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CRITICAL CROSS-FIELD OUTCOMES.

The achievement of this qualification means that the learner will be able to:

1. Identify and solve problems and make responsible ethical decisions within own limit of authority.
2. Work effectively with others as a member of a team, group, organisation or community.
3. Organise and manage oneself and one's activities responsibly and effectively.
4. Collect, organise and critically evaluate information.
5. Communicate effectively using visual, mathematics and language skills in the modes of oral and/or written presentations.
6. Demonstrate an understanding of the world as a set of related systems.
7. Be culturally and aesthetically sensitive across a range of social contexts in managing and interacting with diverse people in the workplace.

DEVELOPMENTAL OUTCOMES.

The achievement of this qualification means that the learner will be able to:

1. Reflect on and explore a variety of strategies to learn more effectively.
2. Participate as responsible citizens in the life of local, national and global communities.
3. Be culturally and aesthetically sensitive across a range of social contexts.
4. Explore education and career opportunities.
5. Develop entrepreneurial opportunities.



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FUNDAMENTALS OF BUSINESS ENGLISH.

TEXTBOOK: LANGUAGE: BUSINESS STUDIES HANDS-ON TRAINING 4: FUTURE MANAGERS

Specific Outcomes	Assessment Criteria	Details	Textbook
Accommodate audience and context needs in oral communication.	<p>The forms of oral communication that are common in a business context are identified.</p> <p>The advantages and disadvantages of oral communication are discussed: Range: one-to-one; small group; group; public; mass.</p> <p>Complex directions and instructions are given and followed.</p> <p>Negotiation skills are used to reach consensus: Range: negotiation; mediation; consultation; counselling; conflicts; disputes.</p> <p>A speaker is effectively introduced and a vote of thanks is offered.</p> <p>The kinds of interviews that might be conducted in a business setting are identified.</p> <p>Interviewing skills are applied.</p> <p>An understanding is demonstrated of the importance, use and techniques of effective telephonic communication in business: Range: advantages; disadvantages; messages; company policies.</p> <p>Effective listening skills are identified and used.</p> <p>Potential barriers to effective listening are identified and suggestions are made as to how to overcome these barriers.</p> <p>Effective introductions and conclusions are prepared.</p> <p>Appropriate visual, audio and audio-visual aids are identified and incorporated into preparation of oral presentations: Range: charts, posters, photographs, slides, electronic media, images,</p>	<p>The communication process.</p> <p>Communication barriers.</p> <p>Cultural differences.</p> <p>Pronunciation, accent, diction, dialect.</p> <p>Conflict and conflict resolution.</p> <p>Formal speech.</p> <p>Non-verbal aspects.</p> <p>Speaking techniques.</p> <p>Body language.</p> <p>Listening skills.</p> <p>Directions, instructions and demonstrations.</p> <p>Persuasive language.</p>	Module 1



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Specific Outcomes	Assessment Criteria	Details	Textbook
	<p>music sound and electronic media.</p> <p>Appropriate language varieties, styles and registers are evaluated and used to suit purpose, audience and context: Range: welcome; toasts; introductions; explanations; instructions; entertainment; farewells.</p> <p>A range of persuasive techniques is identified and used.</p> <p>Arguments and assumptions are evaluated, and a distinction is made between facts and opinions. Inferences and judgements are made and motivated with evidence.</p> <p>The effects of language forms such as technical language and jargon are recognised and evaluated.</p> <p>Subtle emotive and manipulative language, bias, prejudice and stereotyping such as in propaganda and advertising are recognised and challenged.</p>		
Write and present for a wide range of purposes and audiences using conventions and formats appropriate to a business context.	<p>Planning skills for writing for a specific purpose, audience, and context are demonstrated by.</p> <ul style="list-style-type: none"> explaining the requirements of advanced tasks. identifying the target audience and the specific purpose such as narrating, entertaining, persuading, arguing, explaining, informing, analysing, describing, manipulating. identifying and explaining types of texts to be produced such as imaginative, informational, creative, transactional, multi-media. 	<p>Employment correspondence.</p> <p>Meeting documentation.</p> <p>Correspondence in the workplace</p>	<p>Modules 2, 3, 4 and 5</p>



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Specific Outcomes	Assessment Criteria	Details	Textbook
	<ul style="list-style-type: none"> deciding on and applying the appropriate style, point of view and format of texts effectively. Range: correspondence; reports; email; fax; memorandum; meeting documentation. researching complex topics from a wide variety of sources and record findings accurately. Range: internet; company information; libraries; magazines; professional bodies; newspapers; documentary sources. locating, accessing, selecting, organising and integrating relevant data independently from a wide variety of sources. Range: surveys; observation; interviews. converting a wide range of information from one form to another, such as from graphs to prose form. developing coherent ideas and organising these by using techniques such as mind-maps, diagrams, lists of key words, flow-charts. <p>The use of advanced writing strategies and techniques for first drafts is demonstrated by:</p> <ul style="list-style-type: none"> using main and supporting ideas effectively from the planning process. experimenting with form and style for creative purposes. using a wide variety of sentence types, lengths and structures effectively. employing and experimenting with paragraph conventions to ensure coherence 		



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Specific Outcomes	Assessment Criteria	Details	Textbook
	<p>using topic sentences, introduction and conclusion, logical progression of paragraphs, cause and effect, comparison and contrast.</p> <ul style="list-style-type: none"> • using logical connectors such as conjunctions, pronouns, adverbs and prepositions to ensure cohesion. • using set criteria for overall evaluation of own and others' writing which leads to improvement. • analysing overall structure for improvement of coherence and cohesion. • evaluating whether content, style, register and effects are appropriate to purpose, audience and context. • refining word choice and sentence and paragraph structure, and eliminating ambiguity, verbosity, redundancy, slang, offensive language, unnecessary jargon and malapropisms. • when refining, demonstrating sensitivity to human rights, social, cultural, environmental and ethical issues such as gender, race, disability, age, status, poverty, lifestyle, ethnic origin, religion, HIV/AIDS and other diseases and globalisation. • preparing texts for final draft by proofreading and editing. • presenting final draft. 		
Read and view for understanding and to evaluate critically and respond to a wide range of texts.	Various reading and viewing strategies for comprehension and appreciation are demonstrated by:	Reading strategies, textual features, visual literacy	Modules 2 and 7



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Specific Outcomes	Assessment Criteria	Details	Textbook
	<ul style="list-style-type: none"> asking questions to make predictions. skimming texts to identify main ideas by reading titles, introductions, first paragraphs and introductory sentences of paragraphs. scanning texts for supporting details of main ideas in paragraphs. read/viewing attentively according to purpose and task. summarising main and supporting ideas in paragraph and/or point form. inferring the meaning of unfamiliar words or images in a wide range of contexts by using knowledge of grammar, word-attack skills, contextual clues, sound, colour, design and placement, and by using the senses. rereading, reviewing and revising to promote understanding. <p>The meaning of a wide range of written, visual, audio, and audio-visual texts is evaluated by:</p> <ul style="list-style-type: none"> finding relevant information and detail in texts. analysing how selections and omissions in texts shape their meanings. distinguishing between fact and opinion, and motivating own response. interpreting and evaluating a wide range of graphic texts. 		
Use language structures and conventions appropriately and effectively.	The meanings of words is identified and explained and these words are correctly used in a wide range of texts. Structurally sound sentences are used in a	Spelling patterns, rules and conventions; common abbreviations, acronyms; roots, prefixes, suffixes; gender, plurals, diminutives; comparative and superlative degrees of adjectives and adverbs; commonly confused	All modules. Module 8



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Specific Outcomes	Assessment Criteria	Details	Textbook
	meaningful and functional manner in texts.	homophones and homonyms; synonyms, antonyms, one word for a phrase. Parts of speech such as nouns, verbs, pronouns and adverbs; verb tenses and verb forms; subject, object, predicate; simple, compound, complex sentences; conjunctions, pronouns; active and passive voice; direct and indirect speech; negative forms; concord; punctuation.	



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FUNDAMENTALS OF BUSINESS MATHEMATICS.

TEXTBOOK: MATHEMATICAL LITERACY NQF LEVEL 4: MACMILLAN. Note. References to the textbook must not be interpreted as meaning that the subject is compartmentalised. Questions may be set combining different aspects of the syllabus.

Specific Outcomes	Assessment Criteria	Details	Textbook
Use knowledge of numbers and their relationships to investigate a range of different contexts which include financial aspects of personal, business and national issues.	<p>Problem-solving and calculation skills are correctly applied to situations and problems. Calculated answers are correctly and appropriately related to the problem situation by:</p> <ul style="list-style-type: none"> interpreting calculated answers logically in relation to the problem and communicating processes and results. reworking a problem if the first answer is not sensible or if the initial conditions change; <p>A wide variety of financial situations are mathematically analysed and critically interpreted.</p>	<p>Decimal numbers, fractions, percentages. Rounding off numbers, significant digits. Value Added Tax (VAT). Units of length, area, volume temperature.</p>	<p>Topic 1. Also dealt with throughout the textbook.</p>
Recognise, interpret, describe and represent various functional relationships to solve problems in real and simulated contexts.	<p>Numerical data and formulae are used in a variety of real-life situations. Graphs are drawn as required by the situations and problems being investigated. Tables and graphs in the media are critically interpreted.</p>	<p>Patterns, tables and graphs. Direct and inverse proportion. Simple and compound interest; compound increase and decrease; costs and revenue.. Graphs on Cartesian axes (dependent and independent variables); more than one graph on a system of axes.</p>	<p>Topic 2. Notes and examples of Simple and Compound Interest will be available from the Institute as from January 2011.</p>
Use knowledge of numbers and their relationships to investigate a range of different contexts which include personal financial aspects.	<p>A variety of financial situations are mathematically analysed and critically interpreted.</p>	<p>Personal and business finances; taxation, pension and medical deductions, PAYE.</p>	<p>Topic 3.</p>
Measure using appropriate instruments, to estimate and calculate physical quantities, and to interpret, describe and represent properties of and	<p>Problems in 2-dimensional and 3-dimensional contexts are solved by:</p> <ul style="list-style-type: none"> estimating, measuring and calculating (e.g. regular shapes, irregular shapes and natural objects) values. 	<p>Lengths and distances, perimeters and areas of polygons, volumes of right prisms, right circular cylinders, cones and spheres, surface areas of right prisms, right circular cylinders, cones and spheres, angle sizes (0°-</p>	<p>Topic 4.</p>



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Specific Outcomes	Assessment Criteria	Details	Textbook
relationships between 2-dimensional shapes and 3-dimensional objects in a variety of orientations and positions.	<ul style="list-style-type: none"> making adjustments to calculated values to accommodate measurement errors and inaccuracies due to rounding. <p>Conversions of units of measurement are done between different scales and systems as required in dealing with problems.</p>	360°). Metric and Imperial systems.	
Collect, summarise, display and analyse data and apply knowledge of statistics and probability to communicate, justify, predict and critically interrogate findings and draw conclusions.	<p>Problems on issues such as those related to social, environmental and political factors, people’s opinions, or human rights and inclusivity are investigated by:</p> <ul style="list-style-type: none"> using appropriate statistical methods; collecting data. comparing data from different sources and samples. <p>Methods are appropriately chosen to summarise and display data in statistical charts and graphs..</p> <ul style="list-style-type: none"> describe trends (e.g. a positive linear association). compare different sets of data are compared by calculating and using measures of central tendency and spread. <p>Data, statistics and probability values are represented and critically analysed in order to draw conclusions on problems investigated and to predict trends.</p> <ul style="list-style-type: none"> Probability values are used in making predictions of outcomes in the context of games and real-life situations. Statistically-based arguments are critically evaluated. Dependent and independent events. <p>The use and misuse of statistics in society is described, and well-justified recommendations are made.</p>	<p>Statistics. Mean; median; mode; quartiles; percentiles. Probability.</p>	Topic 5.



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**FUNDAMENTALS OF GOVERNANCE.
TEXTBOOK: IBS COURSE NOTES**

Specific Outcome	Assessment Criteria	Details	Textbook
Demonstrate an understanding of corporate governance.	A definition of governance is provided and its basic principles are discussed.	Government vs governance. Participation. Rule of law. Accountability. Transparency. Equity. Responsiveness.	Module 1. Lesson 1
Demonstrate an understanding of the sources and history of South African Law. Demonstrate an understanding of the various aspects of common law.	An understanding of the sources and history of South African Law is demonstrated.	The criteria of just laws. Sources of law in South Africa. The main divisions of the law. Basic legislative concepts. The structure of the courts in South Africa.	Module 1 Lessons 2, 3 and 4
Demonstrate a basic understanding of company law and codes of governance.	A basic understanding of company law is demonstrated.	How a registered company is structured e.g. CEO, Board, committees, shareholders, stakeholders.	Module 1. Lesson 5
	Codes of governance are identified.	The seven fundamental characteristics of good corporate governance (King II Code). Brief overview of the 9 Chapters of the King III Code of Governance.	Module 1. Lesson 5.
Demonstrate and apply contemporary knowledge and skills to fulfil a variety of business roles.	The framework of professional values, ethics and attitudes for exercising professional judgement and acting in an ethical manner, that is in the best interests of society is discussed.	Integrity. Objectivity. Professional competence. Due care. Confidentiality. Accountability.	Module 1. Lesson 6
	The consequences of unethical behaviour to the individual, the profession and society are described.	Ethical dilemmas and conflicts of interest.	Module 1. Lesson 6
Demonstrate an understanding of risk management as an essential part of the governance of a business	A basic understanding of risk management as an essential part of the governance of a business organisation is demonstrated.	The concepts risk and risk management. A process for risk identification. Risk statements and risk profiles.	Module 2. Lessons 1 - 6

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Specific Outcome	Assessment Criteria	Details	Textbook
organisation.		Approaches to risk control. The relationship between risk and legislation. Types of liability.	




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FUNDAMENTALS OF ACCOUNTING.

TEXTBOOK: FUNDAMENTALS OF ACCOUNTING: EDGE PUBLISHING. The textbook does not follow the order of the syllabus described below.

Specific Outcome	Assessment Criteria	Details	Textbook
Demonstrate knowledge, understanding and the application of financial information according to generally accepted accounting practice and concepts. Range: Companies, Close Corporations.	<ul style="list-style-type: none"> • Within the context of the accounting cycle, the unique information for a company and close corporation is recorded manually and/or by using an accounting package. • The effect of transactions on the accounting equation for close corporations and companies is recorded. • Reconciliations for bank, debtors and creditors are analysed and interpreted. • Final accounts and financial statements of close corporations and companies are prepared, analysed and interpreted. • Published financial statements and audit reports of companies are analysed. • The principles of VAT are applied in different situations. 		Modules 1 – 6. VAT is tangentially addressed. It is addressed fully in the Introduction to accounting course
Demonstrate knowledge and understanding of managerial accounting as well as the application thereof	<ul style="list-style-type: none"> • Cost information for a manufacturing enterprise is prepared, presented, analysed and reported on by compiling a production cost statement. • A projected income statement and cash budget for a sole trader (and also in a manufacturing environment) is prepared, analysed and interpreted. 		Modules 7- 9
Demonstrate knowledge and an understanding of the use of different financial and managerial control tools and strategies to manage resources in a responsible manner.	<ul style="list-style-type: none"> • Asset disposal is interpreted and reported on. • Inventories are validated with specific reference to manufacturing enterprises. • Disciplinary and punitive measures to be 		Module 10. Module 11.

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Specific Outcome	Assessment Criteria	Details	Textbook
	<p>applied for non-compliance to the code of ethics and the role of professional bodies are discussed.</p> <ul style="list-style-type: none"> Internal control and internal audit processes are applied in a business environment. 		



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FUNDAMENTALS OF OFFICE ADMINISTRATION.

TEXTBOOK: OFFICE PRACTICE HANDS-ON TRAINING 4: FUTURE MANAGERS

Specific Outcomes	Assessment Criteria	Details	Textbook
Create Business Reports.	Business reports are created.	The purpose, form and content of reports. Information sources and organisational procedures for creating business reports. Compilation of reports. Reporting deadlines. Distribution of reports all stakeholders in accordance with organisational and legal procedures	Module 1
Manage information systems.	An understanding of the administrative systems, policies and procedures required in an organisation, is demonstrated.	Administrative system: client-filing systems; staff administrative systems; business systems: quality management systems; information technology. The elements and usage of each system in relation to company and legal requirements. Resources such as staff, information technology, office space and management requirements for the development of these administrative systems. Development of administrative systems and accompanying policies and procedures in accordance with the organisational and legal requirements. Development of systems to keep administrative information at the required level of confidentiality.	Module 3
	Data management systems are assessed, established, and maintained to ensure organised electronic and paper records for the workplace.	Why companies record and keep information. Structure, components, equipment, and supplies required for electronic and paper filing systems. Procedures for opening, closing, and retaining files appropriate to the workplace. Appropriate storage and retrieval methods for electronic and paper records. Compliance with statutes and regulations governing the privacy of information and retention of records. Schedule for retention and disposal of data.	Module 3



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Specific Outcomes	Assessment Criteria	Details	Textbook
Ensure customer satisfaction.	An understanding of customer service is demonstrated.	Basic understanding of financial statements. Interpersonal skills required for good customer service. Methods used to monitor staff-customer relations. The nature of the organisation and its services, products, and promotion. Handling complaints. Means of improving customer satisfaction.	Module 4