



OFFICE ETIQUETTE

Office etiquette helps people from different cultures and backgrounds interact harmoniously and contribute to building a productive working environment.

Office or business etiquette is a set of unspoken rules that apply in a professional environment. Through respectful and considerate interaction, colleagues and clients are able to work together more effectively.

WHAT WILL STUDENTS LEARN?

- Explain the meaning and maintenance of Office Etiquette – how you behave in the workplace is different to how you behave in a social environment.
- Understand how your personal behaviour impacts on productivity in the workplace.
- Understand how best to interact with colleagues, clients and partners.
- Define acceptable practice and actions to avoid.
- Communicate professionally in the workplace – including applying 'netiquette' – communicating on email and through social media.
- Describe appropriate attire (dress code) and the benefits of looking professional in the workplace.

WHAT TOPICS ARE COVERED?

- Overview
- Dealing with Colleagues and Clients
- Meeting Etiquette
- Netiquette
- Phone Etiquette
- Dress for Success
- Creating Accountability
- Restroom Etiquette

WHAT'S INCLUDED?

- Interactive digital learning
- Assignments
- Assessments
- Personalised Certificate of Completion

COURSE FAQ'S

PAYMENT

Learners can pay online via our secure payment gateway and make payment via electronic transfer, debit card or credit card.

When payments are made through the payment gateway, learners will receive email communication containing the details of the transaction and the invoice.

REFUNDS

Refunds are not issued to learners that have registered and processed payments for the registered course. Refunds will only be issued in the event a payment is made for the same learner and course on more than one occasion.

The turnaround time for refunds is seven working days once confirmation of banking details and all necessary documentation is received. Please note all refunds are executed by the payment gateway provider and access to the learning platform will be revoked immediately. Learners will receive communication in the event access to the platform is revoked due to a refund request.

ACCESS

Learners will have to register after purchasing the course through our website. Thereafter, learners will receive an email containing their login details and the URL of the learning platform.

Learners will be able to access the platform for 3 months after completing the course.

LEARNING SUPPORT

All learning support queries will need to be submitted or logged through the online support chat directly on the learning platform.

TECHNICAL SUPPORT

All technical support queries will need to be submitted or logged through the online support chat directly on the learning platform.

TECHNOLOGY/EQUIPMENT

All learners will require to access to the technology and equipment below;

- Laptop, desktop computer or tablet (with a virtual or physical keyboard)
- Microsoft Word and an email account (Outlook, Gmail, etc.)
- Internet to login to our learning platform

ENTERPRISE/COMPANY PACKAGE

Siyandza offers customised packages and enterprise course solutions for multiple learners. Please contact info@siyandza.co.za for detailed information.

ASSESSMENT PROCESS

All formative assessments will be automatically graded on the learning platform and all assignments will be uploaded on the learning platform, which will be graded by our assessors.

Please note that all assignments will be graded within seven days of submission.

CERTIFICATION

- Learners who meet all minimum requirements for the course are awarded a Certificate of Completion.
- Certificates will be issued to learners within seven days of successfully completing the course.
- All certificates will be emailed directly to learners.
- Certificate of Completion (Learners who have completed the course).
- Certificate of Achievement (Learners who have passed all assessments and assignments with a pass rate of 70%).

