



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

Business Information Flow Control

Services / Wholesale and Retail

Unit Standard 254595 · NQF Level 4 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the skills to control the flow of information within a business unit, ensuring accuracy, security, and efficiency. Participants will learn to design information management systems, implement controls, and evaluate information flow to support decision-making and compliance.

Category	Services
Subfield	Wholesale and Retail
Unit Standard	254595
Accreditation	SAQA Accredited · NQF Level 4 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Analyze the information needs of a business unit to determine appropriate flow controls.
- Design a system to control the flow of information within a business unit.
- Implement procedures to manage the storage, retrieval, and distribution of information.
- Evaluate the effectiveness of information flow controls and recommend improvements.
- Apply relevant legislation and organisational policies to information management.
- Demonstrate the ability to monitor and report on information flow in a business unit.

WHO SHOULD ATTEND

- This course is designed for supervisors, team leaders, and managers responsible for managing information in a business unit.
- It is also suitable for administrative professionals seeking to enhance their information management skills.

COURSE OUTLINE

Day 1: Foundations of Business Information Flow

- Introduction to business information flow: definition, examples, and value.
- Components of information systems: data, hardware, software, procedures, and people.
- Information flow control principles: confidentiality, integrity, availability.
- Common information flow issues: bottlenecks, redundancy, and security risks.
- Overview of regulatory frameworks (e.g., POPIA, King IV) relevant to information flow.

Day 2: Mapping and Analysing Information Flows

- Process mapping techniques: flowcharts, swimlane diagrams, and data flow diagrams.
- Steps to map an information flow: scope, inputs, outputs, decision points.
- Analysis methods: gap analysis, bottleneck identification, and risk assessment.
- Case study: mapping a typical procurement or order-to-cash process.
- Tools for documentation: spreadsheets, diagramming software, and templates.

Day 3: Designing Controls for Information Flow

- Types of controls: preventive (access controls), detective (audit logs), corrective (backups).
- Segregation of duties: concept and application in information flow.
- Designing authorisation matrices and approval workflows.
- Policy development: data classification, retention, and disposal.
- Practical exercise: create a control matrix for a sample process.

Day 4: Technology and Automation in Information Flow Control

- Workflow automation tools: examples (e.g., Microsoft Power Automate, SAP BPM).
- Setting up approval workflows with conditional routing.
- Monitoring and logging: dashboards, alerts, and exception reports.
- Integration basics: APIs, middleware, and data transformation.
- Security considerations: encryption, authentication, and access tokens.

Day 5: Implementation, Audit, and Continuous Improvement

- Implementation roadmap: stakeholder engagement, change management, training.
- Auditing information flows: checklists, sampling, and reporting.
- Key performance indicators (KPIs) for information flow efficiency.
- Continuous improvement: PDCA cycle, root cause analysis, and feedback loops.
- Final group presentation: case study solution and recommendations.

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 4**.

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
03 Aug 2026	07 Aug 2026	On-Campus	Pretoria, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Dubai, UAE
03 Aug 2026	07 Aug 2026	On-Campus	Cape Town, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Mauritius
03 Aug 2026	07 Aug 2026	On-Campus	Johannesburg, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, 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 254595) 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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