



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Manage Business Operations Training

Business, Commerce and Management Studies / Generic Management

Unit Standard 119668 · NQF Level 2 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the skills to manage business operations effectively, including planning, organizing, leading, and controlling resources to achieve organizational objectives. Participants will learn to apply operational strategies, monitor performance, and implement improvements to enhance efficiency and productivity.

Category	Business, Commerce and Management Studies
Subfield	Generic Management
Unit Standard	119668
Accreditation	SAQA Accredited · NQF Level 2 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply principles of business operations management to plan and organize resources.
- Analyze operational processes to identify areas for improvement and implement corrective actions.
- Evaluate performance metrics and use data to make informed operational decisions.
- Demonstrate leadership in coordinating teams and resources to achieve operational goals.
- Implement quality management techniques to ensure consistent service or product delivery.
- Design operational plans that align with strategic objectives and comply with relevant regulations.

WHO SHOULD ATTEND

- This course is designed for managers, team leaders, supervisors, and aspiring business professionals who are responsible for overseeing day-to-day operations and driving operational excellence within their organizations.

COURSE OUTLINE

Day 1: Introduction to Business Operations Management

- Definition and scope of business operations management.
- Overview of operational processes: input, transformation, output.
- The operations management cycle: planning, organising, leading, controlling.
- Alignment of operations with business strategy.
- Introduction to SAQA unit standard 119668.
- Legal and regulatory considerations in operations.
- Case study: successful operations management in a South African context.

Day 2: Operational Planning and Resource Allocation

- Strategic vs. operational planning.
- Setting operational objectives and key performance indicators (KPIs).
- Capacity planning and resource allocation methods.
- Supply chain fundamentals: procurement, inventory, logistics.
- Demand forecasting techniques.
- Budgeting for operations: fixed and variable costs.
- Practical exercise: develop an operational plan for a given scenario.

Day 3: Process Improvement and Quality Management

- Process mapping: flowcharts, swimlane diagrams.
- Introduction to Lean operations: value stream mapping.
- Six Sigma basics: DMAIC methodology.
- Quality management systems: ISO 9001 principles.
- Tools for quality: control charts, Pareto analysis, cause-and-effect diagrams.
- Continuous improvement culture and employee involvement.
- Workshop: map and improve a sample process.

Day 4: Operational Risk Management and Compliance

- Risk identification and assessment techniques (e.g., SWOT, FMEA).
- Risk mitigation: prevention, reduction, transfer, acceptance.
- Business continuity and disaster recovery planning.
- Occupational Health and Safety Act (OHSA) requirements.
- Environmental management in operations.
- Compliance monitoring and reporting.
- Case study: managing operational risk in a manufacturing setting.

Day 5: Performance Measurement, Integration, and Assessment

- Key performance indicators (KPIs) and balanced scorecards.
- Data collection, analysis, and reporting.
- Operational audits and reviews.
- Integrating planning, quality, risk, and compliance.
- Review of course content and Q&A.
- Preparation for unit standard assessment.
- Assessment activities: knowledge test and practical application.
- Action planning for continuous improvement back on the job.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **8 NQF credits** at **NQF Level 2**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 23,000.00	R 23,000.00
1	In-House	R 29,900.00	R 29,900.00
1	On-Campus (Pretoria)	R 34,500.00	R 34,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Pretoria, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 119668) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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