

# BUSINESS ETHICS FOR PAs AND ADMINISTRATORS

## COURSE OVERVIEW

Many PAs and Administrators need to deal with an array of sensitive staff and HR related issues and it is extremely important for them, the company and their manager that the sensitivity, complexity and confidentiality of what they are working with is handled appropriately. Many people end up learning through trial and error or informal, hap-hazard on-the-job training but it would be better for all concerned if the knowledge and understanding are in place from the start. To ensure your PA can handle any situation with the competence and care it requires, BizTech is running a training programme called "Business Ethics for PAs and Administrators". This course covers the following topics:

### IMPORTANT BUSINESS PROCESSES TO UNDERSTAND:

#### THE DISCIPLINARY PROCESS:

- > What's involved in the process
- > What is the PA or Administrator's role in this
- > Taking minutes at a disciplinary hearing - why is it important and what needs to be recorded
- > Keeping a poker face despite what transpires
- > Issuing of notices for hearings
- > The importance of confidentiality
- > What happens if it goes to the CCMA
- > Best practice when working with pay slips
- > Grievance Procedures, Complaints and the Disciplinary Code
- > Dealing with Unions and Shop Stewards
- > Injury on duty (IOD) and Workman's Compensation
- > Understanding Unemployment Insurance Forms
- > Dealing with Increases, Bonus and Promotion letters and information
- > Confirming employment and Reference letters - what's allowed?
- > Your company Policies and Conditions of Employment
- > The Basic Conditions of Employment Act

#### LEAVE:

- > Health, Medical Certificates and Confidentiality
- > Family Responsibility Leave and Discretion
- > Dealing with Maternity Leave enquiries
- > Leave and Personal Issues

#### RETRENCHMENTS:

- > Understanding the Retrenchment Process
- > Maintaining confidentiality and dealing with colleague enquiries

#### RECRUITMENT:

- > Understanding the Process
- > What needs to be kept, for how long and where?
- > Employee information and records
- > What stays confidential and what can be discussed
- > Collecting appropriate personal information after appointment

#### WORKPLACE ETHICS:

- > What do you do if you are offered a bribe? How should you respond? Who should you tell?
- > What do you do if you are asked to alter minutes to reflect an outcome different to that agreed at the meeting?
- > Handling and recognising conflicts of interest
- > Receiving gifts and lunch invitations
- > Directors and other confidential meetings
- > What do you do if your manager or a colleague compromises your ethics?
- > Following instructions blindly without consideration for ethics
- > Dealing with staff queries of a sensitive nature
- > Personal task requested by your manager
- > Discussing sensitive issues with your manager
- > Keeping your manager's trust while maintaining good rapport with your colleagues

### COURSE DATE

**13 - 14 September 2010**

### COURSE DURATION

**2 days - 08:30 to 16:30 daily**

### COURSE FEES

**R6 890 (excl. VAT) per delegate**

**5% discount  
for enrolment 2 weeks  
prior to course date.**

### WHAT'S INCLUDED

- > Dynamic and knowledgeable facilitators
- > Training File and a CD
- > Certificate of Attendance
- > High quality training venue
- > Lunch and refreshments
- > Parking
- > Quality folder, notepad and pen

### REGISTRATION DEADLINE

Registration Confirmation must be sent prior to the start of the scheduled course.



## ★ WHO SHOULD ATTEND

- HR PAs, assistants and administrators
- PAs and administrators involved with sensitive or confidential issues and information
- Payroll administrators
- Anyone else involved in HR matters looking to improve their knowledge and understanding

## ★ OUTCOMES

After attending this course you should be able to:

- Understand business processes so there are no surprises when you have to get involved
- Be familiar with sensitive information and situations
- Understand why confidentiality is important
- Learn how to handle difficult situations appropriately

## ★ TAKE HOME TOOLS

- Training Manual
- Training CD
- A quality folder, notepad and pen
- All delegates receive one month of telephonic support relating to course content

## ★ ACCREDITATION

The Services SETA has awarded BizTech recorded status as a provider for the delivery of learning programmes. Our provider number is 313.

## ★ BBBEE COMPLIANCE

BizTech is BBBEE level 1 compliant. This means that we are a 135% contributor and companies investing money in training their staff through BizTech can also improve their own BBBEE scorecard. Not only does it offer an opportunity to improve your company's Skills Development BBBEE category, but you can also improve your BBBEE Preferential Procurement category. In each case your company will benefit 135% of the spend made.

## ★ THE VENUE

The AstroTech Conference Centre in Parktown, Johannesburg is in a gracious mansion in one of the most historic and beautiful areas of Johannesburg.

It is a high-end business focused conference centre with competitively priced packages, excellent facilities and top client service.



Close to major highways, airport and Johannesburg city centre, this state-of-the-art venue offers elegance, discretion, security and convenience with safe parking for 120 vehicles.

Should you require accommodation, the Sunnyside Park Hotel situated in close proximity offers BizTech delegates a substantial discount on accommodation.

Please contact reservation on (011) 640-0431 or (011) 643-7226, quoting reference no. 4691 when booking with them.

## ★ TERMS & CONDITIONS

Should course expectations not be met for any reason, delegates are given the opportunity to leave before lunch on the 1st day and receive a full refund of the course fee.

### ➤ CANCELLATIONS

A cancellation can only be confirmed if we are advised in writing at [training@biztech.co.za](mailto:training@biztech.co.za)

For cancellations received more than one week prior to the course: 0 % cancellation fee will apply.

For cancellations received less than one week prior to the course: 50 % cancellation fee will apply.

For cancellations received within 24 hours of the course: 100 % cancellation fee will apply.

Substitutes are welcome at no additional charge at any time prior to the course.

### ➤ POSTPONEMENTS

Requests to postpone course attendance must be received in writing at least three full working days prior to the course commencement. Should we not receive written confirmation within this period, the postponement will be subject to an additional fee of R1 270 (excl VAT) per delegate.

All course postponements or programme exchanges need to be utilized within 6 months of the original course booking or the course fee will be forfeited.

Cancellations on postponements or exchanges are subject to the full course fee.

### ➤ ABSENT DELEGATES

In the event that a delegate does not arrive for the course and no written cancellation has been received and confirmed, the full course fee will be payable.

### ➤ PRESENTERS

Should it be necessary, BizTech reserves the right to substitute the presenter.

### ➤ COMMUNICATION

When a person registers on BizTech's website, is registered on a BizTech course or sends an e-mail to BizTech, that person consents to receiving communications electronically or otherwise by BizTech and/or its business partners.

### ➤ DISCLAIMER

BizTech wish to advise that they will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by BizTech to the client.





# ENROLMENT FORM

Please book your place on the course by emailing or faxing this enrolment form. Your place is confirmed on receipt of the completed enrolment form.

**Fax to 011 582 3301 or  
E-mail training@biztech.co.za**

## SALES CONTRACT

COURSE NAME:  
**BUSINESS ETHICS FOR PAs AND ADMINISTRATORS**  
COURSE CODE: BEPA 130910

**TOTAL NUMBER OF DELEGATES TO BE ENROLLED**

### > DELEGATE DETAILS [Please print clearly]

**1** First Name and Surname \_\_\_\_\_  
 Position \_\_\_\_\_  
 E-mail \_\_\_\_\_  
 Cell No.

**2** First Name and Surname \_\_\_\_\_  
 Position \_\_\_\_\_  
 E-mail \_\_\_\_\_  
 Cell No.

Special Dietary Needs  No. of Kosher  No. of Halaal  Other \_\_\_\_\_

Special Needs (e.g. wheelchair) \_\_\_\_\_

TO REGISTER ADDITIONAL DELEGATES, PLEASE COMPLETE THE INFORMATION ON THE PAGE OVERLEAF.

### > COMPANY DETAILS

(Please include your company details & VAT No. as required on the invoice before submitting your enrolment form)

Full Company Name \_\_\_\_\_  
 Postal Address \_\_\_\_\_  
 \_\_\_\_\_ Postal Code

Company VAT Registration No.   
 Telephone No.   Fax No.

### > PAYMENT DETAILS

Invoice Contact Person \_\_\_\_\_  
 Telephone No.    
 E-mail \_\_\_\_\_  
 Purchase Order No (if applicable)

Do you require separate invoices for each delegate?  YES  NO

NB: Please include your BizTech invoice number as a reference on your deposit when making payment.

### > AUTHORISATION

Name \_\_\_\_\_  
 Position \_\_\_\_\_  
 Telephone No.    
 E-mail \_\_\_\_\_

Signature \_\_\_\_\_ Date  /  /

Fees **R6 890.00 (excl. VAT) per delegate**  
 Surcharge per Halaal meal **R 65.00 (excl. VAT) per person per day**  
 Surcharge per Kosher meal **R 175.00 (excl. VAT) per person per day**

**A 5% discount is applicable for all registrations received two weeks prior to course commencement (30 August 2010). Upon receipt, a tax invoice will be processed and payment is required prior to the start of the scheduled course.**

You will receive course confirmation via Facsimile or E-mail. If you have not received your confirmation five (5) days prior to the scheduled date of the course, please contact Hajira on 0861 BIZTECH/011 582 3300. If the course is not held for any reason, BizTech's liability is limited to the refund of the full course fee. Substitutions may be made at any time prior to the start of a training course. Submission of this enrolment form constitutes acceptance of BizTech's terms and conditions.



# ENROLMENT FORM (CONT.)

## > DELEGATE DETAILS [Please print clearly]

3 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

4 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

5 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

6 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

7 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

8 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

9 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

10 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

