



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The Skills Programme, Business Unit Management, at an NQF level 4, is unit standard aligned. It is aimed at managers and supervisors of teams who need a deeper understanding of budgeting and monitoring customer service levels.

The programme covers the key concepts in managing a budget and expenditure for an organisation, work unit or department, including revenue, internal and external constraints on a budget and monitoring expenditure according to Standard Operating Procedures.

Delegates will gain skills needed to monitor the level of service between a business unit and its internal and external customers, measure customer satisfaction and recommend corrective action.

Target Audience

The skills programme is aimed primarily at junior managers, supervisors and team leaders who require a better understanding of managing a budget and monitoring customer service, within a business unit.

Any manager responsible for a team meeting goals that contribute to overall company success, will benefit from this programme.

Entry Requirements

- Competence in Communication at NQF level 3.
- Competence in Mathematical Literacy at NQF level 3.

Additional Requirements

- Access to workplace activities.
- Access to a workplace mentor.
- Access to a PC, software and the internet where online learning is required.

Management & Leadership

Business Unit Management

SERVICES SETA Statement of Results

SP ID:	SP SIY073-1
NQF Level:	4
Credits:	11

Course Delivery & Assessment

We use a blend of inclass and virtual interactive learning, workplace learning, coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all sessions.
- Complete practical workplace experiential learning and assignments.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Business Unit Management, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the programme, you will be able to:

- Explain the concept of budgeting pertinent to an area of responsibility.
- Determine the elements of a budget relevant to an area of responsibility.
- Monitor and control actual expenses and revenue against a projected budget.
- Identify internal and external customers.
- Explain standards of customer service expected by the organisation.
- Measure customer satisfaction on an ongoing basis.
- Recommend corrective action.





Course Content

SP: Business Unit Management
Accreditation Body: SERVICES SETA

| Programme ID: SP SIY073-1
| NQF Level: 4 | Credits: 11

Unit Standard 242810: Manage Expenditure Against a Budget

- Explain the concept of budgeting pertinent to an area of responsibility
- Determine the elements of a budget in an area of responsibility
- Monitor and control actual expenses against a budget

Unit Standard 242829: Monitor the Level of Service to a Range of Customers

- Identify internal and external customers, where applicable
- Explain standards of customer service expected by the organisation
- Measure customer satisfaction on an ongoing basis
- Recommend corrective action



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