



Executive Summary

Qualification	Higher Occupational Certificate: ICT Business Development Consultant
Purpose	The purpose of this qualification is to prepare a learner to operate as an ICT Business Development Consultant who identifies and generates new ICT business opportunities to improve market share. It is aimed at school leavers and existing ICT industry employees who wish to develop their skills and/or achieve a business development qualification.
Qualification ID	120749
NQF Level	5
Minimum Credits	120
Duration	One year
Field	Business, Commerce and Management Studies
Subfield	Marketing
Quality Partner	MICT SETA
Entry Requirements	An NQF Level 4 qualification

Head Office
 3rd Floor, South Wing
 20 Skeen Boulevard
 Bedfordview

Centre of Leadership Excellence
 3rd Floor, North Wing
 20 Skeen Boulevard
 Bedfordview

Telephone
 +27 11 856 4700

Website
www.klmempowered.com

Contacts
 Lyn Mansour: +27 82 330 5160
 Portia Matuludi: +27 67 421 0051
 Clayton Lendum: +27 66 478 2706

Qualification Overview

An ICT Business Development Consultant uses non-verbal communication cues as well as technical skills to gain an understanding of customers' ICT needs, promote goods and services to these customers, and work closely with business domain experts and subject matter experts to facilitate implementation.

ICT Business Development Consultants build relationships with experts, clients, and partners in pursuit of strategic business opportunities and the creation of long-term value for all parties involved.

This qualification is designed to benefit the economy by creating a sustainable pipeline of qualified entrants for the ICT sector and contributing to the empowerment of ICT entrepreneurs and freelance consultants.

Qualifying learners will be able to:

- Apply an understanding of technology and service offerings in the ICT space
- Analyse and interpret trends in the ICT services environment in order to create new business
- Establish and maintain customer relationships in the ICT industry
- Market and sell ICT products and services
- Perform sales administration

The KLM Empowered X-Perience



X-Plore

For each of the SIX integrated learning blocks, learners explore content on their own before engaging with others. Guided by self-study plans and diagnostic self-assessment, they formulate their own insights to share.



X-Tend

Workplace application assignments allow learners to put their new learning to use on the job. Under the guidance of mentors, and with access to performance and wellness support, learners hone their skills and add value.



X-Cite

Learners receive a welcome letter and an X-Perience Map detailing the flow of their qualification. An orientation session helps them to understand the benefits and career options linked to the qualification.



X-Change

Learners attend facilitator-led sessions, either in class or online, to share their learning and refine their skills in a safe environment. Collaborative activities and peer feedback build learning synergy and allow learners to master specific skills.



X-Cel

Each learner's progress is measured against assessment criteria through formative and summative assessment. Final examinations and presentations are used to obtain an accurate picture of overall understanding and mastery of the content.

Qualification Outline

- The Higher Occupational Certificate: ICT Business Development Consultant is presented over SIX learning blocks, covering both Knowledge Modules (KM) and Practical Modules (PM).
- Workplace Modules are completed throughout and assessed every quarter.
- Formative and summative assessments are conducted at regular intervals to prepare learners for the External Integrated Summative Assessment (EISA).

1 MODULE 1: THE ROLE OF ICT IN THE ECONOMY (10 credits)

ID	Title	Level	Credits
KM-01	The Role of ICT in the Economy	5	7
PM-01	Apply knowledge of ICT in economic sectors	5	3

2 MODULE 2: SALES RESEARCH (18 credits)

ID	Title	Level	Credits
KM-02	Sales Research	5	9
PM-02	Apply sales research tools	5	9

3 MODULE 3: ESTABLISHING RELATIONSHIPS (10 credits)

ID	Title	Level	Credits
KM-03	Stakeholder Relationships	5	6
PM-03	Applying organisational structure and roles to better establish relationships	5	4

4 MODULE 4: THE ICT SALES CYCLE PART 1 (18 credits)

ID	Title	Level	Credits
KM-04	ICT Solution Marketing and Sales	5	18

5 MODULE 5: THE ICT SALES CYCLE PART 2 (18 credits)

ID	Title	Level	Credits
PM-04	Applying the ICT Sales Cycle	5	18

MODULE 6: SALES ADMINISTRATION (12 credits)

ID	Title	Level	Credits
KM-05	Sales Administration	4	6
PM-05	Applying sales administration	5	6

Work Experience Modules

The focus of the work experience modules is to provide the learner an opportunity to conduct visual merchandising activities under authentic working conditions and to develop confidence by working under the supervision of a workplace mentor.

ID	Title	Level	Credits
WM-01	The ICT market	5	9
WM-02	The ICT regulatory environment	5	5
WM-03	The internal organisation structure, processes and roles	5	4
WM-04	The sales cycle	5	10
WM-05	The organisational administration system	4	6

The Greatness Effect

KLM EMPOWERED, YOUR B-BBEE PROJECT MANAGEMENT, TRAINING SOLUTIONS AND ECO-SYSTEMS DESIGN PARTNERS FOR SKILLS, ENTERPRISE, AND SOCIO-ECONOMIC DEVELOPMENT

Head Quarters	Knowledge X-Change Centre of Excellence
Physical Address 3 rd Floor, South Wing, 20 Skeen Boulevard Bedfordview, GMT, 2007	Centre of Leadership Excellence 3 rd Floor, North Wing, 20 Skeen Boulevard Bedfordview, GMT, 2007

T: +27 11 856 4700 · F +27 11 622 5140 · E life@klmempowered.com · W www.klmempowered.com

KLM Empowered Human Solutions Specialists (Pty) Ltd · Director: L.E. Mansour (Chief Executive Officer) · Company Reg. No. 2004/029096/07 · Vat Reg. No. 4280215775
Registered with the Department of Higher Education and Training (DHET) as a Private Further Education and Training College, Registration No. 2009/FE07/021;
Registered with the Department of Basic Education (DBE), Registration No. 400376; Fully Accredited Training Provider with Services SETA, Decision No. 1154