



## Accredited Africa Training Institute for Capacity Development

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

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: [apply@aatikd.co.za](mailto:apply@aatikd.co.za) · Website: [www.aatikd.co.za](http://www.aatikd.co.za)

### COURSE BROCHURE

# Business Applications and Systems Fundamentals

Physical, Mathematical, Computer and Life Sciences / Information Technology and Computer Sciences

Unit Standard 258837 · NQF Level 5 · 10 Credits · 7 Days

## COURSE OVERVIEW

This course provides a foundational understanding of business applications and systems, enabling learners to identify, describe, and apply key concepts in a corporate environment. Participants will gain the knowledge to support business processes through the effective use of common software applications and information systems.

|                 |                                                    |
|-----------------|----------------------------------------------------|
| Category        | Physical, Mathematical, Computer and Life Sciences |
| Subfield        | Information Technology and Computer Sciences       |
| Unit Standard   | 258837                                             |
| Accreditation   | SAQA Accredited · NQF Level 5 · 10 Credits         |
| Duration        | 7 days                                             |
| Training Method | Online, On-Campus, In-House                        |
| Certificate     | Issued via AATICD LMS – verifiable online          |

## LEARNING OUTCOMES

- Demonstrate an understanding of the role and types of business applications and systems in an organisation.
- Identify and describe the components and functions of common business applications such as word processors, spreadsheets, and databases.
- Apply basic principles of information systems to support business processes and decision-making.
- Explain the relationship between business applications and organisational goals.
- Evaluate the impact of business systems on productivity and efficiency.
- Demonstrate awareness of security and ethical considerations when using business applications.

## WHO SHOULD ATTEND

- This course is ideal for entry-level employees, administrative staff, and professionals seeking to enhance their digital literacy and understanding of business systems in a corporate setting.

## COURSE OUTLINE

### Day 1: Introduction to Business Applications and Systems

- Overview of business applications and systems
- Categories of business software (ERP, CRM, SCM, etc.)
- Basic system components: hardware, software, data, procedures, people
- Introduction to the system development lifecycle (SDLC)
- Business process mapping fundamentals
- Case study: A typical business system in action

### Day 2: Business Process Modelling and Analysis

- Business process modelling notation (BPMN)
- Flowcharting and swimlane diagrams
- Identifying bottlenecks and redundancies
- Requirements gathering techniques (interviews, surveys, observation)
- Process improvement frameworks (Lean, Six Sigma basics)
- Practical exercise: Model a simple business process

### Day 3: Enterprise Resource Planning (ERP) Systems

- Overview of ERP: history and evolution
- Core ERP modules: finance, HR, supply chain, manufacturing
- Integration of data across departments
- ERP implementation lifecycle
- Common pitfalls and success factors
- Case study: ERP in a manufacturing firm

### Day 4: Customer Relationship Management (CRM) Systems

- CRM fundamentals and benefits
- Operational, analytical, and collaborative CRM
- Sales force automation, marketing automation, service desk
- Data management and customer analytics
- CRM implementation best practices
- Practical exercise: Configure a sample CRM workflow

### Day 5: Supply Chain Management (SCM) and Business Intelligence (BI)

- SCM overview: planning, sourcing, manufacturing, delivery
- Inventory management and demand forecasting
- Introduction to business intelligence and analytics
- Data warehouses, dashboards, and KPIs
- BI tools: reporting, OLAP, data mining
- Case study: BI in supply chain optimisation

### Day 6: System Security, Ethics, and Governance

- Information security principles: confidentiality, integrity, availability
- Threats: malware, phishing, insider threats, data breaches
- Security measures: firewalls, encryption, access controls
- Ethics in IT: privacy, intellectual property, professional conduct
- IT governance frameworks (COBIT, ITIL basics)

- Practical exercise: Draft a security policy section

#### Day 7: System Integration, Emerging Trends, and Capstone

- System integration approaches (API, middleware, ESB)
- Cloud computing models (SaaS, PaaS, IaaS)
- Artificial intelligence and machine learning in business
- Internet of Things (IoT) and smart systems
- Digital transformation strategy
- Capstone exercise: Propose a business system solution

## 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 **10 NQF credits** at **NQF Level 5**.

## PRICING (PER DELEGATE, EX-VAT)

| Delegates | Training Method      | Price per Delegate | Total       |
|-----------|----------------------|--------------------|-------------|
| 1         | Online               | R 21,700.00        | R 21,700.00 |
| 1         | In-House             | R 28,200.00        | R 28,200.00 |
| 1         | On-Campus (Pretoria) | R 32,600.00        | R 32,600.00 |

## UPCOMING SESSIONS

| Start       | End         | Method    | Venue                    |
|-------------|-------------|-----------|--------------------------|
| 21 Aug 2026 | 31 Aug 2026 | On-Campus | Shenzhen, China          |
| 21 Aug 2026 | 31 Aug 2026 | On-Campus | Pretoria, South Africa   |
| 24 Aug 2026 | 01 Sep 2026 | On-Campus | Bangkok, Thailand        |
| 24 Aug 2026 | 01 Sep 2026 | On-Campus | Durban, South Africa     |
| 25 Aug 2026 | 02 Sep 2026 | On-Campus | Victoria Falls, Zimbabwe |
| 25 Aug 2026 | 02 Sep 2026 | On-Campus | Shenzhen, China          |
| 27 Aug 2026 | 04 Sep 2026 | On-Campus | Harare, Zimbabwe         |
| 27 Aug 2026 | 04 Sep 2026 | On-Campus | Abu Dhabi, UAE           |

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](http://www.aaticd.co.za), open the page for this course (Unit Standard 258837) 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](mailto: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.

### Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza, 1122 Burnett St, Hatfield 0028, Pretoria, Gauteng, South Africa  
Tel: +27 12 004 8389 · WhatsApp: +27 65 077 6310 · [apply@aaticd.co.za](mailto:apply@aaticd.co.za) · [www.aaticd.co.za](http://www.aaticd.co.za)