







STADIO



ONLINE SHORT LEARNING PROGRAMME BUSINESS ETIQUETTE

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EDUCATION

COURSE INFORMATION:

-  **Minimum duration:** Self-study within 2 weeks. Minimum focused learning time required: approximately 24 hours.
-  **Minimum credits:** Certificate of Completion
-  **Complexity level:** This Online SLP provides a coherent, quality learning experience with predetermined learning outcomes and objectives. The course is non-credit bearing, not registered with the South African Qualifications Authority (SAQA), and does not lead to a qualification or part-qualification registered on the National Quality Framework (NQF). At the same time, successful completion of the Online SLP can be included in your portfolio of evidence for Recognition of Prior Learning (RPL) consideration for access to a full qualification.
-  **Mode:** Unassisted Online Learning
-  **Fees:** R800
-  **Language:** English

COURSE OVERVIEW:

Equip yourself with skills in business etiquette. Discover how your conduct in the workplace can have a personal impact on customers and leave them with an impression of the company. Learn how to handle fixed lines, cell phones, video/ conference calling, noise pollution, desk space, attendance at work functions, tardiness and courtesy notifications, as well as the use of social media and common office spaces. This Online SLP is ideal for any person that wants to learn more about business etiquette and professionalism in the workplace.

There are no entry requirements for this Online SLP. However, it is recommended that the applicant has achieved English language competence at a level that is equivalent to Grade 12.

Earn your Certificate of Completion and add the following to your CV:

"Successfully completed the STADIO Online Short Learning Programme: Business Etiquette"

SYSTEM REQUIREMENTS:

Chrome browser • A desktop / laptop computer (this product is not mobile-friendly) • A reliable internet connection with continuous access and a minimum speed of 4MB (this product is not available offline)

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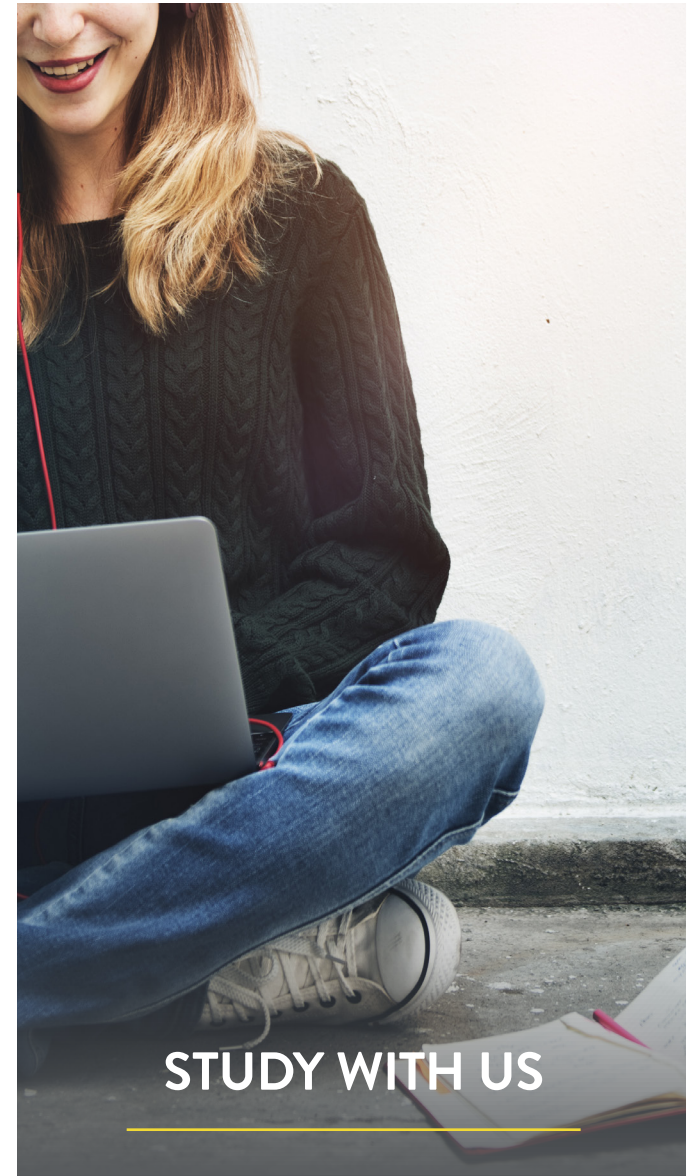
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HIGHER EDUCATION**

COURSE CURRICULUM:

At the end of this Online SLP, you should be able to:

- Define tone, register, pronunciation, enunciation and professional language
- Explain the importance of telephone etiquette in the workplace
- Distinguish between good practice and bad practice when making and receiving telephone calls
- Apply knowledge on the following topics to hypothetical scenarios: personal cell phone etiquette in the workplace; using company telephones and Internet connectivity; accessing social media sites at work; using kitchens and social areas at work; noise pollution at work; desk space etiquette; work functions; tardiness; and courtesy notifications
- Explain how superiors and subordinates should be addressed in the workplace

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STUDY WITH US