accredited	10047	5	5	59201	2	R5 000.00	R4 500.00	R4 375.00
Sales - The FABs of Products and Services	Non Credit Bearing	252196		4		1	R2 200.00	R1 980.00	R1 870.00
Sales - The FABs of Products and Services - Accredited	Accredited	252196	4	4	67464	1	R2 800.00	R2 520.00	R2 450.00
Sales - Your Product vs The Competition	Non Credit Bearing	252211		4		2	R4 400.00	R3 960.00	R3 740.00
Self-Mastery	Non Credit Bearing					2	R4 400.00	R3 960.00	R3 740.00
Stock and Fixed Asset Management - Accredited	Accredited	13945	2	4	Multiple	1	R2 800.00	R2 520.00	R2 450.00
Stores and Stock Control	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
Supervisory Management - Accredited	Accredited	13912	5	3	Multiple	2	R5 000.00	R4 500.00	R4 375.00
Supervisory Skills	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
Team Leader - Accredited	Accredited	242821	6	4	57712	2	R5 000.00	R4 500.00	R4 375.00
Team Leader Fundamentals	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
Telephone Techniques	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
Telephone Techniques - Accredited	Accredited	7790	3	3	61595	1	R2 800.00	R2 520.00	R2 450.00
The Amazing Receptionist	Non Credit Bearing					1	R2 200.00	R1 980.00	R1 870.00
Time and Stress Management	Non Credit Bearing	15234		5		1	R2 200.00	R1 980.00	R1 870.00
Time Management - Accredited	Accredited	15234	4	5	61595	2	R5 000.00	R4 500.00	R4 375.00
Time Management - Planning and Prioritising for Teams - Accredited	Accredited	242811	5	4	57712	2	R5 000.00	R4 500.00	R4 375.00
Topical Presentation	Non Credit Bearing					0.5	R1 450.00	R1 305.00	R1 232.50
Train The Trainer	Non Credit Bearing	117871		5		3	R6 000.00	R5 400.00	R5 100.00
Word Level 1	Non Credit Bearing					1	R1 450.00	R1 305.00	R1 305.00
Word Level 2	Non Credit Bearing					1	R1 450.00	R1 305.00	R1 305.00
Word Level 3	Non Credit Bearing					1	R1 450.00	R1 305.00	R1 305.00
Zulu - Conversational isiZulu	Non Credit Bearing					8 x 2 Hrs	R2 400.00	R2 160.00	R2 160.00