

# HIGHER EDUCATION CONTENT CATALOGUE

Local content for South Africans, by South Africans | March 2026





# CONTENT CATALOGUE

At EDGE Education, we blend the art of education with the power of technology, pioneering a new era of content development in the South African educational landscape.

**Our content covers the following subject areas, among others:**

- Business
- Human resources
- Finance, accounting and taxation
- Marketing
- Human and social sciences
- Literacies and professional skills
- Hospitality and tourism
- Law
- Management
- Media

All of our titles have a uniquely South African flavour and are underpinned by a pedagogically innovative learning design. **Full content outlines are available on request.**



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# WHO WE ARE

## ACADEMIC PUBLISHING IS OUR GENESIS

In 2006, we created and published our first textbook with a clear mission: to improve the learning experience of South African students by crafting locally relevant content, presented in a well-structured layout.

But we didn't stop there. Education was evolving, and so were we. We asked: *What if learning was as engaging as the world around us?* That question led to CourseBook™ – a dynamic, digital learning ecosystem that turns passive reading into active discovery.

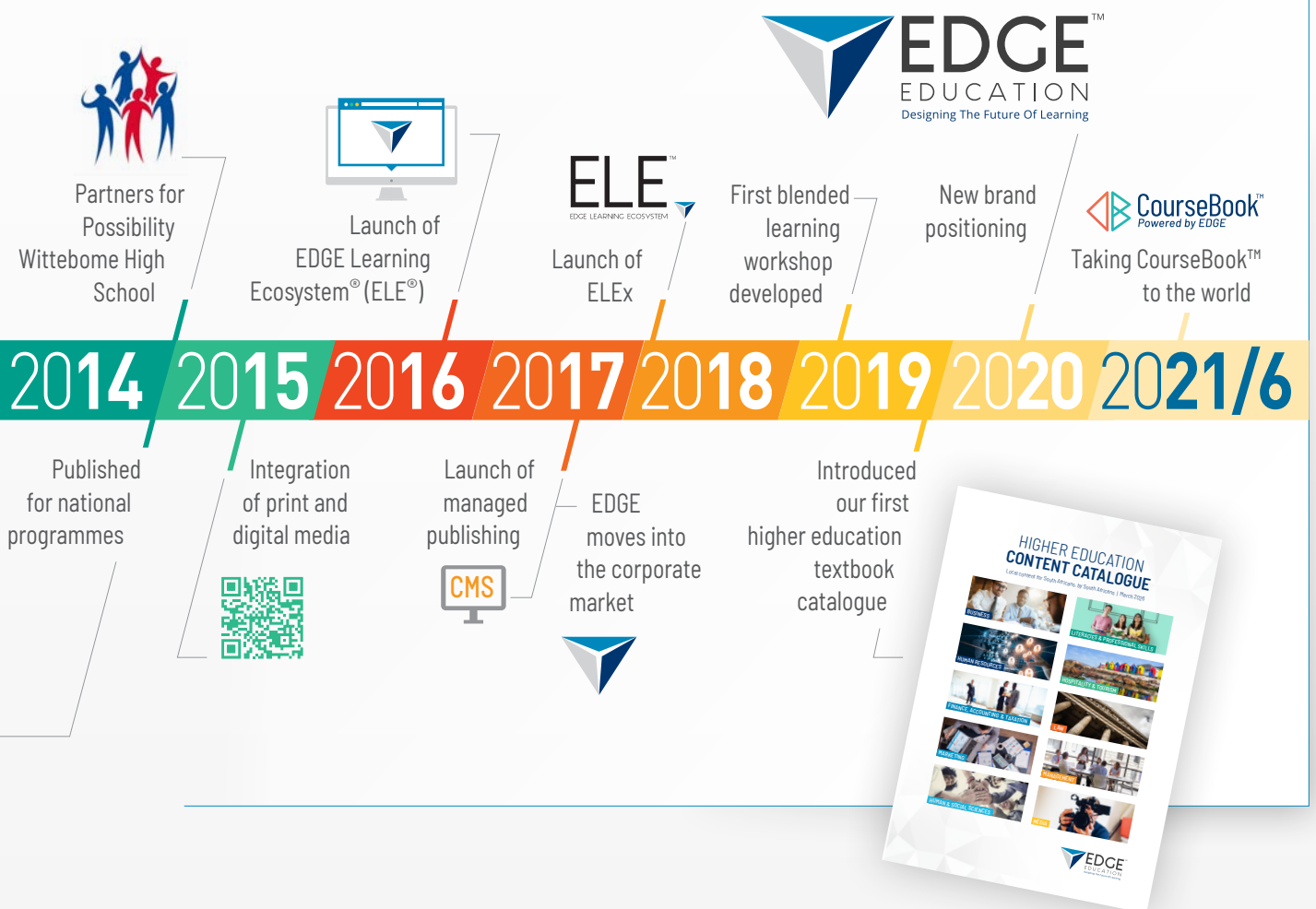


## OUR PURPOSE

At EDGE, we believe that education is a fundamental human right and a driver of prosperity.

CourseBook™ is our commitment to quality, innovation and student success in higher education. Designed to empower institutions with engaging, interactive and contextually relevant content, CourseBook™ is built to enable students to learn the way they live.

## THE START OF OUR JOURNEY



# EDGE CONTENT CATALOGUE

“How you  
learn is just as  
important as  
what you learn”



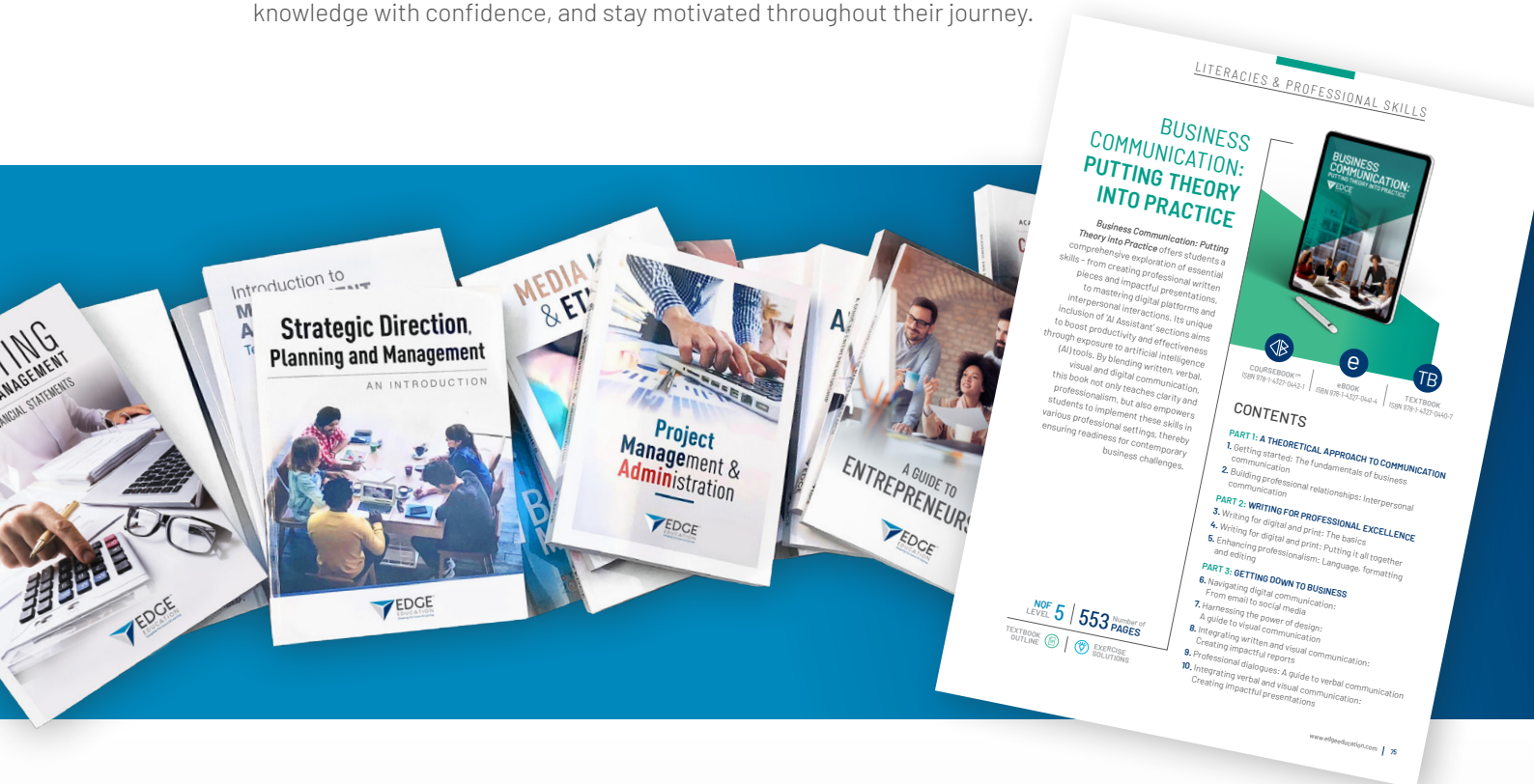


# OUR CONTENT

## WHAT MAKES OUR CONTENT UNIQUE?

With content that integrates real-world examples and follows cognitive learning principles, learning becomes more accessible and effective.

By combining research-backed pedagogy and a structured learning journey with locally relevant material (as well as interactive digital tools in all of our CourseBook™ titles), our content transforms passive consumption into active engagement. This approach helps students to retain more, apply knowledge with confidence, and stay motivated throughout their journey.



This logo indicates that there is a digital and interactive CourseBook™ version of a title available. Interaction and engagement are essential to the digital learning experience. Therefore, all of our CourseBook™ titles include captivating videos, interactive digital activities, self-assessment quizzes, case studies, examples, exercises and solutions, as well as access to the CourseBook™ platform's powerful social learning tool called the CommunitySpace™.



This symbol indicates that there is an eBook version of a title available. Our eBooks are delivered through VitalSource Bookshelf.



### FULL OUTLINE

All our titles have a full outline available on request. Are you building a curriculum? By making the full outlines of our titles available, we have simplified the process of screening content for suitability and inclusion as a prescribed text. These outlines include the learning objectives, assessment criteria, topics and subtopics contained in each learning unit.



### EXERCISE SOLUTIONS

All our titles include the full solutions to the exercises, activities and case studies presented throughout. The inclusion of comprehensive solutions has proven to be invaluable for facilitating self-directed learning, which is a required skill for every successful modern-day student.



## CONTENTS

- UNIT 1 Introduction to applied research
- UNIT 2 Research within the organisation
- UNIT 3 Getting started: Planning the research
- UNIT 4 Basic data collection principles
- UNIT 5 Quantitative data collection strategies
- UNIT 6 Qualitative data collection strategies
- UNIT 7 Methods for making sense of quantitative data
- UNIT 8 Methods for making sense of qualitative data

### UNIT 9: Reliability, validity and trustworthiness in research

After studying this unit, you should be able to:

- identify the necessity of assessing the quality of a research project;
- describe the important components of reliability and validity in research;
- decide in which circumstances it is appropriate to assess the reliability and validity of a research project;
- describe the core constructs used in assessing the trustworthiness of a research project; and
- identify issues around researcher reflexivity, objectivity and personal investments that need to be accounted for in research projects.

## EXAMPLE OF A FULL CONTENT OUTLINE

Below is an extract from the full content outline - *Research in Practice*. The extract illustrates the level of detail of the information that is included.

To request a FULL CONTENT OUTLINE, please email [support@edgeeducation.com](mailto:support@edgeeducation.com)

### UNIT 9

- 9.1 Introduction
- 9.2 Why is it necessary to examine the 'soundness' of research?
- 9.3 Reliability and validity in quantitative research
  - 9.3.1 Internal and external validity
  - 9.3.2 Test re-test reliability
  - 9.3.3 Test fatigue
  - 9.3.4 Why these constructs don't work in qualitative research
- 9.4 Trustworthiness and rigour in qualitative research
  - 9.4.1 Credibility
  - 9.4.2 Transferability
  - 9.4.3 Dependability
  - 9.4.4 Confirmability
- 9.5 Being honest about research limitations
- 9.6 Researcher reflexivity
- 9.7 Objectivity in research
- 9.8 Personal vs corporate interests





**CourseBook™**  
Powered by *EDGE*

## WHY COURSEBOOK™?

EDGE's digital CourseBook™ titles contain a variety of innovative and collaborative features and tools, designed to foster reflective, independent and inquisitive learners.



### CRITICAL REFLECTIVE THINKERS

Dedicated and impactful case study sections enable learners to apply theoretical knowledge to relatable real-life scenarios.

Combined with our engaging and scenario-driven interactions and videos, this challenges learners to reflect on how theory informs practical, real-world problem-solving.



### INDEPENDENT SELF-DIRECTED LEARNERS

Our segmented chapter structure enables learners to master smaller, digestible chunks of content.

This supports them in managing their workload and time effectively, while fostering independence and self-directed learning.



### INQUISITIVE LEARNERS

Our situational vignettes, practical examples, exercises and engaging interactions encourage learners to imagine themselves in real-world business scenarios, and to view these scenarios through a critical lens. This serves to foster a sense of curiosity, which aids in further developing critical-thinking and problem-solving skills.

# SUBJECT AREAS

Bespoke academic publishing is our genesis. Over time, this industry experience has enabled us to blend, adapt and enhance outlines to create a selection of local and accessible content for our catalogue. Our content covers the following subject areas, among others:

	<b>BUSINESS</b>	<b>11</b>
	<b>HUMAN RESOURCES</b>	<b>27</b>
	<b>FINANCE, ACCOUNTING &amp; TAXATION</b>	<b>32</b>
	<b>MARKETING</b>	<b>48</b>
	<b>HUMAN &amp; SOCIAL SCIENCES</b>	<b>63</b>
	<b>LITERACIES &amp; PROFESSIONAL SKILLS</b>	<b>73</b>
	<b>HOSPITALITY &amp; TOURISM</b>	<b>84</b>
	<b>LAW</b>	<b>99</b>
	<b>MANAGEMENT</b>	<b>118</b>
	<b>MEDIA</b>	<b>129</b>

A photograph of three business professionals in a meeting. A man with glasses and a beard is smiling on the left, another man is smiling in the center, and a woman is partially visible on the right. They are sitting around a table with papers and a laptop. The background is softly blurred, showing an office environment with warm lighting. A blue geometric pattern is overlaid on the top right of the image.

# BUSINESS

- ▶ A Guide to Entrepreneurship
- ▶ A Practitioner's Guide to Organisational Development
- ▶ An Introduction to Economics
- ▶ An Introduction to Occupational Health, Safety and Ergonomics
- ▶ Business Ethics: Local and Global Perspectives
- ▶ Business Mathematics
- ▶ Data and AI: Driving Digital Transformation in Organisations
- ▶ Digital Transformation: Building a Future-Ready Business
- ▶ E-commerce: The Essential Guide
- ▶ Foresight in Focus: Scenario Planning for the Next Industrial Revolution
- ▶ From Maths to Stats: Building Business Foundations
- ▶ Leadership
- ▶ Office Administration: Competencies, Operations and Management
- ▶ Practical Entrepreneurship in South Africa
- ▶ Starting Up: Entrepreneurship in the Global Context

# A GUIDE TO ENTREPRENEURSHIP

*A Guide to Entrepreneurship* emphasises both the theoretical and legal principles as well as the practical competencies that underlie the world of entrepreneurship, specifically in a South African context. It aims to assist students in testing the viability of new business ideas, compiling a business plan for an entrepreneurial venture, and effectively applying goal-setting, networking and conflict management, in order to ensure entrepreneurial success.



**COURSEBOOK™**  
ISBN 978-1-77612-553-1



**eBOOK**  
ISBN 978-1-77612-782-5



**TEXTBOOK**  
ISBN 978-1-77612-676-7

## CONTENTS (Chapter / Unit)

- 1 Entrepreneurship in perspective
- 2 Business concepts and the business environment
- 3 The identification, development and viability of business ideas
- 4 The business plan
- 5 Setting up a business: The legal considerations
- 6 Setting up a business: Resource considerations
- 7 Setting up a business: Branding and social media
- 8 Becoming an entrepreneur
- 9 Goal-setting and networking
- 10 Innovation, creativity and problem-solving
- 11 Communication, conflict and time management in the workplace

**NQF LEVEL 5**

**478** Number of **PAGES**

TEXTBOOK OUTLINE

EXERCISE SOLUTIONS

# A PRACTITIONER'S GUIDE TO ORGANISATIONAL DEVELOPMENT

*A Practitioner's Guide to Organisational Development* provides an extensive overview of the organisational development field. The purpose of the textbook is to introduce the student to the basics of organisational development – from group facilitation, to understanding the role of consultants and practitioners in the development of an organisation. These introductory concepts will help the student to understand the concept of organisational change, including the reasons for change, models of change, and eventually, how to deal with resistance to change. The second half of the textbook shifts toward a more detailed discussion around organisational development. This section will guide students through the process of development, explaining how an organisation can be 'diagnosed', and how it can undergo intervention in order to solve the problems encountered through this diagnosis. Finally, it concludes with a detailed discussion on 21st-century workspaces. As such, this textbook is ideal for students who are interested in learning more about the modern workplace.



e

eBOOK  
ISBN 978-1-77612-797-9

TB

TEXTBOOK  
ISBN 978-1-77612-301-8

## CONTENTS (Chapter / Unit)

- 1 Organisational development basics
- 2 Group facilitation skills
- 3 Organisational development consultants and practitioners
- 4 Organisational change
- 5 The process of organisational development
- 6 Diagnosing an organisation
- 7 Organisational intervention: Part 1
- 8 Organisational intervention: Part 2
- 9 Organisational intervention: Part 3
- 10 Navigating 21st-century workspaces

NOF  
LEVEL 5

443 Number of  
PAGES

TEXTBOOK  
OUTLINE



EXERCISE  
SOLUTIONS



# AN INTRODUCTION TO ECONOMICS

## CONTENTS (Chapter / Unit)

- 1 Introduction to economics
- 2 Economic systems in perspective
- 3 Production, income and spending
- 4 Demand and supply
- 5 Elasticity
- 6 Consumer equilibrium: The indifference curve approach
- 7 Consumer equilibrium: The utility approach
- 8 Business costs and revenues
- 9 Market structures
- 10 Measuring economic performance
- 11 The labour market
- 12 The monetary sector, public sector and foreign sector
- 13 Aggregate demand and income determination model
- 14 Inflation
- 15 Unemployment
- 16 The economic cycle, growth, development and forecasts



**COURSEBOOK™**  
ISBN 978-1-4327-0256-4



**eBOOK**  
ISBN 978-1-4327-0255-7



**TEXTBOOK**  
ISBN 978-1-4327-0254-0

*An Introduction to Economics* introduces first-year students to the fundamental principles of micro- and macroeconomics. Its purpose is to provide students with the knowledge to understand and interpret basic economic decisions, functions and phenomena. The textbook introduces students to various microeconomic concepts, covers the relevant terminology, and explores the macroeconomic concepts in depth.

**NOF** 5  
LEVEL

**480** Number of  
**PAGES**

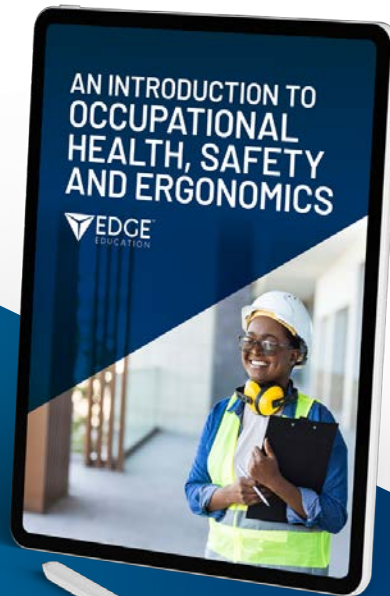
TEXTBOOK  
OUTLINE 

 EXERCISE  
SOLUTIONS

# AN INTRODUCTION TO OCCUPATIONAL HEALTH, SAFETY AND ERGONOMICS

The law requires every employer to provide a safe and healthy working environment for their employees. Achieving health and safety compliance is a challenge that requires employers to evaluate every line of work, in order to identify unique hazards and challenges. *An Introduction to Occupational Health, Safety and Ergonomics* is a comprehensive introduction to the regulations and best practices that prevent employees from suffering from injuries, diseases and stress in the workplace. In this book, readers will learn how to identify and evaluate workplace hazards, and how to develop effective control measures to mitigate them. They will also be introduced to the correct procedures to follow when an incident occurs.

Additionally, readers will explore the legal, ethical and cultural frames within which health and safety operates, as well as how employee well-being can be promoted through benefits programmes. *An Introduction to Occupational Health, Safety and Ergonomics* aims to equip readers with a strong foundation that will prepare them for further study in the field of health and safety.



**COURSEBOOK™**  
ISBN 978-1-4327-0248-9



**eBOOK**  
ISBN 978-1-4327-0247-2



**TEXTBOOK**  
ISBN 978-1-4327-0246-5

## CONTENTS (Chapter / Unit)

### PART 1: OCCUPATIONAL HEALTH AND SAFETY IN CONTEXT

- 1 An introduction to occupational health and safety
- 2 Occupational safety: Occupational injuries and fatalities
- 3 Occupational health: Dealing with disease
- 4 Occupational health: Occupational stress

### PART 2: OCCUPATIONAL HEALTH AND SAFETY: PREVENTION AND SUPPORT

- 5 The law and occupational health and safety
- 6 Ethics and occupational health and safety
- 7 Fostering a safety culture
- 8 Promoting health through benefits
- 9 Ergonomics: An introduction
- 10 Ergonomic design in the workplace

**NOF LEVEL 5-6** | **469** Number of **PAGES**

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS

# BUSINESS ETHICS: LOCAL AND GLOBAL PERSPECTIVES

From corporate scandals, corruption and chaos, to sustainability and responsible leadership, questions of ethics in business dominate our news headlines and conversations. As businesses face increasing scrutiny, it is ever-more vital to understand what ethics is, and how it should be applied in practice. ***Business Ethics: Local and Global Perspectives*** zooms in on the discipline of business ethics, and guides readers through its theoretical underpinnings and their practical implementation. The textbook begins by considering the philosophical and legal foundations of business ethics, and proceeds to discuss the frameworks of corporate social responsibility (CSR) and codes of ethics that can be encountered in any modern industry. It also provides detailed discussions and case studies that illustrate how these theories can be applied in real-life business environments. Based on this, readers will be equipped to lead a responsible, ethical workforce, both locally and internationally.

NOF  
LEVEL **5-6** | **742** Number of  
PAGES

TEXTBOOK  
OUTLINE 

 EXERCISE  
SOLUTIONS



## CONTENTS (Chapter / Unit)

### PART 1: A FRAMEWORK FOR UNDERSTANDING BUSINESS ETHICS

1. Ethics and morality
2. An introduction to business ethics
3. The law and ethics in South Africa

### PART 2: CORPORATE GOVERNANCE AND ETHICS

4. Stakeholders
5. Corporate social responsibility
6. Operational considerations for the ethical business
7. Human resources and business ethics

### PART 3: CREATING AN ETHICAL BUSINESS ENVIRONMENT

8. The ethics programme
9. Ethical decision-making
10. The ethical manager
11. The ethical leader

### PART 4: THE CURRENT LANDSCAPE OF BUSINESS ETHICS

12. Prominent ethical issues in business
13. Going global: Ethics in international business
14. Case studies

# BUSINESS MATHEMATICS

*Business Mathematics* explores the practical application of mathematics and statistics in business operations.

The textbook begins by defining the number system, and then guides students in performing basic calculations. It proceeds to demonstrate how business problems can be reduced to equations, and provides an understanding of integers, fractions, decimals and ratios, among other calculations. Probability theory, workplace data manipulation, as well as measures of centre and dispersion, are then further explored. At this stage, students will understand data analysis, and will be able to perform data interpretation and to communicate the results thereof. Finally, the textbook outlines the metrics of geometry, and concludes with an overview of how business mathematics can be applied to various financial matters.



**COURSEBOOK™**  
ISBN 978-1-4327-0406-3



**eBOOK**  
ISBN 978-1-4327-0404-9



**TEXTBOOK**  
ISBN 978-1-4327-0172-7

## CONTENTS (Chapter / Unit)

- 1 An introduction to business calculations
- 2 Working with non-integers, percentages, ratios and proportions
- 3 Working with equations
- 4 Using probability theory in business
- 5 Measuring, analysing and communicating workplace data
- 6 Central measures and measures of dispersion
- 7 Geometry
- 8 Using mathematics to make financial decisions
- 9 Index numbers
- 10 Time series forecasting

**NQF LEVEL 5**

**510** Number of **PAGES**

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS

# DATA AND AI: DRIVING DIGITAL TRANSFORMATION IN ORGANISATIONS

*Data and AI: Driving Digital Transformation in Organisations* is a pioneering textbook that is designed to introduce students to digital transformation in organisations.

Specifically, it explores how data, machine learning and AI are driving that transformation. The student's journey begins in Part 1, where they will learn what digital transformation entails, as well as why it is crucial for organisations to embrace it. Part 2 shines a spotlight on data – the driving force behind digital transformation. Part 3 explores the realm of AI by looking at how organisations can leverage data to empower AI-driven solutions. As students near the conclusion of their learning journey, Part 4 sheds light on the future directions of data and AI-driven digital transformation. *Data and AI: Driving Digital Transformation in Organisations* is a comprehensive and accessible resource that equips students with the knowledge and insights that they need in order to navigate the complex terrain of digital transformation.

**NOF LEVEL 5-6** | **469** Number of **PAGES**

TEXTBOOK  
OUTLINE 

 EXERCISE  
SOLUTIONS



## CONTENTS (Chapter / Unit)

### PART 1: DECODING DIGITAL TRANSFORMATION: THE POWER OF CHANGE

1 Understanding digital transformation

### PART 2: DATA: THE DRIVER OF DIGITAL TRANSFORMATION

2 Fundamentals of data

3 Architecting data

4 Data governance and management

5 Data privacy, security and ethics

6 Managing data in organisations

### PART 3: HARNESSING THE POTENTIAL OF DATA: EMPOWERING ARTIFICIAL INTELLIGENCE (AI)

7 The synergy of data and AI: Expanding possibilities and driving innovation

8 Machine learning: The key driver of AI

9 Deep learning for complex challenges

10 AI models in practice

11 Managing machine learning in a company

### PART 4: UNVEILING THE PATH AHEAD

12 The evolution continues: Future directions

NEW to catalogue

# DIGITAL TRANSFORMATION: BUILDING A FUTURE-READY BUSINESS

As organisations adapt to rapid technological change, the ability to understand and guide digital transformation has become a critical capability. *Digital Transformation: Building a Future-ready Business* provides a structured approach to analysing digital opportunities, aligning strategy and building the organisational capabilities required to succeed. By integrating customer, operational and strategic perspectives, the title prepares students to lead transformation initiatives with confidence in dynamic business environments.

NQF  
LEVEL **6**

**538** Number of  
PAGES

TEXTBOOK  
OUTLINE 

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SOLUTIONS



COURSEBOOK™  
ISBN 978-1-4327-0555-8

eBOOK  
ISBN 978-1-4327-0554-1

TEXTBOOK  
ISBN 978-1-4327-0553-4

## CONTENTS (Chapter / Unit)

### PART 1: FOUNDATIONS OF DIGITAL TRANSFORMATION

- 1 An introduction to digital business, transformation and strategy
- 2 Digital business models in the age of transformation
- 3 Harnessing the power of digital technologies for transformation
- 4 Data and business intelligence

### PART 2: THE DIGITAL CUSTOMER EXPERIENCE

- 5 E-commerce and the digital marketplace
- 6 The digital customer journey and client relationship management (CRM)
- 7 Digital marketing and omnichannel strategies

### PART 3: BUILDING DIGITAL CAPABILITIES

- 8 Digital process transformation and workflow optimisation
- 9 Cybersecurity and risk management
- 10 Organisational change and culture

### PART 4: THE DIGITAL TRANSFORMATION STRATEGY

- 11 Developing a digital transformation strategy
- 12 Implementing a digital transformation strategy

# E-COMMERCE: THE ESSENTIAL GUIDE

*E-commerce: The Essential Guide* is an introductory guide to the world of online sales and marketing. This textbook carefully balances theory with practice, thereby easing the transition from knowledge to application in the world of e-commerce. *E-commerce: The Essential Guide* is written at an accessible level for students who are new to digital media, while also addressing the intermediate skills that are required for standard industry practice. As such, students will learn about the modern context of digital communication and the technologies that enable it. Moreover, they will be equipped to distinguish between online consumer behaviour and regular consumer behaviour in brick-and-mortar stores. Added to this, the textbook will explore how various factors can be used to the advantage of an online business – from calculating appropriate profit margins and financial projections, to designing virtual stores, launching social media platforms, and providing online support to consumers.



**COURSEBOOK™**  
ISBN 978-1-77612-528-9



**eBOOK**  
ISBN 978-1-77612-799-3



**TEXTBOOK**  
ISBN 978-1-77612-368-1

## CONTENTS (Chapter / Unit)

- 1 The e-commerce environment
- 2 Technologies that support e-commerce
- 3 Consumer behaviour on the Internet
- 4 E-procurement
- 5 E-sales: Pricing
- 6 E-sales: Interface
- 7 Logistics for e-commerce
- 8 Customer support
- 9 E-commerce and the law
- 10 The future of e-commerce

**NOF LEVEL 5** | **412** Number of **PAGES**

TEXTBOOK  
OUTLINE 

 EXERCISE  
SOLUTIONS

# FORESIGHT IN FOCUS: SCENARIO PLANNING FOR THE NEXT INDUSTRIAL REVOLUTION

In an era of rapid technological advancement, global interconnectedness and unprecedented complexity, the ability to navigate uncertainty and shape the future has become a critical skill for leaders, strategists and decision-makers across all sectors. *Foresight in Focus: Scenario Planning for the Next Industrial Revolution* is designed to equip students with the mindset, knowledge and tools necessary to thrive in this dynamic landscape. Rooted in diverse disciplines, scenario planning empowers us to envision multiple plausible futures and craft strategies that are robust, flexible and adaptable.

NOF  
LEVEL 7 | 453 Number of  
PAGES

TEXTBOOK  
OUTLINE



EXERCISE  
SOLUTIONS



COURSEBOOK™  
ISBN 978-1-4327-0512-1



eBOOK  
ISBN 978-1-4327-0564-0



TEXTBOOK  
ISBN 978-1-4327-0510-7

## CONTENTS (Chapter / Unit)

### PART 1: FORESIGHT FUNDAMENTALS: UNDERSTANDING SCENARIO PLANNING

- 1 Scenario planning: Bridging foresight and strategy
- 2 The foundations of foresight:  
Theories shaping scenario planning

### PART 2: SCENARIO PLANNING IN PRACTICE: FROM START TO STRATEGY

- 3 Starting points: Focal questions and time horizons
- 4 The bases of scenarios: A matrix of trends, forces  
and uncertainties
- 5 Envisioning future possibilities: Writing compelling  
scenarios
- 6 Agile horizons: Crafting strategy with scenario planning
- 7 Evolving scenarios: Adaptation and continuous learning

### PART 3: LEADING INTO THE FUTURE: FORESIGHT FOR INDUSTRY 5.0

- 8 Navigating the next industrial revolution:  
Forecasting in Industry 5.0
- 9 Leadership in Industry 5.0: Competencies for  
future success
- 10 Leadership in industry 5.0: Collaborating for  
future success

# FROM MATHS TO STATS: BUILDING BUSINESS FOUNDATIONS

*From Maths to Stats: Building Business Foundations* is designed to equip students and professionals with the essential mathematical and statistical skills needed to excel in today's data-driven business environment. In an era where data analysis and interpretation are crucial for informed decision-making, statistical literacy has become an indispensable asset. This book bridges the gap between pure mathematics and practical business applications, providing a solid foundation in statistical concepts while demonstrating their real-world relevance.



**COURSEBOOK™**  
ISBN 978-1-4327-0521-3



**eBOOK**  
ISBN 978-1-4327-0520-6



**TEXTBOOK**  
ISBN 978-1-4327-0519-0

## CONTENTS (Chapter / Unit)

### PART 1: FOUNDATIONAL MATHEMATICS

- 1 Introduction to mathematics for statistics
- 2 Working with percentages, ratios, proportions and rates
- 3 Algebra and equations
- 4 Graphs and functions
- 5 Using probability in business

### PART 2: STATISTICS FOR BUSINESS

- 6 Introduction to statistics
- 7 Graphical representation of data
- 8 Measures of central tendency
- 9 Basic tests
- 10 Regressions

**NOF** | **5-6** | **556** Number of  
LEVEL | **PAGES**

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS

# LEADERSHIP

*Leadership* is a practical and comprehensive guide to the art of leadership. As such, this textbook will be invaluable to those seeking foundational knowledge of leadership as a field of study. The purpose of this textbook is to provide students with an overview of good leadership skills and characteristics, and to illustrate how these can be applied to practical scenarios. In explaining the concept of leadership, it unpacks the basic theories, and clarifies the relevant principles and terminologies. Among these are topics such as ethical leadership, and what this looks like in practice. *Leadership* also outlines the criteria for motivation and good communication, and provides guidelines that should be followed when leading teams. Furthermore, it explores some of the challenges that may be encountered when leading diverse groups, as well as the influence that leaders have on their followers. Finally, this textbook illustrates how a business can construct a vision and strategic direction, shape its internal culture and values, and manage change effectively.



**COURSEBOOK™**  
ISBN 978-1-77612-591-3



**eBOOK**  
ISBN 978-1-77612-755-9



**TEXTBOOK**  
ISBN 978-1-77612-588-3

## CONTENTS (Chapter / Unit)

- 1 Introduction to leadership
- 2 Leadership components, styles, relationships and theories
- 3 Introduction to leadership theory
- 4 The leader as an individual
- 5 The mind and heart of leadership
- 6 Ethical leadership
- 7 Followership
- 8 Motivation
- 9 Communication
- 10 Leading teams
- 11 Diversity
- 12 Leadership power and influence
- 13 Creating vision and strategic direction
- 14 Shaping culture and values
- 15 Organisational development

**NOF LEVEL 6** | **578** Number of **PAGES**

TEXTBOOK OUTLINE

EXERCISE SOLUTIONS

NEW to catalogue

# OFFICE ADMINISTRATION: COMPETENCIES, OPERATIONS AND MANAGEMENT

As administrative roles continue to evolve alongside digital workplaces, professionals must combine operational efficiency with strategic awareness. *Office Administration: Competencies, Operations and Management* offers a structured pathway for developing the technical, interpersonal and organisational skills needed to support effective office environments and contribute to organisational success.



COURSEBOOK™  
ISBN 978-1-4327-0541-1



eBOOK  
ISBN 978-1-4327-0540-4



TEXTBOOK  
ISBN 978-1-4327-0539-8

## CONTENTS (Chapter / Unit)

### PART 1: THE FOUNDATIONS OF OFFICE ADMINISTRATION

- 1 Office and administration management in business operations
- 2 The evolution of the tech-enabled and virtual office

### PART 2: KEY COMPETENCIES FOR OFFICE ADMINISTRATION

- 3 Communication competencies for office administration
- 4 Personal competencies for office administration
- 5 Technical competencies for office administration

### PART 3: OFFICE OPERATIONS AND PROCEDURES

- 6 Health, safety and risk management
- 7 Office layout and design
- 8 Information management
- 9 Information systems and office administration
- 10 Filing systems, document management and record retention
- 11 Office procedures and protocols
- 12 Administrative support services

### PART 4: ELEVATING ADMINISTRATIVE MANAGEMENT

- 13 Planning, organising and quality control
- 14 Leadership approaches and competencies

NOF LEVEL **5-6** | **666** Number of PAGES

TEXTBOOK  
OUTLINE



EXERCISE  
SOLUTIONS

# PRACTICAL ENTREPRENEURSHIP IN SOUTH AFRICA

*Practical Entrepreneurship in South Africa* is a comprehensive guide to becoming a successful entrepreneur. The textbook begins by exploring the basics of entrepreneurship, and the various skills and characteristics required of an entrepreneur when starting a business. It also explores the business development process, which includes the development of products and services. Additionally, it provides practical knowledge on creating and advertising a business brand. Students will also learn about the art of selling, as well as basic accounting skills, cash flow management skills and tax management skills. They will then proceed to explore the importance of operations management, as well as human resources (HR) – namely recruiting staff, managing employees, and applying the relevant legislation correctly. The textbook concludes with a discussion on developing an online business, and a consideration of relevant case studies pertaining to entrepreneurship. Based on this, students will be prepared to begin an entrepreneurial venture with a sense of confidence and professionalism.



**COURSEBOOK™**  
ISBN 978-1-77612-545-6

**eBOOK**  
ISBN 978-1-77612-674-3

**TEXTBOOK**  
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## CONTENTS (Chapter / Unit)

- 1 What is entrepreneurship?
- 2 Getting out of the starting blocks
- 3 Forming a business
- 4 Developing products and services
- 5 Spreading the word
- 6 Selling
- 7 Cash is king
- 8 It is in the numbers
- 9 Building a team
- 10 Making it run smoothly
- 11 Boring but important stuff
- 12 Growing the business
- 13 Online start-ups
- 14 Case studies – myths, leaders and inspiration

**NOF** 5-6 | **621** Number of **PAGES**  
LEVEL

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS

# STARTING UP: ENTREPRENEURSHIP IN THE GLOBAL CONTEXT

Starting a new business can be a daunting task – and doing so on a global scale can seem nearly impossible. **Starting Up: Entrepreneurship in the Global Context** puts students in the shoes of an entrepreneur who is about to step onto the international stage, thereby providing them with the necessary tools to develop a robust and successful business.

In this book, students will learn how to generate ideas, identify opportunities and how to pursue them, perform relevant market research, plan their vision and mission, and transform an idea into a working start-up. Through practice, shaping their business model, writing up a winning business plan, pitching the idea to investors and establishing good relationships with employees, students will be ready to take on a new business venture with confidence. *Starting Up: Entrepreneurship in the Global Context* also prepares students to keep the business running smoothly through careful evaluation, effective marketing and incremental growth.

NOF  
LEVEL **6-7** | **657** Number of  
PAGES

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## CONTENTS (Chapter / Unit)

### PART 1: A BIG FISH IN A BIG POND

- 1 Big ideas in an even bigger world
- 2 It starts with a vision

### PART 2: A WORLD OF OPPORTUNITY

- 3 Recognising a global start-up opportunity
- 4 Social problems as golden opportunities

### PART 3: BEFORE YOU START UP

- 5 Crafting a global start-up model
- 6 Will it work: Global feasibility
- 7 Scoping out the competition
- 8 Putting the global business plan on paper

### PART 4: STARTING UP

- 9 Financing your global start-up
- 10 Forming and leading a global team
- 11 Leadership, the law and ethics
- 12 Creating and marketing your brand

### PART 5: LEVELLING UP

- 13 Measuring up
- 14 Scaling your start-up



# HUMAN RESOURCES

- ▶ Human Resource Development Programmes:  
A South African Perspective
- ▶ Human Resource Management:  
A Strategic Approach
- ▶ Human Resource Management:  
An Introduction
- ▶ South African Human Resource Management  
in the 21st Century

# HUMAN RESOURCE DEVELOPMENT PROGRAMMES: A SOUTH AFRICAN PERSPECTIVE

## *Human Resources Development Programmes: A South African Perspective*

is a comprehensive guide to the regulations and best practice of training and development in organisations. This book equips students with a foundational knowledge of the educational and legal frameworks that form the basis of all development programmes. First, students will situate the role of HR according to various regulatory bodies. They will then explore key theories of learning to broaden their understanding of how learning occurs, and how training can be created to accommodate a multitude of styles and preferences.

Additionally, students will practise using the generic programme planning process for training and development. *Human Resources Development Programmes: A South African Perspective*, therefore, aims to equip students with all the relevant knowledge and skills needed to raise employees to their highest potential.

**NOF LEVEL 6** | **558** Number of **PAGES**

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## CONTENTS (Chapter / Unit)

### **PART 1: THE HUMAN RESOURCE DEVELOPMENT FRAMEWORK IN SOUTH AFRICA**

- 1 The skills framework
- 2 The legal framework

### **PART 2: INDIVIDUAL SKILLS DEVELOPMENT FACTORS**

- 3 Individual approaches to learning
- 4 Performance management and career development
- 5 Inclusivity and creativity

### **PART 3: THE HUMAN RESOURCE DEVELOPMENT PROGRAMME**

- 6 Analysing training and development needs
- 7 Training and development design
- 8 Training and development delivery
- 9 Training and development assessment
- 10 Training and development evaluation
- 11 Training and development administration
- 12 Managing training and development

# HUMAN RESOURCE MANAGEMENT: A STRATEGIC APPROACH

*Human Resource Management: A Strategic Approach* provides students with a broad overview of human resources (HR) as a field, as well as the context of business strategy. As such, students will learn about topics like vertical integration and strategic HR management processes, and will understand what the overall strategic approach to HR aims to achieve. Additionally, students will learn how to design and analyse jobs, write job descriptions for advertisements, and facilitate job application processes.

The fundamentals of payroll and compensation agreements, as well as the traditional roles of an HR manager, are also discussed in detail. Finally, the textbook considers virtual workplaces and their relationship to human resource management (HRM). By exploring these key topics, students will be equipped to tackle this field, and will understand its importance as a growing trend in corporate culture.



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## CONTENTS (Chapter / Unit)

- 1 What is strategic human resource management?
- 2 Vertical integration and human resource strategy
- 3 Designing strategic human resource management
- 4 The strategic approach to people resourcing
- 5 Job design and analysis in practice
- 6 Crafting and placing good job advertisements
- 7 Job application in practice: Part 1
- 8 Job application in practice: Part 2
- 9 Compensation in practice: Introduction to payroll
- 10 Human resource management in virtual workspaces

**NOF LEVEL 6** | **360** Number of **PAGES**

TEXTBOOK OUTLINE

EXERCISE SOLUTIONS

# HUMAN RESOURCE MANAGEMENT: AN INTRODUCTION

**Human Resource Management: An Introduction** is a comprehensive guide to the basic concepts, principles and terminologies of human resource management. Specifically, the textbook introduces students to human resource management in the South African context. In so doing, it covers areas such as human resource strategy, recruitment, selection, retention and performance management. Additionally, it explores topics such as compensation management, career management, and health and safety in organisational environments. Finally, it illustrates the role and function of leadership in relation to human resource management.

Importantly, this textbook also foregrounds how South Africa's labour legislation is among the most progressive in the world, allowing institutions to settle disputes and ensure fairness in the workplace. Based on this, *Human Resource Management: An Introduction* equips students with essential information on labour legislation, human rights and labour practices in South Africa.



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## CONTENTS (Chapter / Unit)

- 1 An introduction to human resource management
- 2 Strategising, structuring and planning
- 3 Recruiting potential employees
- 4 Selection and appointment of an employee
- 5 Onboarding and retention
- 6 Managing performance of employees
- 7 Compensation management
- 8 Health and safety in an organisation
- 9 Career management
- 10 Leadership
- 11 Employment relations
- 12 Structures created by the Labour Relations Act (LRA) for collective bargaining and dispute resolution

**NQF LEVEL 5**

**587** Number of **PAGES**

TEXTBOOK OUTLINE

EXERCISE SOLUTIONS

# SOUTH AFRICAN HUMAN RESOURCES MANAGEMENT IN THE 21ST CENTURY

*South African Human Resources Management in the 21st Century* is the perfect entrance into the exciting world of practicing human resources in South Africa. Students are introduced to the various contexts in which they will be operating, upholding legal standards, facilitating strategic resourcing and managing social diversity. Then the core functions of HR are outlined in detail. These include talent planning, recruitment and selection, onboarding, talent management, development and training, remuneration, and retention. Each of these functions is paired with a practical case study to illustrate HRM in practice, and to engage students in thinking about how a particular function contributes to strategic success. In looking ahead to the future, students are given insight into the latest trends and predictions regarding the function of HR in the near future. In this way, *South African Human Resources Management in the 21st Century* teaches students how to be flexible and effective HR practitioners who are prepared to tackle any challenge that comes their way.



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## CONTENTS (Chapter / Unit)

### PART 1: THE SOUTH AFRICAN HRM CONTEXT

- 1 The legal context
- 2 The strategic context
- 3 The diversity context

### PART 2: THE HRM FUNCTIONS

- 4 Planning for talent
- 5 Recruiting and selecting talent
- 6 Onboarding talent
- 7 Managing talent
- 8 Developing talent
- 9 Remunerating talent
- 10 Retaining talent

### PART 3: THE EVOLVING HRM LANDSCAPE

- 11 The virtual, global and flexible workforce
- 12 HRM in the 21st century

**NOF**  
LEVEL **6**

**637** Number of  
**PAGES**

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS



# FINANCE, ACCOUNTING & TAXATION

- ▶ A Logical Approach to South African Tax
- ▶ Accounting and Financial Management for Non-Financial Managers
- ▶ Accounting Made Easy
- ▶ Business, Leadership and Ethics for Accountants
- ▶ Financial Management
- ▶ Financial Management: A Marketing Perspective
- ▶ Financial Markets and Instruments: A Comprehensive Guide
- ▶ Fundamentals of Bookkeeping & Financial Accounting
- ▶ Fundamentals of Financial Reporting
- ▶ Introduction to Management Accounting
- ▶ Payroll Practices for General Management
- ▶ Preparation and Presentation of Financial Statements
- ▶ Principles of Auditing
- ▶ Principles of Cost and Management Accounting
- ▶ Principles of Tax Administration

# A LOGICAL APPROACH TO SOUTH AFRICAN TAX

*A Logical Approach to South African Tax* equips students with the knowledge required to understand and apply South African tax legislation across a range of contexts. By exploring the taxation of individuals, organisations and specialised areas alongside key compliance processes, the title helps students build strong technical knowledge and practical competence in taxation.



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## CONTENTS (Chapter / Unit)

### PART 1: DETERMINATION OF TAXABLE INCOME

- 1 Introduction to taxation
- 2 Determining income
- 3 Allowable deductions
- 4 Employee allowances and fringe benefits
- 5 Capital gains tax
- 6 Assessed losses

### PART 2: TAXATION OF VARIOUS INDIVIDUALS AND ENTITIES

- 7 Employees' tax and provisional tax
- 8 Taxation of non-residents and business entities
- 9 Taxation of farmers
- 10 Turnover tax

### PART 3: OTHER TYPES OF TAXATION AND TAX RETURNS

- 11 Donations tax and estate duty
- 12 Value-added tax (VAT)
- 13 Completing tax returns

**NQF  
LEVEL 6**

**811** Number of  
**PAGES**

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eBOOK  
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TEXTBOOK  
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The dynamic business environment requires managers in various roles to have a good grasp of accounting and financial management. With its clear and practical demonstration of accounting procedures and critical financial management concepts, this three-part *Accounting and Financial Management for Non-financial Managers* resource offers valuable information, enabling students to navigate financial decision-making with confidence. It also assists students in their journey to becoming a successful non-financial manager.

NOF LEVEL **5-6** | **901** Number of PAGES

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS

# ACCOUNTING AND FINANCIAL MANAGEMENT FOR NON-FINANCIAL MANAGERS

## CONTENTS (Chapter / Unit)

### PART 1: INTRODUCTION TO ACCOUNTING AND FINANCIAL MANAGEMENT

- 1 The role of accounting and financial management in business
- 2 Choosing a form of business ownership: Non-corporate entities
- 3 Choosing a form of business ownership: Corporate entities
- 4 Funding your chosen form of business ownership
- 5 The accounting equation: Acquisition and expenditure of funds
- 6 Recording business transactions
- 7 Performing monthly accounting procedures
- 8 Understanding financial statements
- 9 Financial statement analysis techniques

### PART 2: THE ESSENTIAL CONCEPTS AND PRINCIPLES OF FINANCIAL MANAGEMENT

- 10 The time value of money
- 11 Costing your product
- 12 Cost-volume-profit (CVP) analysis
- 13 Budgeting
- 14 Capital budgeting
- 15 Managing working capital

### PART 3: PULLING IT ALL TOGETHER

# ACCOUNTING MADE EASY

*Accounting Made Easy* introduces first-year students to the fundamental concepts and principles of financial accounting, which form the basis for the preparation and presentation of financial statements. Its purpose is to lay a solid foundation for students who will go on to complete other accounting modules, as well as to provide them with the knowledge to perform basic accounting functions. The textbook begins by introducing students to the various forms of business ownership, and proceeds by discussing the elements of financial statements, the accounting equation, the accounting cycle (from source documents to financial statements), and how financial statements are analysed to make informed economic decisions. The textbook concludes by looking at the theory of value-added tax (VAT) calculations, as well as VAT returns.

**NOF LEVEL 5** | **280** Number of **PAGES**

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## CONTENTS (Chapter / Unit)

- 1 Forms of business ownership
- 2 Elements of financial statements
- 3 The accounting equation
- 4 Keeping track of day-to-day transactions
- 5 The monthly accounting procedures
- 6 Understanding financial statements
- 7 Analysing financial statements
- 8 Ratio analysis as the preferred financial analysis technique
- 9 Value-added tax (VAT)
- 10 Value-added tax (VAT) returns

# BUSINESS, LEADERSHIP AND ETHICS FOR ACCOUNTANTS

The practice of accounting is integral to every financial decision that is made in business, and this level of authority comes with unique challenges in leadership and moral responsibility. In order to truly understand the power of accounting, we need to look closely at how to make an ethical decision, how to be a good leader, and how business responsibility is shared between employees. *Business, Leadership and Ethics for Accountants* will develop understanding of ethical conduct and effective communication, and will provide students with the insight needed in order to lead with integrity. In this book, students will encounter different leadership styles, explore the regulatory and ethical frameworks that govern business actions, and consider how best to manage risks such as fraud and corruption.



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## CONTENTS (Chapter / Unit)

### PART 1: BUSINESS ETHICS IN CONTEXT

- 1 The business environment
- 2 An introduction to business ethics
- 3 Corporate social responsibility
- 4 Corporate governance

### PART 2: EFFECTIVE AND ETHICAL LEADERSHIP

- 5 An introduction to leadership
- 6 Leadership components, styles, relationships and theories
- 7 Ethical decision-making
- 8 Effective organisational communication
- 9 Practices that promote efficacy

### PART 3: THE ACCOUNTING FUNCTION

- 10 The accounting function, organisations and committees
- 11 Business information systems and regulatory systems
- 12 Internal control, security and audits
- 13 Identifying and preventing fraud
- 14 Risk management and corruption

**NOF** 6-7 | **696** Number of **PAGES**  
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EXERCISE  
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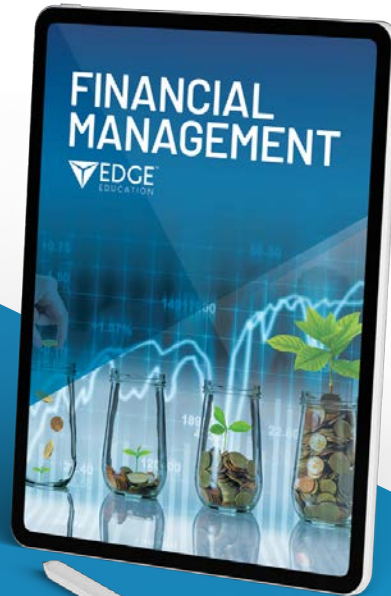
# FINANCIAL MANAGEMENT

**Financial Management** provides a firm foundation for understanding financial management. The textbook begins by introducing students to the role of a financial manager, and identifies the driving goals of an organisation. Additionally, it introduces key financial calculations, including the time value of money. It also demonstrates how to measure the risk and return of a portfolio of assets. This is expanded on with a discussion of the valuation of shares and bonds. Students will also learn about the valuation of debt and equity, and how the costs of these sources of capital are identified. Finally, the textbook explores various capital budgeting techniques, and analyses mergers and takeovers.

NOF LEVEL **6-7** | **776** Number of PAGES

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## CONTENTS (Chapter / Unit)

- 1 The role and environment of financial management
- 2 Time value of money
- 3 Risk and return
- 4 Interest rates and bond valuation
- 5 Share valuation
- 6 Capital budgeting applications
- 7 Advanced capital budgeting
- 8 Cost of capital
- 9 Leverage and capital structure
- 10 Dividend policy
- 11 Working capital and current assets management
- 12 Management of current liabilities
- 13 Leases, and hybrid and derivative financial instruments
- 14 Mergers and takeovers

# FINANCIAL MANAGEMENT: A MARKETING PERSPECTIVE

*Financial Management: A Marketing Perspective* provides students with a strong foundation for understanding the key principles of financial management from a marketing perspective. Students will first learn about the role of a financial manager, and what the objectives of a business are. Important principles of business development, such as funding, working capital and the time value of money, are also explained in detail. The textbook goes on to unpack key elements such as budget preparation and other crucial planning tools used by financial managers. All of these topics will equip students with a foundation for understanding financial management. Finally, the textbook considers how imports and exports relate to a business, thereby ensuring that students are fully prepared to undertake financial management.



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## CONTENTS (Chapter / Unit)

- 1 The role of financial management in business
- 2 Funding a business
- 3 Leverage and capital structure
- 4 The time value of money
- 5 Managing working capital
- 6 Budgeting
- 7 Basic costing
- 8 Cost-volume-profit (CVP) analysis
- 9 Divisional performance evaluation
- 10 Your business – a part of the global economy

**NOF** | **6-7** | **393** Number of  
**LEVEL** | **PAGES**

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SOLUTIONS

NEW to catalogue

# FINANCIAL MARKETS & INSTRUMENTS: A COMPREHENSIVE GUIDE

*Financial Markets and Instruments: A Comprehensive Guide* provides a rigorous introduction to the structure, behaviour and functioning of financial markets, equipping students with the analytical tools needed to understand investment decisions and risk management. Covering market fundamentals alongside key instruments, including equities, bonds, money market instruments and derivatives, the title develops a clear understanding of valuation, risk and return within real-world financial contexts. Designed for finance and investment programmes, this resource supports students in building the conceptual foundations and practical insight required for further study and careers in the financial sector.

## ACADEMIC INSIGHT

**“Beyond memorising definitions or formulas, this title helps students understand how markets function, how different players navigate risk and return, and how financial instruments inform real-world decision-making”.**

~ Feziwe Langbooi, Academic Manager for *Financial Markets and Instruments: A Comprehensive Guide*



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## CONTENTS (Chapter / Unit)

### PART 1: FUNDAMENTALS OF FINANCIAL MARKETS

- 1 Introduction to financial markets
- 2 Role players in financial markets
- 3 Investors in financial markets

### PART 2: FINANCIAL INSTRUMENTS

- 4 Financial instruments: Time value of money, risk and return
- 5 Equity markets and instruments
- 6 Interest rates and bonds
- 7 Money markets and other short term instruments
- 8 Derivatives in financial markets
- 9 Alternative instruments

NOF  
LEVEL 7

419 Number of  
PAGES

TEXTBOOK  
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SOLUTIONS

# FUNDAMENTALS OF BOOKKEEPING & FINANCIAL ACCOUNTING

*Fundamentals of Bookkeeping & Financial Accounting* provides a foundation for understanding what the bookkeeping cycle is, and how the process works. The textbook begins by introducing students to the history of bookkeeping and accounting. It then revisits the origin of recording transactions, using the accounting equation and double-entry system. Various forms of businesses are also discussed, in order to differentiate between them. The textbook then delves into the bookkeeping cycle, by guiding students through each process of the cycle, and ultimately, allowing them to develop their accounting skills. The overall focus throughout the textbook is on recording transactions – from understanding how to record financial transactions using various source documents, to drafting journals, posting to the general ledger, and drafting the trial balance. The bank reconciliation and creditors’ reconciliation are also discussed. These provide the link between accounting records and the documents issued to the entity. Finally, the accounting cycle is illustrated by outlining the drafting of financial statements.



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## CONTENTS (Chapter / Unit)

- 1 An introduction to business, bookkeeping and accounting
- 2 The accounting equation and the double-entry system
- 3 Value-added tax
- 4 Recording cash transactions
- 5 Recording credit and sundry transactions
- 6 Inventory systems
- 7 Bank reconciliation
- 8 The control accounts – trade receivables and trade payables
- 9 Creditors reconciliation
- 10 Drafting financial statements

**NOF LEVEL 5** | **489** Number of **PAGES**

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TEXTBOOK  
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***Fundamentals of Financial Reporting*** equips students with the skills to enter the financial environment. The textbook covers various theoretical and practical aspects, including how to present financial statements, as well as how to recognise and measure the elements contained in them. Additionally, it delves into topics such as investment property, intangible assets and inventory, among others. Students will also learn how to present leases and financial instruments, and how to report foreign currency transactions. Finally, the textbook provides an overview of employee benefits and consolidated financial statements.

NOF  
LEVEL 6

1165 Number of  
PAGES

TEXTBOOK  
OUTLINE 

 EXERCISE  
SOLUTIONS

# FUNDAMENTALS OF FINANCIAL REPORTING

## CONTENTS (Chapter / Unit)

- 1 Introduction to International Financial Reporting Standards and the Conceptual Framework
- 2 IAS 1 – Presentation of financial statements
- 3 IAS 16 – Property, plant and equipment
- 4 IAS 40 – Investment property
- 5 IAS 36 – Impairment of assets
- 6 IAS 38 – Intangible assets
- 7 IAS 2 – Inventories
- 8 IAS 37 – Provisions, contingent liabilities and contingent assets
- 9 IFRS 16 – Leases
- 10 Financial instruments
- 11 IAS 10 – Events after the reporting period
- 12 IFRS 15 – Revenue from contracts with customers
- 13 IAS 19 – Employee benefits
- 14 IAS 21 – The effects of changes in foreign exchange rates
- 15 IAS 33 – Earnings per share
- 16 IAS 12 – Income taxes
- 17 IAS 23 – Borrowing costs
- 18 IAS 8 – Accounting policies, changes in accounting estimates and errors
- 19 IAS 7 – Statements of cash flows
- 20 IAS 20 – Accounting for government grants and disclosure of government assistance
- 21 Consolidated financial statements
- 22 Financial reporting requirements of the Companies Act 2008

# INTRODUCTION TO MANAGEMENT ACCOUNTING

*Introduction to Management Accounting* is a practical and comprehensive guide to the basic concepts and principles of managerial accounting. This book will be invaluable to those seeking foundational knowledge of the current terminology used and the concepts applied in this subject.

The purpose of this book is to provide students with a basic knowledge of the role of the financial manager and the function of the cost accountant. Furthermore it provides the student with an introduction to managerial accounting, analyses cost elements, explores how inventory, labour and overhead costs are controlled and illustrates how the accounting records of a manufacturing enterprise are completed.

One of a financial managers important tasks is to determine how much money was spent on each applicable job, process or contract that has been completed. To this end, the principles of job costing, process costing and contract are also addressed.



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## CONTENTS (Chapter / Unit)

- 1 Introduction to cost and management accounting
- 2 Material and inventory control
- 3 Labour and learning curve theory
- 4 Overhead allocation
- 5 Accounting for a manufacturing enterprise
- 6 Job costing
- 7 Process costing
- 8 Contract costing
- 9 Marginal and absorption costing
- 10 Budgeting and standard costing

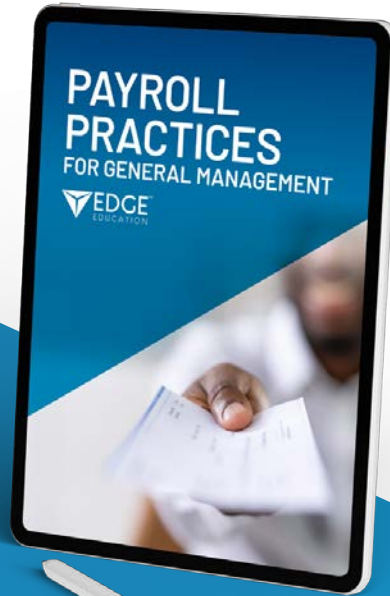
**NOF LEVEL 5** | **424** Number of **PAGES**

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS

# PAYROLL PRACTICES FOR GENERAL MANAGEMENT

*Payroll Practices for General Management* is a comprehensive guide to payroll practices and how they are used in an organisation. In order to unpack payroll practices, the textbook outlines the role of a payroll administrator. It also explores the applicable statutory regulations that need to be followed by payroll personnel. Moreover, students will learn about the various processes that need to be followed within a firm when dealing with employees – whether they are new recruits, or are exiting the firm. Finally, students will learn how to prepare accounts related to payroll, computerise the payroll process, and complete tax returns.



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## CONTENTS (Chapter / Unit)

- 1 Plan, organise, implement, monitor and work within the payroll environment
- 2 Record and validate input variations on employee records
- 3 Basic conditions of employment
- 4 Statutory registrations
- 5 Complete PAYE documents
- 6 Accounting for payroll
- 7 Monthly SARS returns and eFiling
- 8 Computerised payroll

**NOF**  
LEVEL **5**

**377** Number of  
**PAGES**

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS

# PREPARATION AND PRESENTATION OF FINANCIAL STATEMENTS

*Preparation and Presentation of Financial Statements* provides a strong foundation of knowledge regarding how to prepare and present the financial statements of various types of organisations. Students will learn how to draft the financial statements of partnerships, non-profit organisations, close corporations and companies. Complete and incomplete records will also be explored, together with recording transactions for a manufacturing concern, drawing up the wages and salaries journals and interpreting financial statements. This will assist students in gaining a holistic view of how various transactions are recorded and interpreted in practice. In concluding this book, students will learn about ethics and internal control measures.

NOF  
LEVEL 5

629 Number of  
PAGES

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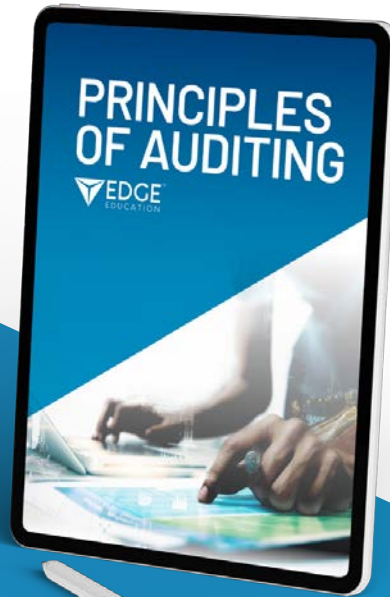
TEXTBOOK  
ISBN 978-1-4327-0400-1

## CONTENTS (Chapter / Unit)

- 1 Introduction to financial statements of a sole proprietorship
- 2 Depreciable assets
- 3 Preparation of financial statements: Complete records
- 4 Preparation of financial statements: Incomplete records
- 5 Non-profit organisations
- 6 Partnerships
- 7 Close corporations
- 8 Companies
- 9 Statement of cash flows
- 10 Analysis and interpretation of financial statements
- 11 Introduction to IFRS for SMEs
- 12 Recording salaries and wages
- 13 Accounting for a manufacturing enterprise
- 14 Professional ethics and internal control

# PRINCIPLES OF AUDITING

*Principles of Auditing* is a comprehensive guide to the principles of auditing. After being introduced to the broader concept of auditing, students will proceed to learn about the auditing process, as well as the regulatory procedures involved therein. The focus of the textbook is primarily on control procedures, and how these can be used to meet the specified objectives of various accounting elements. It also delves into the importance of internal control systems, and discusses how control procedures can be used to meet certain objectives. In addition, it explores the auditing of acquisitions and payments, thereby enabling students to understand the payroll cycle. Students will then investigate the procedures used by auditors for various tasks within the finance and investment cycle. The textbook concludes by explaining different audit opinions, and the processes that are followed to form these opinions.



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## CONTENTS (Chapter / Unit)

- 1 An introduction to auditing
- 2 Internal control
- 3 Preliminary and planning phases of an audit
- 4 Revenue and receipts cycle
- 5 Acquisitions and payments cycle
- 6 Payroll cycle
- 7 Inventory and production cycle
- 8 Finance cycle
- 9 Investment cycle
- 10 Concluding the audit and forming an opinion

NOF  
LEVEL 6

383 Number of  
PAGES

TEXTBOOK  
OUTLINE 

 EXERCISE  
SOLUTIONS

# PRINCIPLES OF COST AND MANAGEMENT ACCOUNTING

*Principles of Cost and Management Accounting* is a comprehensive guide to the principles and processes of cost and management accounting. Students will learn about the roles and responsibilities of a financial manager, as well as their various decision-making processes. Additionally, the textbook outlines the analysis and interpretation of financial statements. It also explains how the different costs of a product can be identified and calculated, and outlines the methods used to value inventory. Finally, students will learn about job costing and budgeting, and will understand how statements are prepared for a manufacturing enterprise.



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## CONTENTS (Chapter / Unit)

- 1 The role of the financial manager
- 2 Interpreting financial results
- 3 Managing working capital
- 4 An introduction to managerial accounting
- 5 Controlling inventory and overhead costs
- 6 Accounting for a manufacturing enterprise
- 7 Job costing
- 8 Budgeting and standard costing
- 9 Cost classification, estimation and behaviour
- 10 Cost-volume-profit (CVP) analysis
- 11 Linear programming
- 12 Relevant costs
- 13 Expected value theory and decision trees
- 14 Pricing policy and transfer pricing
- 15 Divisional performance evaluation

**NQF LEVEL 6** | **710** Number of **PAGES**

TEXTBOOK  
OUTLINE 

 EXERCISE  
SOLUTIONS

# PRINCIPLES OF TAX ADMINISTRATION

*Principles of Tax Administration* is designed to provide students with an introduction to the administration of tax in South Africa. This textbook provides an overview of the tax system in South Africa, the types of taxpayers in the system and the role and responsibility of SARS and tax practitioners. Ethics and professional conduct in a tax environment are also covered.



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eBOOK

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TB

TEXTBOOK

ISBN 978-1-77612-480-0

## CONTENTS (Chapter / Unit)

- 1 Overview of the South African tax system
- 2 Principles of residence-based taxation
- 3 SARS and other stakeholders
- 4 Tax administration process
- 5 Constitutional rights of taxpayers
- 6 Legal principles of taxation
- 7 Tax avoidance and tax evasion

NQF  
LEVEL 5164 Number of  
PAGESTEXTBOOK  
OUTLINE  EXERCISE  
SOLUTIONS



# MARKETING

- ▶ Advertising Practice
- ▶ Advertising: Concepts, Campaigns and Copy
- ▶ Brand Management
- ▶ Consumer Buying Behaviour Essentials
- ▶ Fundamentals of Integrated Marketing Communication
- ▶ Getting Started with Brand Management
- ▶ Integrated Marketing Communication
- ▶ Integrated Marketing Communication in Practice
- ▶ Introducing Advertising
- ▶ Marketing Decoded: A South African Perspective
- ▶ Marketing in a Digital Age
- ▶ Marketing Management Basics
- ▶ Public Relations: A Practical Introduction
- ▶ Public Relations: Principles and Practice

# ADVERTISING PRACTICE

*Advertising Practice* is a comprehensive guide to the more challenging aspects of advertising. The textbook begins with an overview of advertising and integrated marketing communication (ICM), which includes an exploration of the advertising industry and broader advertising environment. It proceeds to highlight the value of conducting research, in order to understand consumers and their behaviours. As such, students will recognise the vital roles of research and creative planning in the advertising industry. The textbook also unpacks the concepts of 'above the line' and 'below the line' advertising, which includes a detailed exploration of broadcast media, print media, out-of-home media and new media. In addition, the processes of creative implementation and evaluation are explained. Students will also learn about ethics and the central role that it plays in advertising. The textbook concludes by evaluating various local and global advertising strategies. Based on this, students will be prepared to enter the world of advertising with a sense of confidence and professionalism.



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**TEXTBOOK**  
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## CONTENTS (Chapter / Unit)

- 1 Advertising and integrated marketing communication flashback
- 2 The advertising industry
- 3 The advertising environment
- 4 Consumer behaviour
- 5 Research for effective advertising
- 6 Creative planning
- 7 Advertising above the line: Broadcast media
- 8 Advertising above the line: Print media
- 9 Advertising above the line: Using out-of-home media
- 10 Advertising below the line: New media
- 11 Creative implementation
- 12 Creative evaluation
- 13 Ethics
- 14 Local and global advertising strategies

**NQF LEVEL 6** | **593** Number of **PAGES**

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS

# ADVERTISING: CONCEPTS, CAMPAIGNS AND COPY

Advertising is one of the oldest professions, but it is also continually evolving to meet the new shape of our markets. While the popularity of certain formats may rise and fall, the skills needed to write effective advertisements remain true. **Advertising: Concepts, Campaigns and Copy** teaches students how to perform the necessary groundwork of research, develop authentic relationships with consumers, and use different formats to enhance their messages. In the first half of this book, students are introduced to the strategic elements of advertising that need to take place before pen meets paper. These include the identification of marketing opportunities, setting clear campaign objectives, understanding reach and frequency, and becoming familiar with how to produce a budget, interpret a client brief and evaluate a campaign's success rate. The second half of the book is devoted to writing for specific platforms, including general copywriting, print, radio, television, in-store materials, catalogues and digital media. In working through *Advertising: Concepts, Campaigns and Copy*, students will hone their research, planning and writing skills in order to tackle any client brief that comes their way.



## CONTENTS (Chapter / Unit)

### PART 1: CAMPAIGN CONSIDERATIONS

- 1 Identifying opportunities
- 2 Setting objectives
- 3 Reach and frequency
- 4 Budgeting
- 5 Account planning
- 6 The client brief
- 7 Evaluating effectiveness

### PART 2: COPYWRITING

- 8 Copywriting for advertising: An Introduction
- 9 Copywriting for print
- 10 Copywriting for radio
- 11 Copywriting for television
- 12 Copywriting for in-store advertising material
- 13 Copywriting for catalogues
- 14 Copywriting for Internet-based advertising

NOF LEVEL 6-7 | 648 Number of PAGES

TEXTBOOK OUTLINE 

 EXERCISE SOLUTIONS

# BRAND MANAGEMENT

*Brand Management* presents a comprehensive view of branding in the 21st century. It entails all of the necessary tools and techniques to build and grow a brand in even the most competitive industries. In this book, students will find the best principles and practices for brand building, strategic brand management techniques, and case studies that test their branding finesse. Students will explore the psychology of branding and discover how to create meaning in the minds of consumers. Additionally, this book will teach how to manage brands across different contexts and how to approach multi-brand portfolios.



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## CONTENTS (Chapter / Unit)

### PART 1: BUILDING A BRAND

- 1 Brand identity
- 2 Brand and business building
- 3 Building brands through marketing communication
- 4 Building your personal brand

### PART 2: MAKING MEANING

- 5 Psychology and branding: Part 1
- 6 Psychology and branding: Part 2
- 7 Cultural meaning systems and brands

### PART 3: MANAGING A BRAND

- 8 Strategic brand management
- 9 Managing global brands
- 10 Multi-brand portfolios
- 11 Brand name changes and brand transfers

### PART 4: SUSTAINING A BRAND

- 12 Brand innovation and technology
- 13 Ageing, decline and revitalisation
- 14 Brand valuation

**NOF LEVEL 6-7** | **572** Number of **PAGES**

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS

# CONSUMER BUYING BEHAVIOUR ESSENTIALS

*Consumer Buying Behaviour Essentials* is a comprehensive guide to understanding the consumer. Students will learn how market value is created for consumers, as well as about various market characteristics. The textbook also provides students with an overview of how culture, subculture, reference groups and social classes influence consumer buying behaviour. In addition, it focuses on what motivates consumers' purchasing behaviour – ranging from more personal and psychologically driven factors, to broader household and organisational decision-making processes. Finally, students will explore organisational buying behaviour in more detail, including how to build relationships with customers, and how customer behaviour is influenced by the online world.



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## CONTENTS (Chapter / Unit)

### PART 1: CONTEXTUALISING CONSUMER BUYING BEHAVIOUR

- 1 Consumer behaviour and creating market value for customers
- 2 Market characteristics
- 3 Building relationships with customers

### PART 2: INTERNAL FACTORS AND BUYING BEHAVIOUR

- 4 Personality, self-concept and demographics
- 5 Customer motivation and attitudes
- 6 Customer perception
- 7 Learning and memory

### PART 3: EXTERNAL FACTORS AND BUYING BEHAVIOUR

- 8 Culture and the consumer
- 9 Groups and social class
- 10 Household decision-making
- 11 The online world and customer behaviour

### PART 4: PURCHASING DECISIONS

- 12 The consumer decision-making process
- 13 Organisational buying behaviour
- 14 Post-purchase: Customer satisfaction

**NOF LEVEL 5-6** | **496** Number of **PAGES**

TEXTBOOK OUTLINE

EXERCISE SOLUTIONS

# FUNDAMENTALS OF INTEGRATED MARKETING COMMUNICATION

*Fundamentals of Integrated Marketing Communication* is an introductory guide to the field of IMC. The purpose of this textbook is to introduce the student to the foundational concepts of IMC, including the definition of IMC, its main features, and the essential tools of which it is comprised. Topics covered in this textbook range from sales promotions to sponsorships, providing the student with sufficient knowledge on the use and integration of the various tools used to ensure clear and impactful communication. In addition, the IMC decision-making process is explained, which will further equip students with the necessary skills and knowledge on how to design and produce an effective IMC campaign. This textbook will therefore prove invaluable to students seeking a comprehensive introduction to the terminology and concepts within this subject field.



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## CONTENTS (Chapter / Unit)

- 1 What is integrated marketing communications?
- 2 Integrated marketing communications features
- 3 Integrated marketing communications tool 1: Advertising
- 4 Integrated marketing communications tool 2: Public relations
- 5 Integrated marketing communications tool 3: Sales promotion
- 6 Integrated marketing communications tool 4: Personal selling
- 7 Integrated marketing communications tool 5: Direct marketing
- 8 Integrated marketing communications tool 6: Sponsorship
- 9 Integrated marketing communications tool 7: Digital communications
- 10 The integrated marketing communications decision-making process

**NOF** LEVEL **5** | **347** Number of **PAGES**


TEXTBOOK  
OUTLINE 

 EXERCISE  
SOLUTIONS


# GETTING STARTED WITH BRAND MANAGEMENT

*Getting Started with Brand Management* is a practical and comprehensive guide to the basic concepts and principles of brand management. The purpose of this textbook is to introduce students to the history of brand management, the role of the brand manager, and branding in South Africa. The textbook also explores brand equity models, explains the process in building brand equity, and discusses the tracking of brand value. Moreover, *Getting Started with Brand Management* demonstrates the selection of an appropriate brand strategy for a business, explains how to build brand architecture, and discusses sustainable brand management. In addition, it explains how to conduct a brand audit, outlines corporate and political branding, and contextualises branding in the South African context. This textbook will therefore be invaluable to those seeking foundational knowledge of the current terminology and concepts within this subject field.






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**eBOOK**  
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## CONTENTS (Chapter / Unit)

- 1 Introduction to brand management
- 2 The history and evolution of branding
- 3 Brand essence, positioning and implementation
- 4 The brand manager
- 5 Brand equity
- 6 Brand architecture, managing brand and product relationship
- 7 Managing and sustaining brands
- 8 Brand audits
- 9 Corporate and political branding
- 10 Branding in South Africa

**NQF**  
LEVEL **5**

**286** Number of  
**PAGES**

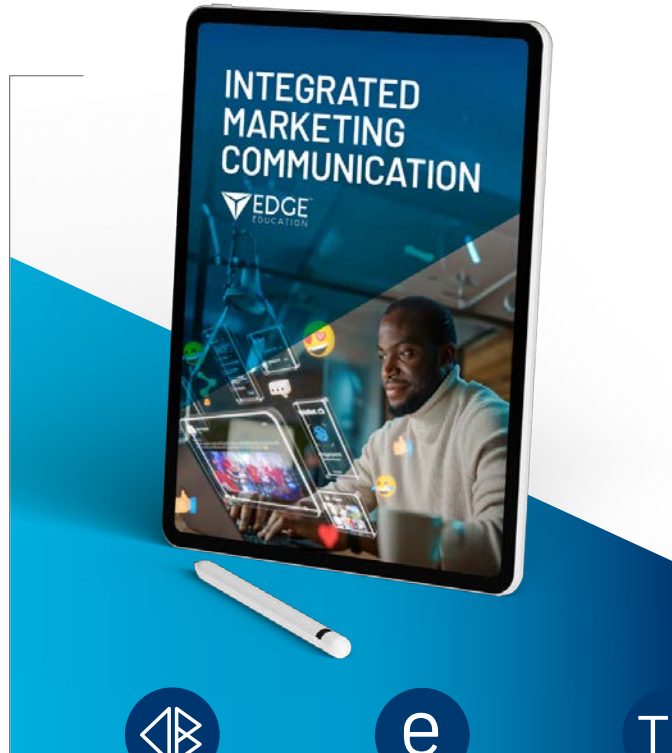
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OUTLINE 

 EXERCISE  
SOLUTIONS

# INTEGRATED MARKETING COMMUNICATION

## *Integrated Marketing Communication*

is a practical companion for marketing specialists. This book covers four key aspects of IMC: value-based IMC, organisational preparedness, digital technologies and the creation of a comprehensive IMC plan. As students progress, they will learn about the relationship between the organisation and IMC. They will also discover how to utilise mobile, RSS and social networking technologies, and how to make use of IMC opportunities. Additionally, students will learn how to integrate traditional and new media into a holistic IMC strategy that will reach consumers on every available level.



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## CONTENTS (Chapter / Unit)

### PART 1: NEW IMC PERSPECTIVES

1 Value-based IMC

### PART 2: ORGANISATIONS AND THEIR CONSUMERS

- 2 Organisations and IMC
- 3 Organisational barriers to an IMC campaign
- 4 Integration and exchange
- 5 Determining the financial values of consumers
- 6 The 21st-century consumer

### PART 3: TOOLS OF THE TRADE

- 7 Mobile Technology
- 8 Really simple syndication (RSS)
- 9 Social networking: Part 1
- 10 Social networking: Part 2

### PART 4: THE INTEGRATED MARKETING COMMUNICATION PLAN

- 11 Identifying IMC opportunities
- 12 IMC planning considerations: A five-step process
- 13 Constructing a new media IMC plan
- 14 Integrating traditional and new media into an IMC plan

NOF  
LEVEL 7

580 Number of  
PAGES

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS

# INTEGRATED MARKETING COMMUNICATION IN PRACTICE

*Integrated Marketing Communication in Practice* is a practical and comprehensive guide to the intermediate concepts and principles of integrated marketing communication. The purpose of this textbook is to introduce students to basic knowledge of the current terminology and concepts which this subject field has to offer.

NOF  
LEVEL 6

556 Number of  
PAGES

TEXTBOOK  
OUTLINE



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## CONTENTS (Chapter / Unit)

- 1 Factors influencing integrated marketing communication
- 2 IMC and brand enhancement
- 3 Consumer research for an IMC program
- 4 Directing IMC to the right audience
- 5 Constructing an IMC plan
- 6 Using IMC to persuade the target market
- 7 The IMC Campaign
- 8 Retail, Business-to-Business and Non-profit IMC campaigns
- 9 International marketing communication
- 10 Evaluating the IMC campaign

COMMUNICATION IN PRACTICE



# INTRODUCING ADVERTISING

*Introducing Advertising* will be invaluable to readers who wish to learn the basics of the advertising industry – what advertising is, the environment in which it occurs, how advertising agencies operate, and more. As such, readers will learn about the role of the copywriter, and the various types of copy for which they are responsible. Additionally, readers will explore specific marketing communication tools used in the advertising industry, and be equipped with persuasive writing skills. With specific focus on the advertising industry, the textbook also details important communication processes, and outlines the marketing communication planning process. Equipped with this knowledge, readers will gain insight into market segmentation, as well as target marketing. Furthermore, they will explore the creative process, various kinds of advertising media, and the relationship between advertising and branding. The book concludes by considering the role of the advertising manager, and discussing how advertising effectiveness is measured.



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**eBOOK**  
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**TEXTBOOK**  
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## CONTENTS (Chapter / Unit)

- 1 What is advertising?
- 2 The advertising environment
- 3 The advertising agency
- 4 Advertising copy
- 5 Persuasive writing
- 6 Advertising and marketing communication
- 7 The communication process
- 8 The marketing communication planning process
- 9 Understanding the target market
- 10 The creative process
- 11 Advertising media
- 12 Advertising and brands
- 13 Managing advertising
- 14 Measuring advertising effectiveness

**NQF**  
LEVEL **5**

**589** Number of  
**PAGES**

TEXTBOOK  
OUTLINE 

 EXERCISE  
SOLUTIONS

# MARKETING DECODED: A SOUTH AFRICAN PERSPECTIVE

*Marketing Decoded: A South African Perspective* is a comprehensive guide to the field of marketing. In particular, it focuses on marketing within the South African context.

Beginning with basic marketing concepts, the textbook then proceeds to discuss the marketing environment in greater detail.

As such, readers will learn the value of marketing research, as well as how certain markets can be segmented – and ultimately, targeted. Touching on consumer behaviour, the textbook also considers the essence of a product, as well as the fundamental concepts relating to services marketing.

Building on this knowledge, readers will explore the area of relationship marketing, and gain insight into product and service differentiation. In addition, readers will be exposed to the process of packaging and distributing products and services, as well as to the concepts of retailing, wholesaling and direct marketing. Finally, the textbook will outline the basics of integrated marketing communication (IMC), pricing strategies, and how to plan, implement and control strategies within the marketing environment.

**NQF LEVEL 5** | **668** Number of **PAGES**

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## CONTENTS (Chapter / Unit)

- 1 Marketing contextualised
- 2 The marketing environment
- 3 Marketing research and target markets
- 4 Consumer behaviour
- 5 The product
- 6 Services marketing
- 7 Relationship marketing
- 8 Creating product and service differentiation
- 9 Product and service packaging
- 10 Product and service distribution
- 11 Retailing, wholesaling and direct marketing
- 12 Integrated marketing communication (IMC)
- 13 Pricing strategy
- 14 Planning implementation and control

# MARKETING IN A DIGITAL AGE

*Marketing in a Digital Age* is an advanced guide to the field of digital marketing. It begins by introducing the concept of digital media, and proceeds by unpacking the unique role that digital marketing plays within the broader field of marketing.

As such, students will be given an opportunity to explore digital marketing strategy, as well as digital development and digital channels. They will also be exposed to various types of marketing within the digital sphere - including content marketing, search marketing, digital push marketing, social media marketing, video marketing and affiliate marketing. The textbook concludes with a valuable discussion on 'big data', and the role that it plays in the digital marketing environment.



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## CONTENTS (Chapter / Unit)

- 1 What is digital media?
- 2 Digital marketing within the broader scope of marketing
- 3 Digital marketing strategy
- 4 Digital development
- 5 Digital channels and convergence
- 6 Content marketing
- 7 Search marketing
- 8 Digital push marketing
- 9 Social media marketing
- 10 Video marketing
- 11 Affiliate marketing
- 12 Big data

**NOF LEVEL 6**

**554** Number of **PAGES**

TEXTBOOK OUTLINE

EXERCISE SOLUTIONS

# MARKETING MANAGEMENT BASICS

*Marketing Management Basics* is an introductory guide to the basic concepts and principles of marketing management. The purpose of the textbook is to introduce students to the marketing environment, the marketing mix, marketing strategy, public relations and mass communication in the business context. Additionally, students will learn how strategic marketing plans are formulated and evaluated. The textbook also unpacks marketing and media from a digital perspective, explains the role and purpose of digital marketing within the broader scope of marketing, and introduces students to digital marketing strategy. As such, *Marketing Management Basics* will be invaluable to those seeking foundational knowledge of the current concepts and terminologies of this subject field.



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## CONTENTS (Chapter / Unit)

- 1 Basic concepts in marketing management
- 2 The internal marketing environment
- 3 The external marketing environment
- 4 Formulating a marketing strategy
- 5 Understanding 'product' in the marketing mix
- 6 Understanding 'place' in the marketing mix
- 7 Understanding 'price' in the marketing mix
- 8 Understanding 'promotion' in the marketing mix
- 9 The role of public relations and mass communication in business
- 10 Integration: Formulating a strategic marketing plan
- 11 What is digital media?
- 12 Digital marketing within the broader scope of marketing
- 13 Digital marketing strategy

**NOF**  
LEVEL **5**

**404** Number of  
**PAGES**

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS

# PUBLIC RELATIONS: A PRACTICAL INTRODUCTION

With *Public Relations: A Practical Introduction*, students are provided with a practical yet comprehensive introduction to public relations (PR).

This title offers the best of both worlds, with part one contextualising PR by explaining its purpose and the ultimate tool that is pivotal to its success: communication. While theoretical insights pave the way in the beginning of the book, part two ties the narrative together by providing practical aspects to consider – from crafting an effective press release, to the role that PR may play in terms of an event or in the online space.



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## CONTENTS (Chapter / Unit)

### PART 1: CONTEXTUALISING PUBLIC RELATIONS (PR)

- 1 An introduction to public relations (PR)
- 2 PR's purpose: Corporate image
- 3 PR's purpose: Mutually beneficial relationships
- 4 The ultimate PR tool: Communication
- 5 The PR programme
- 6 Ethics, corporate social responsibility (CSR) and the law

### PART 2: PUBLIC RELATIONS IN PRACTICE

- 7 Creative thinking, storytelling and persuasive messaging
- 8 PR and copywriting
- 9 Online public relations and social media
- 10 Crafting effective press releases
- 11 Pitching through presentations
- 12 PR and sponsorship
- 13 PR and events
- 14 Exhibitions, conferences and seminars

**NOF**  
LEVEL **5**

**625** Number of  
**PAGES**

TEXTBOOK  
OUTLINE

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SOLUTIONS

# PUBLIC RELATIONS: PRINCIPLES AND PRACTICE

*Public Relations: Principles and Practice* is a comprehensive text that covers a wide range of theoretical material and practical exercises. Students are first introduced to PR through its role in integrated marketing communications (IMC), in order to understand its position within the context of other organisational functions. In this book, students will develop a comprehensive understanding of PR in both local and international contexts, with a particular focus on digital communication strategies.



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## CONTENTS (Chapter / Unit)

### PART 1: PUBLIC RELATIONS IN CONTEXT

- 1 Integrating marketing, advertising and public relations
- 2 The role of public opinion and research in PR
- 3 Public relations, ethics and corporate social responsibility

### PART 2: PUBLIC RELATIONS AND COMMUNICATION

- 4 Strategic communication: Theories and techniques
- 5 Global PR communication
- 6 Digital communication strategies

### PART 3: PUBLIC RELATIONS IN PRACTICE

- 7 Planning and executing a PR programme
- 8 Public relations budgeting
- 9 Motivating and leading PR teams
- 10 Digital technology and PR
- 11 PR research for evaluating effectiveness

### PART 4: MANAGEMENT PERSPECTIVES ON PUBLIC RELATIONS

- 12 PR as a management function
- 13 A PR perspective on project management
- 14 Media relationship management

**NOF LEVEL 6**

**642** Number of PAGES

TEXTBOOK OUTLINE

EXERCISE SOLUTIONS



# HUMAN & SOCIAL SCIENCES

- ▶ An Introduction to the Sociology of Sport
- ▶ Applied Psychology Basics
- ▶ Becoming an HIV Caregiver
- ▶ HIV in the Workplace: Policies and Training
- ▶ Introducing Industrial Psychology
- ▶ Introduction to Counselling
- ▶ Research in Practice
- ▶ Socio-economics: Local and Global Perspectives
- ▶ Workplace Psychology in Focus

# AN INTRODUCTION TO THE SOCIOLOGY OF SPORT

Sport plays an enormous role in our daily lives. From debates about the best PSL team, to school sports practices, to celebrity athletes appearing in adverts and on product packaging, to idioms like 'kicking into touch', sports are a powerful cultural force. They reflect and reproduce many of our cultural and social values, beliefs and practices. Understanding the way in which sport, culture and society intersect is best guided by the sociological imagination. *An Introduction to the Sociology of Sport* will provide students with the theoretical framework for examining sport and its relationship to race, gender, politics, the media and other social structures in a way that is relevant, accessible and practical. With a focus on local and international sports, An Introduction to the Sociology of Sport provides the theoretical and practical knowledge to unpack how sports function in society.



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## CONTENTS (Chapter / Unit)

- 1 The evolution of sport
- 2 Social theory of sport
- 3 Sport and culture
- 4 Sport and gender
- 5 Sport and race
- 6 Sport and social class
- 7 Sport and politics
- 8 Sport and health
- 9 Sport and the media
- 10 Sport and the environment

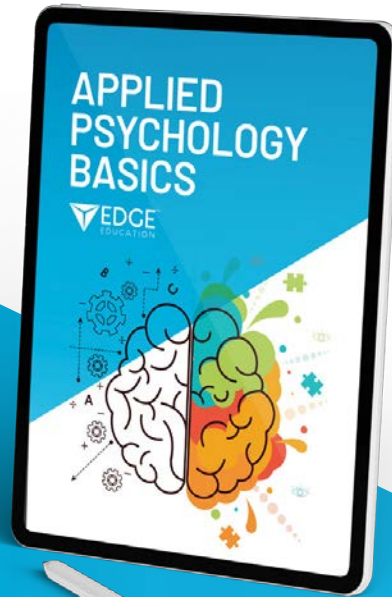
**NOF LEVEL 5** | **436** Number of **PAGES**

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS

# APPLIED PSYCHOLOGY BASICS

*Applied Psychology Basics* is a practical and comprehensive guide to the basic concepts and principles applicable when using psychological methods and conclusions to address practical problems. This textbook discusses the biological basis of human behaviour, and elaborates on the functions of the human nervous system. The different states of human consciousness are also outlined in this textbook, and the concepts of sensation and perception, as well as the nature of thinking, reasoning and problem-solving, are explored. Other key topics covered in this comprehensive guide include learning and memory, intelligence and creativity, human emotion, and personality. *Applied Psychology Basics* will therefore prove invaluable to those seeking knowledge of the current terminology and concepts within this subject field.



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**eBOOK**  
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**TEXTBOOK**  
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## CONTENTS (Chapter / Unit)

- 1 The biological basis of human behaviour
- 2 The human nervous system
- 3 An introduction to the different states of consciousness
- 4 Introduction to the concepts of sensation and perception – Part 1
- 5 Introduction to the concepts of sensation and perception – Part 2
- 6 Thinking, reasoning and problem-solving
- 7 Intelligence and creativity
- 8 Learning and memory
- 9 Introduction to the concept of human emotion
- 10 The basic principles of the concept of personality

**NOF** 5 | **283** Number of **PAGES**  
LEVEL

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS

# BECOMING AN HIV CAREGIVER

*Becoming an HIV Caregiver* is a comprehensive guide to caring for and supporting people living with HIV and AIDS (PLWHA). The textbook not only considers medical ethics and precautions, but also key aspects such as managing nutrition, stress, and other practical and emotional challenges. As such, students will be equipped with vital skills and practical examples, which can be applied when providing care in both formal and informal settings. The textbook begins with an overview of the Millennium Development Goals (MDGs), as well as the different types of care that are needed by PLWHA. It then proceeds to outline the importance of both home-based and community-based care, and explains the fundamentals of medical ethics as well as universal precautions for medical care. In addition, students will learn about various forms of antiretroviral (ARV) therapy, and the key role that nutrition plays in caring for PLWHA. As such, the textbook will provide practical advice for nutritional intervention, with specific focus on nutrition management for children with HIV and AIDS. Finally, it covers the basics of palliative care, while also addressing the challenges faced by caregivers themselves.



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**eBOOK**  
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## CONTENTS (Chapter / Unit)

- 1 Understanding the healthcare system in South Africa
- 2 Caregiving and home-/community-based care for people living with HIV/AIDS
- 3 Ethical considerations and basic guidelines for HIV/AIDS care, support and living
- 4 Managing infection control for people living with HIV/AIDS
- 5 HIV/AIDS and antiretroviral (ARV) therapy in South Africa
- 6 Management of nutrition for adults with HIV/AIDS
- 7 Management of nutrition for babies, children and mothers with HIV/AIDS
- 8 Care of orphans, vulnerable children and children living with HIV/AIDS
- 9 Palliative care for people living with HIV/AIDS
- 10 Stress and care techniques for caregivers

**NQF**  
LEVEL **5**

**434** Number of  
**PAGES**

TEXTBOOK  
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SOLUTIONS

# HIV IN THE WORKPLACE: POLICIES AND TRAINING

*HIV in the Workplace: Policies and Training* is a comprehensive guide to the legal and ethical requirements businesses have for dealing with HIV in the workplace. Starting with a detailed explanation of the history and effects of the virus, this book will explore the impact of the disease on employees, from the effect on their health to stigmas and social challenges they may face. The book will then turn to the responsibilities of employers and managers, outlining the requirements for successful and effective workplace policies regarding HIV. This provides a detailed overview of legal and ethical requirements, as well as global and national guidelines for drafting and implementing HIV policies in the workplace, while also looking at how these policies can prevent the spread of the disease. Finally, the textbook will look at the importance of training and education around the disease in the workplace, and give practical and specific guidelines for various workplace situations for those affected by HIV.



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## CONTENTS (Chapter / Unit)

- 1 Overview of HIV/AIDS
- 2 HIV/AIDS in Africa and the world
- 3 The impact of HIV/AIDS on the employee
- 4 South African HIV/AIDS policies and guidelines
- 5 South African legal and ethical issues pertaining to HIV/AIDS
- 6 Designing HIV/AIDS workplace policies
- 7 Health promotion in the workplace
- 8 Prevention of HIV/AIDS – workplace perspectives
- 9 HIV/AIDS workplace training
- 10 Guidelines for specific workplace situations

**NQF**  
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**442** Number of  
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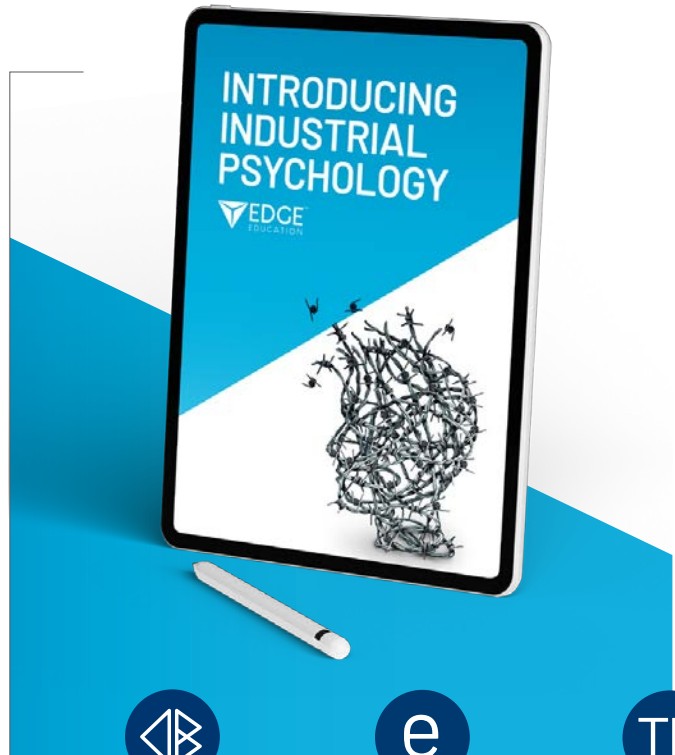
 EXERCISE  
SOLUTIONS

# INTRODUCING INDUSTRIAL PSYCHOLOGY

*Introducing Industrial Psychology* is a practical and comprehensive guide to the basic concepts and principles that apply when using methods from industrial psychology, to address practical problems within organisations.

This textbook outlines the history of industrial psychology, as well as recent developments in this field, and introduces students to the various aspects of organisational behaviour. Concepts such as personality, values, emotional intelligence and intellectual ability are framed from a workplace perspective.

Other key topics that are explored include career development, employee performance, psychological processes in the workplace, work health and ergonomics, as well as labour conflict and negotiations. This textbook will therefore be invaluable to those seeking knowledge of the current terminology and concepts within this subject field.



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- 1 Introduction to industrial psychology
- 2 The history of and developments in industrial psychology
- 3 Introduction to organisational behaviour
- 4 Career in the workplace
- 5 Intellectual ability, personality, interest, values and emotional intelligence
- 6 Employee performance and performance assessment
- 7 Psychological processes in the workplace: Part 1
- 8 Psychological processes in the workplace: Part 2
- 9 Work health and ergonomics
- 10 Labour conflict and negotiations

**NOF LEVEL 5** | **350** Number of **PAGES**

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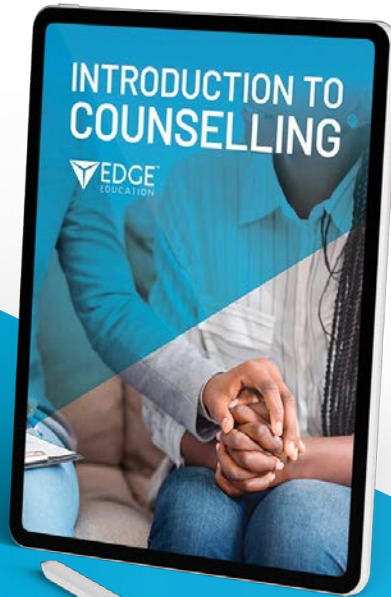


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# INTRODUCTION TO COUNSELLING

*Introduction to Counselling* provides a practical foundation in the principles and skills required to support individuals through the counselling process. The title guides students in developing core competencies such as establishing therapeutic relationships, responding effectively to clients and using techniques that facilitate reflection and positive change. With strong emphasis on ethical practice, goal setting and professional boundaries, this resource supports programmes preparing students for responsible and reflective practice in counselling and related helping professions.



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## CONTENTS (Chapter / Unit)

- 1 Introduction to counselling
- 2 Establishing the counselling relationship
- 3 Responding skills
- 4 Probing skills
- 5 Working towards change in counselling
- 6 Confronting versus challenging
- 7 Focusing on the here and now
- 8 Goal-setting in the counselling environment
- 9 Closures and endings
- 10 Practical, professional and ethical issues in counselling

NQF  
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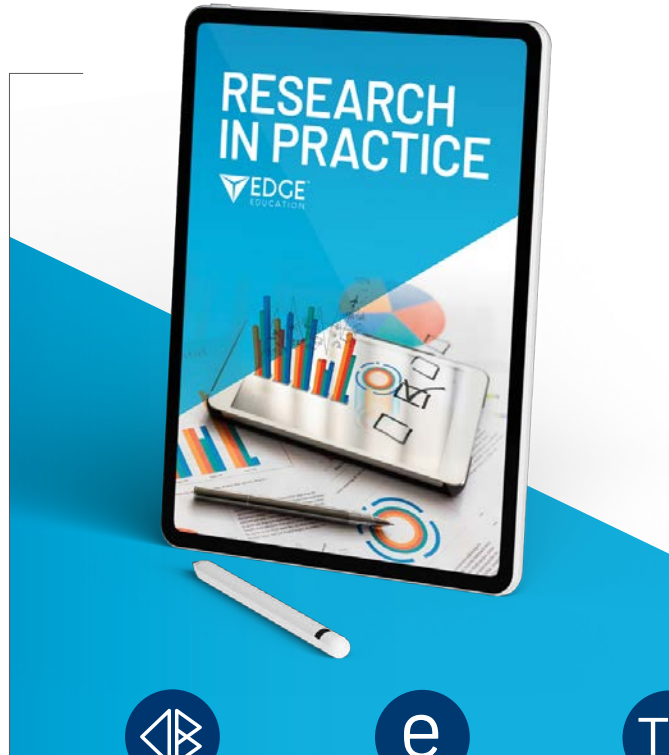
# RESEARCH IN PRACTICE

*Research in Practice* is a practical and comprehensive guide to the intermediate concepts, principles and terminologies of applied research. As such, it focuses on what applied research is, and how and why we use it. This textbook explains how research is conducted within organisations. In so doing, it illustrates how research is planned, how data can be collected, and how questionnaires can be designed effectively. Furthermore, it describes how an interview schedule can be constructed for a chosen qualitative research design. It also demonstrates basic approaches to both quantitative and qualitative data analysis. Finally, *Research in Practice* highlights the ethical principles that apply within various research contexts, discusses the dissemination of research findings, and shows students how to translate research into practice.

**NOF LEVEL 6-7** | **470** Number of **PAGES**

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## CONTENTS (Chapter / Unit)

- 1 Introduction to applied research
- 2 Research within the organisation
- 3 Getting started: Planning the research
- 4 Basic data collection principles
- 5 Quantitative data collection strategies
- 6 Qualitative data collection strategies
- 7 Methods for making sense of quantitative data
- 8 Methods for making sense of qualitative data
- 9 Reliability, validity and trustworthiness in research
- 10 Ethical considerations in research
- 11 Who cares? Writing up and disseminating your findings
- 12 Translating research into practice: The core of applied research



# SOCIO-ECONOMICS: LOCAL AND GLOBAL PERSPECTIVES

*Socio-economics: Local and Global Perspectives* aims to deepen students' understanding of human behaviour in both the public and private spheres. In exploring the intersection of sociology and economics, the textbook delves into topics such as private and government wealth, class, inequality, and society's overall satisfaction with life. Students will also learn how social issues are addressed by policy and market-related activities, and which measures are taken to uplift those who have the least satisfaction in life. Additionally, the textbook will unpack important topics related to politics and the economy, and will explore the psychology of economic behaviour and labour. Important questions about land reform, terrorism and community crime will also be addressed. As such, students will come to understand how socio-economic factors and human behaviour relate to, and mutually influence, one another.



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## CONTENTS (Chapter / Unit)

- 1 Introduction to sociology
- 2 Society, organisations and social groups
- 3 Politics and the economy
- 4 Populations, class and stratification
- 5 Economic thinking
- 6 A global perspective of economic development
- 7 Human diversity, inequality and global sustainability
- 8 Violence, crime and terrorism
- 9 Technological advancements and social changes
- 10 The sociology of health: Part 1
- 11 The sociology of health: Part 2
- 12 States, markets and economic policy
- 13 Labour markets, poverty and economic development
- 14 The sociology of land and agrarian reform

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**514** Number of  
**PAGES**

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# WORKPLACE PSYCHOLOGY IN FOCUS

*Workplace Psychology in Focus* is an introductory guide to industrial psychology and its professional application. The textbook begins by discussing core concepts within the field of industrial psychology, both past and present, and outlines the relevance of this field within organisational management. Topics such as career, intellect, personality, interests, values and emotional intelligence are also covered in detail. Additionally, students will gain exposure to theories of learning and development, as well as their practical application. The textbook further explores different working environments and the analysis of stress factors, and how these affect employee satisfaction. Finally, it illustrates how the actions of individuals and organisations can be interpreted in a constructive manner, and investigates the various factors that govern behavioural patterns.



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- 1 Introduction to industrial psychology
- 2 The history of and developments in industrial psychology
- 3 Introduction to organisational behaviour
- 4 Career in the workplace
- 5 Intellectual ability, personality, interest, values and emotional intelligence
- 6 Employee performance and performance assessment
- 7 Psychological processes in the workplace: Part 1
- 8 Psychological processes in the workplace: Part 2
- 9 Work health and ergonomics
- 10 Labour conflict and negotiations
- 11 Environmental psychology
- 12 Forensic industrial psychology
- 13 Compensation practices
- 14 The nature, characteristics, uses and abuses of psychometric tests

**NQF LEVEL 5-6** | **519** Number of **PAGES**

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# LITERACIES & PROFESSIONAL SKILLS

- ▶ A Professional Playbook: Business and Office Etiquette
- ▶ Business Communication: Putting Theory into Practice
- ▶ Computer Literacy: A Practical Guide
- ▶ Data Decoded: An Introduction to Data Analysis and Presentation
- ▶ Developing Academic Literacies for Higher Education
- ▶ Developing Digital Skills: A Practical Guide for Professional Success
- ▶ Literacies for Higher Education in the 21st Century
- ▶ Professional Skills
- ▶ Self-mastery: Self-efficacy Skills for Professional Development
- ▶ Working Professionalism

NEW to catalogue

# A PROFESSIONAL PLAYBOOK: BUSINESS AND OFFICE ETIQUETTE

Graduates are expected to demonstrate professionalism from their first day in the workplace – yet many students have had limited exposure to professional norms. *A Professional Playbook: Business and Office Etiquette* bridges this gap by equipping students with the practical etiquette, communication and behavioural skills needed to thrive in diverse South African workplaces. Combining clear guidance with realistic scenarios, the title helps students understand professional expectations, build confidence in workplace interactions and develop the habits that underpin long-term career success. Ideal for institutions committed to strengthening graduate employability, this playbook empowers students to step into the world of work prepared, self-aware and ready to contribute.

**NOF LEVEL 5** | **425** Number of **PAGES**

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## CONTENTS (Chapter / Unit)

### PART 1: THE PSYCHOLOGY OF BUSINESS ETIQUETTE

- 1 The psychology of business etiquette: Part 1
- 2 The psychology of business etiquette: Part 2

### PART 2: THE PRACTICAL APPLICATIONS OF BUSINESS ETIQUETTE

- 3 Presenting yourself professionally
- 4 Business etiquette in group and team settings
- 5 Mastering in-person workplace communication
- 6 Mastering digital workplace communication
- 7 Professional representation and networking
- 8 Managing conflict and sensitive situations

### PART 3: ETIQUETTE ACROSS CULTURES AND BORDERS

- 9 Etiquette across cultures: Fostering diversity and inclusion
- 10 Etiquette across borders: Travelling and working internationally

# BUSINESS COMMUNICATION: PUTTING THEORY INTO PRACTICE

*Business Communication: Putting Theory into Practice* offers students a comprehensive exploration of essential skills – from creating professional written pieces and impactful presentations, to mastering digital platforms and interpersonal interactions. Its unique inclusion of ‘AI Assistant’ sections aims to boost productivity and effectiveness through exposure to artificial intelligence (AI) tools. By blending written, verbal, visual and digital communication, this book not only teaches clarity and professionalism, but also empowers students to implement these skills in various professional settings, thereby ensuring readiness for contemporary business challenges.



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## CONTENTS (Chapter / Unit)

### PART 1: A THEORETICAL APPROACH TO COMMUNICATION

- 1 Getting started: The fundamentals of business communication
- 2 Building professional relationships: Interpersonal communication

### PART 2: WRITING FOR PROFESSIONAL EXCELLENCE

- 3 Writing for digital and print: The basics
- 4 Writing for digital and print: Putting it all together
- 5 Enhancing professionalism: Language, formatting and editing

### PART 3: GETTING DOWN TO BUSINESS

- 6 Navigating digital communication: From email to social media
- 7 Harnessing the power of design: A guide to visual communication
- 8 Integrating written and visual communication: Creating impactful reports
- 9 Professional dialogues: A guide to verbal communication
- 10 Integrating verbal and visual communication: Creating impactful presentations

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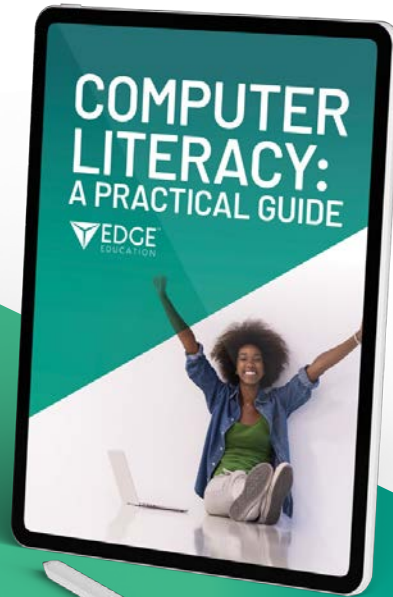
553 Number of  
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# COMPUTER LITERACY: A PRACTICAL GUIDE

Using a computer is a fundamental skill that is required in order to participate in the modern workplace. **Computer Literacy: A Practical Guide** is an introductory book that eases students into using computers, by establishing a solid foundation in terms of how they operate. Students will learn about computers from the inside out, starting with the components (hardware), programs (software) and connections (networking) that make computers function. Students then move on to discover how the Windows operating system works, and they are taught practical skills such as how to browse their data, surf the Internet, and send and receive emails, among many other skills. In seeking more advanced use, students will be introduced to each of the major workplace uses of computers, including word processing, creating spreadsheets and designing presentations. *Computer Literacy: A Practical Guide* aims to teach students the skills and knowledge that they need in order to thrive in the workplace.



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## CONTENTS (Chapter / Unit)

- 1 Computer literacy in context
- 2 The windows operating system
- 3 The internet and email
- 4 Word processing software
- 5 Spreadsheet software
- 6 Presentation software

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# DATA DECODED: AN INTRODUCTION TO DATA ANALYSIS AND PRESENTATION

In a data-driven world, the ability to work confidently with data is a critical graduate skill. *Data Decoded: An Introduction to Data Analysis and Presentation* provides a practical pathway to building data literacy, guiding students in analysing, visualising and communicating data using industry-relevant tools. By combining conceptual understanding with applied learning, the title prepares students to navigate complex information environments and contribute meaningfully in data-rich professional settings.



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## CONTENTS (Chapter / Unit)

### PART 1: FOUNDATIONS OF DATA ANALYSIS

- 1 Introduction to data analysis in the business context
- 2 Foundational statistics for data analysis
- 3 Data collection methods and tools
- 4 Data cleaning and pre-processing techniques

### PART 2: TOOLS AND TECHNIQUES FOR DATA ANALYSIS AND VISUALISATION

- 5 Data analysis and visualisation with Excel
- 6 Data analysis with Power BI
- 7 Data visualisation with Power BI
- 8 Creating professional presentations with PowerPoint
- 9 Integrating Excel, Power BI and PowerPoint

### PART 3: AI IN DATA ANALYSIS AND PRESENTATION

- 10 Emerging technologies: AI in data analysis
- 11 AI tools for the workplace: ChatGPT and Microsoft 365 Copilot
- 12 Ethical considerations in AI data analysis

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# DEVELOPING ACADEMIC LITERACIES FOR HIGHER EDUCATION

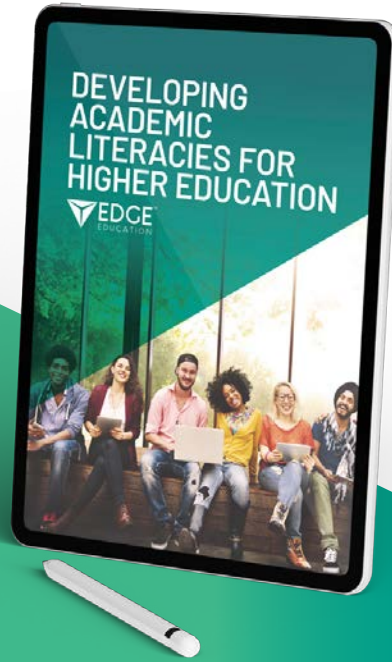
*Developing Academic Literacies for Higher Education* introduces first-year students to the academic environment.

The purpose of the textbook is to provide students with the basic skills necessary to complete their tertiary studies successfully. As such, it unpacks the various literacies required in the 21st-century academic context, including language, information, visual, digital, cultural and mathematical literacies. In so doing, it aims to equip students with vital academic reading and writing skills. Additionally, students will learn the basics of academic research, as well as how to navigate different learning platforms, and how to read visual texts for academic purposes. Finally, the textbook explores various learning styles and study skills, and provides students with vital exam preparation tips.

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## CONTENTS (Chapter / Unit)

- 1 Literacies for the 21st-century academic context: An introduction
- 2 Language literacy: Reading and listening
- 3 Language literacy: Introduction to writing
- 4 Language literacy: Writing reports
- 5 Information literacy
- 6 Visual literacy
- 7 Digital literacy
- 8 Mathematical literacy for academic purposes
- 9 Learning styles, study skills and exam preparation
- 10 Speaking and presenting

NEW to catalogue

# DEVELOPING DIGITAL SKILLS: A PRACTICAL GUIDE FOR PROFESSIONAL SUCCESS

## *Developing Digital Skills: A Practical Guide for Professional Success*

prepares students to work effectively in digitally enabled environments by building confidence in using the tools and platforms that underpin modern professional practice. Through applied activities and practical guidance, students develop skills in online communication, collaboration, information management and digital productivity, enabling them to contribute meaningfully in academic and workplace settings.

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## CONTENTS (Chapter / Unit)

### PART 1: DIGITAL SKILLS TO FUEL YOUR CAREER GROWTH

1 Digital literacy and professional success

### PART 2: THE INTERNET: YOUR GATEWAY TO THE DIGITAL WORLD

2 Web browsers basics

3 Navigating web searches, resources, and safety

### PART 3: A GUIDE TO ONLINE COMMUNICATION AND COLLABORATION TOOLS

4 Online meeting platforms: Getting started

5 Online meeting platforms: Advanced features

6 Instant messaging for effective communication

7 Cloud storage and file sharing for collaboration

8 Elevating productivity with digital note-taking

### PART 4: USING SOCIAL MEDIA IN BUSINESS CONTEXTS

9 The role of social media in business

10 Navigating popular social media platforms

### PART 5: TYPING SKILLS FOR DIGITAL EFFICIENCY

11 Developing basic keyboarding skills

12 Improving typing speed and accuracy

# LITERACIES FOR HIGHER EDUCATION IN THE 21ST CENTURY

Students face numerous personal and institutional barriers when they enter into higher education; however, many of these can be overcome with a strong set of literacy skills. *Literacies for Higher Education in the 21st Century* teaches students the basic knowledge and skills that they need in order to thrive in their educational journey. This title covers the topics of gathering information and performing research, how to read and listen attentively, how to interpret visuals, best practice in writing and speaking, and how to study and prepare for exams. The role of computers is equally important in this journey, and for this reason, several chapters are dedicated to the topics of basic operating systems, using the Internet and email, creating documents using word processing software, using spreadsheets to collect data, and using slideshow software to make presentations. *Literacies for Higher Education in the 21st Century* prepares students to take on any academic pursuit with confidence, which can greatly improve their prospects for further study and work.

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## CONTENTS (Chapter / Unit)

- 1 Literacies for the 21st-century academic context: An introduction
- 2 Computer literacy: The windows operating system
- 3 Computer literacy: Working with the Internet and email
- 4 Computer literacy: Working with word processing software
- 5 Information literacy
- 6 Receptive language literacy: Reading and listening
- 7 Receptive visual literacy
- 8 Productive language literacy: Writing
- 9 Mathematical literacy for academic purposes
- 10 Computer literacy: Working with spreadsheet software
- 11 Productive language literacy: Speaking and presenting
- 12 Computer literacy: Working with presentation software
- 13 Digital literacy: Online learning
- 14 Learning styles, study skills and exam preparation

# PROFESSIONAL SKILLS

The process of becoming a working professional can be challenging – there are many skills that are required in order to navigate the work environment successfully. **Professional Skills** equips students with the necessary competencies to successfully transition into the modern workforce and become effective employees. These competencies include interview preparedness, technological skills, communication skills, cultural and social sensitivity, problem-solving, business etiquette and many more. Students will also gain practical skills in compiling a professional curriculum vitae (CV) and cover letter, as well as interview skills. In light of the changing nature of work, *Professional Skills* also offers informative and instructive materials to help students understand key aspects of the technology underlying the Fourth Industrial Revolution (4IR). This includes discussions on cloud technology, remote working, online collaboration and global business practices. Based on this, students will be ready to apply for and begin a new job, and know how to maintain a healthy and successful working life.

NOF LEVEL **5-6** | **514** Number of PAGES

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## CONTENTS (Chapter / Unit)

- 1 The fourth industrial revolution: Global realities
- 2 The fourth industrial revolution: Southern African realities
- 3 Navigating the 21st-century workplace
- 4 Getting the job
- 5 Intrapersonal skills at work
- 6 Interpersonal skills at work
- 7 Communication basics at work
- 8 Sensitive communication skills and intelligences at work
- 9 Finding creative solutions at work
- 10 Business etiquette

# SELF-MASTERY: SELF-EFFICACY SKILLS FOR PROFESSIONAL DEVELOPMENT

*Self-mastery: Self-efficacy Skills for Professional Development* equips students with the tools to succeed in today's dynamic workplace. Through engaging content, practical exercises and real-world scenarios, students will develop essential skills such as self-awareness, empathy, conflict resolution and stress management – all grounded in the empowering concept of self-efficacy. This book is designed not only to inform, but also to inspire – helping students to unlock their potential by cultivating the belief that they can achieve their goals and thrive in the workplace. As they apply the principles and practices outlined in each chapter, students will gain the self-belief and skills needed to navigate their career with resilience and success.

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## CONTENTS (Chapter / Unit)

### PART 1: SITUATING SELF-EFFICACY

- 1 The foundations of self-efficacy: A psychological perspective
- 2 Self-efficacy in the workplace: Enhancing professional development

### PART 2: MASTERING SELF-EFFICACY SKILLS IN THE WORKPLACE

- 3 Starting with the self: Building self-awareness and self-motivation
- 4 Defining your path: Effective goal setting
- 5 Fuelling growth: The power of curiosity and lifelong learning
- 6 Connecting with others: Empathy and active listening
- 7 Facing challenges: Conflict management
- 8 Staying agile: Navigating change with resilience
- 9 Staying reliable: Dependability and attention to detail
- 10 Stepping up: Leadership and social influence
- 11 Collaborating for success: Embracing teamwork
- 12 Staying steady: Managing stress

# WORKING PROFESSIONALISM

The most important soft skill in business is the ability to communicate effectively – this skill is in high demand in practically every industry. **Working Professionalism** intends to prepare students for entering the workforce by introducing them to the types of communication that they will need to master in order to secure a job, perform well and further their careers. The first chapter is aimed at jobseekers who are creating their CV and online identity, and it equips students with valuable interview etiquette. The subsequent chapters investigate the student's intrapersonal skills in order to enable them to understand their own emotions and values, as well as how to navigate the complexity of interpersonal relationships with colleagues at work. The remainder of *Working Professionalism* outlines the different modes of formal, informal and sensitive communication skills, as well as the different contexts in which they should be exercised. In this way, *Working Professionalism* provides students with the confidence to write and speak with clarity, purpose and sensitivity.

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## CONTENTS (Chapter / Unit)

- 1 Getting the job
- 2 Intrapersonal skills at work
- 3 Interpersonal skills at work
- 4 Communication basics at work
- 5 Sensitive communication skills and intelligences at work
- 6 Written communication at work: Part 1
- 7 Written communication at work: Part 2
- 8 Written communication at work: Part 3
- 9 Non-verbal communication at work
- 10 Planning and delivering workplace presentations: Part 1
- 11 Planning and delivering workplace presentations: Part 2
- 12 Business etiquette



# HOSPITALITY & TOURISM

- ▶ A Guide to Tourism Marketing in South Africa
- ▶ An Introduction to Hospitality Management
- ▶ Event Management Basics
- ▶ Event Management in Action
- ▶ Event Management in Focus
- ▶ Event Planning and Coordination
- ▶ Hospitality Marketing: A South African Perspective
- ▶ Practical Event Management
- ▶ Sports Event Management in Action
- ▶ Supervision and Leadership in Hospitality
- ▶ Tourism Destinations: South Africa
- ▶ Tourism Destinations: Southern Africa
- ▶ Tourism: A South African Perspective
- ▶ Travel Agencies: An Operational Guide

# A GUIDE TO TOURISM MARKETING IN SOUTH AFRICA

## *A Guide to Tourism Marketing in South*

*Africa* is a practical guide to the tourism and marketing industries, and how they relate to one another.

It begins by exploring the role of tourism as a commodity, and explains how target markets can be identified through demographics. Students will proceed to learn how traditional and new media can be combined, in order to create a cohesive marketing strategy. Moreover, they will explore the concept of integrated marketing communication (IMC), and how to manage public relations (PR) as an internal strategy. Topics such as tours, packages, transport, destinations and attractions are also covered in detail. As such, this textbook will equip students with the necessary knowledge and skills to become successful professionals in the field.



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**TEXTBOOK**  
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## CONTENTS (Chapter / Unit)

- 1 Tourism as commodity
- 2 In the mix: Travel and tourism marketing
- 3 Targeted tourism
- 4 IMC for travel and tourism
- 5 Traditional media for travel and tourism
- 6 New media for travel and tourism
- 7 Public Relations (PR) for travel and tourism
- 8 Marketing packages and tours
- 9 Marketing transport and destinations
- 10 Marketing attractions

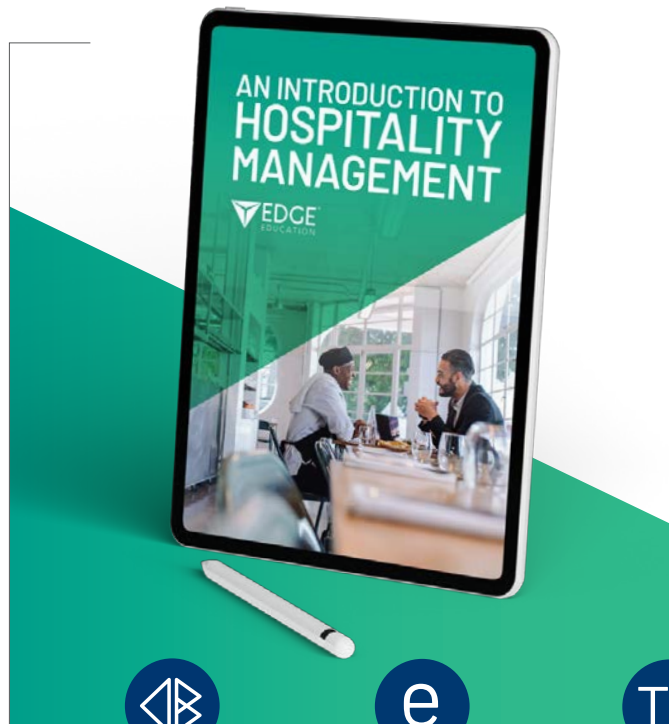
**NQF LEVEL 5** | **438** Number of **PAGES**

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# AN INTRODUCTION TO HOSPITALITY MANAGEMENT

*An Introduction to Hospitality Management* equips students with basic knowledge on management processes within the hospitality industry. It begins by providing an overview of the industry in general, and thereafter, focuses on the basics of management. In so doing, it explains the relationship between hospitality management and the broader business environment. Additionally, it explores the functions of planning, organising, leading and controlling, and unpacks the decision-making process within the hospitality management context. Finally, students will be equipped with knowledge on areas such as event management, food and beverage management, guest service management and sustainable management within the hospitality industry.



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## CONTENTS (Chapter / Unit)

- 1 Introducing the hospitality industry
- 2 Managing the hospitality industry
- 3 Hospitality management and the business environment
- 4 Planning in hospitality management
- 5 Organising in hospitality management
- 6 Leading and motivation in hospitality management
- 7 Control in hospitality management
- 8 Making decisions in hospitality management
- 9 Event management
- 10 Food and beverage management
- 11 Managing guest services
- 12 Sustainable hospitality management

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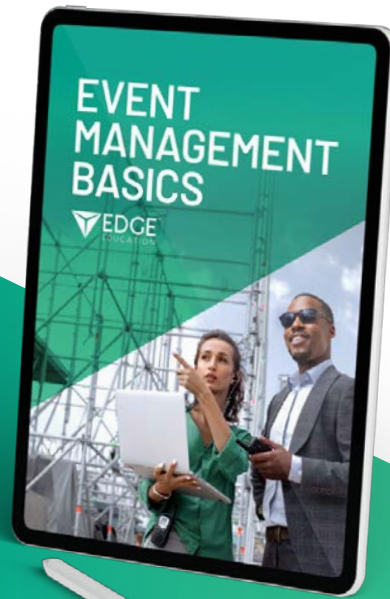
EXERCISE  
SOLUTIONS

NEW to catalogue

# EVENT MANAGEMENT BASICS

*Event Management Basics* prepares students to understand and manage events through a structured introduction to industry practices and core management principles.

Students develop practical skills in planning, budgeting, marketing and risk management while gaining insight into the operational realities of delivering successful and sustainable events. Ideal for introductory modules, this title builds confidence and lays the groundwork for further study in event and hospitality management.



eBOOK

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TEXTBOOK

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## CONTENTS (Chapter / Unit)

- 1 An introduction to event management
- 2 Management skills for event professionals
- 3 Getting started: Research and planning
- 4 Event planning: Theming and catering
- 5 Event sponsorship
- 6 Budgeting for events
- 7 Introduction to event marketing
- 8 Applied risk management for events
- 9 Event feedback and evaluation
- 10 Sustainable event management

NQF  
LEVEL 5

442 Number of  
PAGES

TEXTBOOK  
OUTLINE 

 EXERCISE  
SOLUTIONS

# EVENT MANAGEMENT IN ACTION

*Event Management in Action* is a basic, practical guide to the concepts and principles applicable when executing events. This textbook will be invaluable to those seeking knowledge of the current terminology and application of concepts that this subject field has to offer. The purpose of this book is to guide students through the phases of arranging the steps that lead up to an event, managing risks related to the execution of an event, executing an event, and ensuring that the event runs smoothly; furthermore, to provide them with the necessary knowledge and understanding of practical elements applicable to the execution of an event.



eBOOK  
ISBN 978-1-4327-0314-1



TEXTBOOK  
ISBN 978-1-4327-0266-3

## CONTENTS (Chapter / Unit)

- 1 An introduction to event marketing
- 2 Segmentation and targeting in focus
- 3 Integrated marketing communications in focus
- 4 Practical event advertising:  
Above the line (traditional media)
- 5 Practical event advertising
- 6 Event sponsorship
- 7 Practical event administration
- 8 Applied risk management for events

NQF  
LEVEL 5

365 Number of  
PAGES

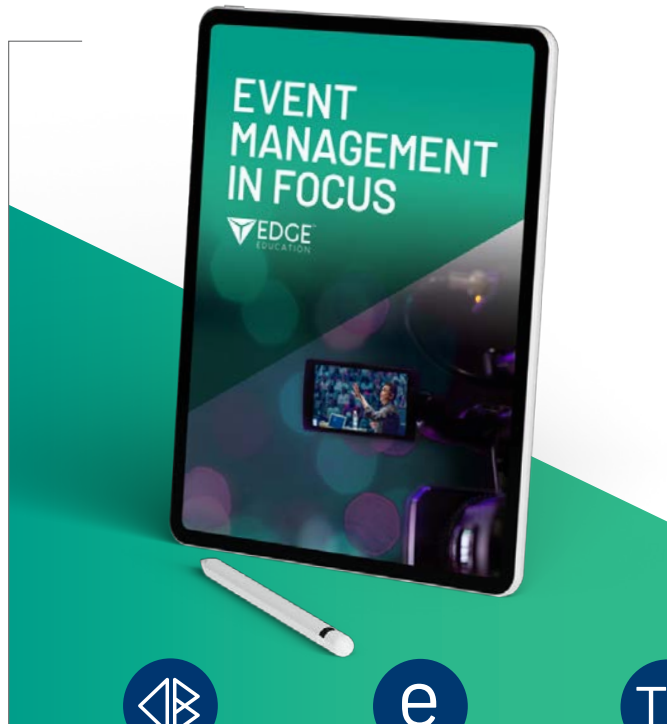
TEXTBOOK  
OUTLINE 

 EXERCISE  
SOLUTIONS

# EVENT MANAGEMENT IN FOCUS

*Event Management in Focus* provides a comprehensive introduction to the event management industry. It provides an in-depth look at both local and international events, as well as the latest technologies and platforms that are used for marketing and coordination. As such, students will become familiarised with event management in the Digital Age.

The types of events covered in this textbook include conferences, exhibitions, weddings, entertainment, fashion and sports events, among many others. It also considers various practical aspects in the execution of events – from managing the logistics of suppliers and equipment rental, to developing a crowd management strategy, and even marking up building blueprints. Based on this, students will be equipped with a solid foundation for entering this dynamic industry.



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**TEXTBOOK**  
ISBN 978-1-77612-376-6

## CONTENTS (Chapter / Unit)

- 1 Overview of business tourism for event management
- 2 Overview of incentive travel for event management
- 3 Conference management
- 4 Exhibitions: Part 1
- 5 Exhibitions: Part 2
- 6 Sports and events: Part 1
- 7 Sports and events: Part 2
- 8 Charity and fundraising events
- 9 Fashion
- 10 Weddings
- 11 Entertainment
- 12 Audiovisual systems
- 13 Events and technological innovation
- 14 Social media: A marketing and communication tool for events management

**NOF LEVEL 6** | **480** Number of **PAGES**

TEXTBOOK  
OUTLINE 

 EXERCISE  
SOLUTIONS

# EVENT PLANNING AND COORDINATION

*Event Planning and Coordination* is a basic, practical guide to the concepts and principles applicable when planning and coordinating events. This textbook will be invaluable to those seeking knowledge of the current terminology and application of concepts that this subject field has to offer. The purpose of this book is to guide students through the phases of event research, event design, event planning, event administration and coordination, and event evaluation; furthermore, to provide them with the necessary knowledge and understanding of practical elements applicable to each event management phase.



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**eBOOK**  
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**TEXTBOOK**  
ISBN 978-1-4327-0313-4

## CONTENTS (Chapter / Unit)

- 1 Evolution of the event industry: Locally and abroad
- 2 Researching the event
- 3 Designing the event
- 4 Planning the event: Production schedules and timelines
- 5 Event planning: Theming and catering
- 6 Event administration and coordination: Meetings, conferences, webinars and webcasts
- 7 Event evaluation

**NOF**  
LEVEL **5**

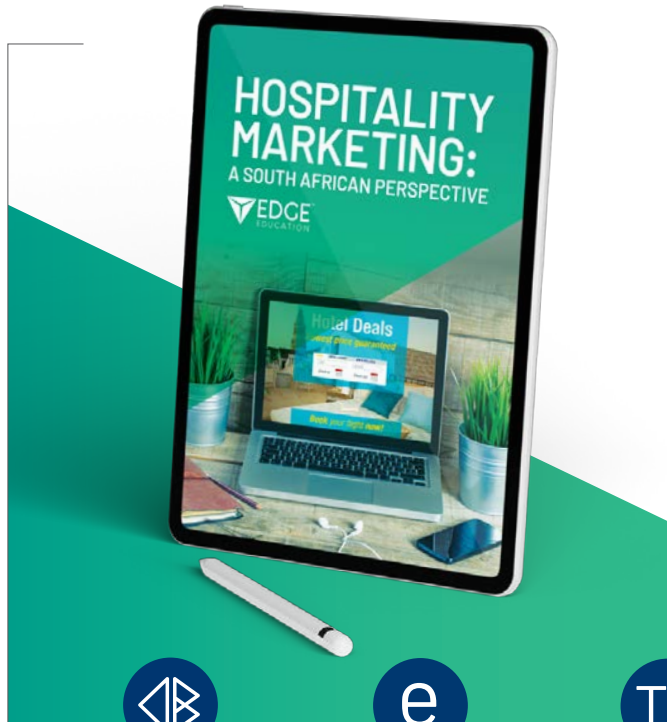
**291** Number of  
**PAGES**

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS

# HOSPITALITY MARKETING: A SOUTH AFRICAN PERSPECTIVE

*Hospitality Marketing: A South African Perspective* is a practical guide to understanding the hospitality industry in South Africa. Students will be introduced to basic principles such as the marketing environment, audience targeting and consumer behaviour. Additionally, they will learn how to market products and services, in a way that allows consumers to differentiate between them. The textbook also highlights the importance of the customer, and covers topics such as relationship maintenance, the packaging of products and services, and timely distribution thereof. It concludes by unpacking more challenging administrative and managerial concepts, including integrated marketing communication (IMC) and pricing strategies, as well as project management planning, implementation and control.



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**eBOOK**  
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## CONTENTS (Chapter / Unit)

- 1 Marketing contextualised
- 2 The marketing environment
- 3 Marketing research and target markets
- 4 Consumer behaviour
- 5 The product
- 6 Services marketing
- 7 Relationship marketing
- 8 Creating product and service differentiation
- 9 Product and service packaging
- 10 Product and service distribution
- 11 Retailing, wholesaling and direct marketing
- 12 Integrated marketing communication
- 13 Pricing strategy
- 14 Planning, implementation and control

**NOF LEVEL 5** | **725** Number of **PAGES**

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS

# PRACTICAL EVENT MANAGEMENT

*Practical Event Management* is a comprehensive guide to the applied aspects of event management. Students will learn a range of basic management skills: from task-oriented to people-oriented skills, to more specific project management and budgeting skills – all of which can be applied to the effective running of an event. In addition, students will be equipped with knowledge on producing proposals and tenders, which are valuable practical skills. Furthermore, students will be given the opportunity to explore the organisation and staffing of events, as well as the important logistics involved in the planning of an event. They will also be provided with knowledge on various technologies used at events, and gain an understanding of how to control various kinds of crowds at an event. The textbook will conclude by discussing the concept of closing down an event, and what it means to run an event sustainably.



e

eBOOK

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## CONTENTS (Chapter / Unit)

- 1 Management skills for event professionals
- 2 Producing proposals and tenders
- 3 Budgeting for events
- 4 Project management for events
- 5 Organisations and staffing of events
- 6 Event logistics
- 7 Event technology and staging
- 8 Crowd control
- 9 Closing down an event
- 10 Sustainable event management

NQF  
LEVEL 5

399 Number of  
PAGES

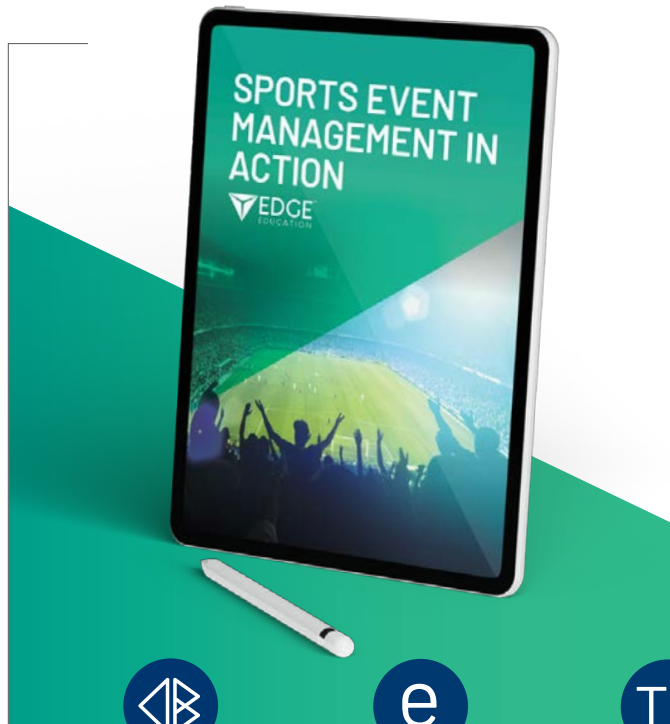
TEXTBOOK  
OUTLINE



EXERCISE  
SOLUTIONS

# SPORTS EVENT MANAGEMENT IN ACTION

*Sports Event Management in Action* is a practical guide to the field of sport, as well as to the event management industry. Students will learn basic skills such as internal office administration, as well as more technical skills, such as writing bids and proposals, and tackling various legal issues. The textbook also outlines the areas of financial management, human resources (HR), logistics, team management, and many more, to provide context for the many responsibilities of a sports event manager. As such, *Sports Event Management in Action* is a comprehensive guide to sports and recreation, and will equip aspiring professionals to enter this industry with a sense of confidence.



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## CONTENTS (Chapter / Unit)

- 1 Introduction to event management
- 2 Office management and administration
- 3 Legal issues in sports event management
- 4 Financial management and budgeting
- 5 Human resource management
- 6 Facility, safety and emergency management
- 7 Time management
- 8 Team management
- 9 Developing and organising sports or recreation programmes
- 10 Creating, improvising, organising and leading community sports events and sports activities

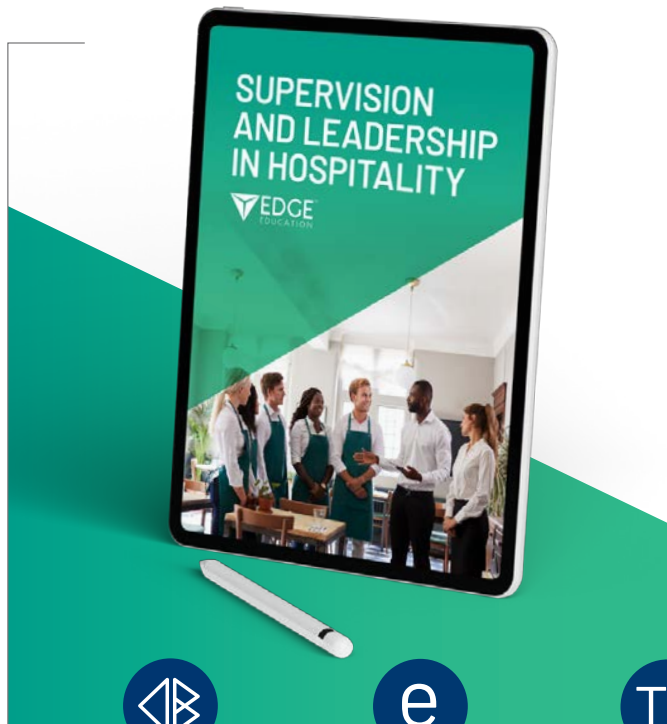
**NQF LEVEL 5** | **359** Number of **PAGES**

TEXTBOOK  
OUTLINE 

 EXERCISE  
SOLUTIONS

# SUPERVISION AND LEADERSHIP IN HOSPITALITY

*Supervision and Leadership in Hospitality* is a comprehensive guide to leadership in the hospitality industry. Students will learn the basic principles of leadership theory, including how communication can either promote or hinder teamwork. They will proceed to explore both internal and external communication, with regard to areas like customer service, housekeeping and resource control. The practical aspects of supervision are also covered in detail, in relation to various departments such as food and beverage storage, food production and serving, health and hygiene, safety and security, and more. The textbook concludes by outlining the benefits of sustainable hospitality practices, including energy efficiency, water usage and policy development.



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## CONTENTS (Chapter / Unit)

- 1 Leading teams
- 2 Controlling resources
- 3 Food production operations: Part 1
- 4 Food production operations: Part 2
- 5 Supervising food and beverage services
- 6 Supervising functions
- 7 Developing recipes and menus
- 8 Supervising receipt, storage and dispatch processes
- 9 Supervising cellar and beverage storage operations
- 10 Supervising housekeeping services
- 11 Supervising guest reception services
- 12 Health, hygiene, safety and security in hospitality
- 13 Customer service and relationships
- 14 Sustainable hospitality

**NQF LEVEL 5-6** | **600** Number of **PAGES**

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS

# TOURISM DESTINATIONS: SOUTH AFRICA

*Tourism Destinations: South Africa* provides local knowledge and insight into the best places to visit in Mzansi – from the classic safari, right up to the adventure seeker’s dream of skydiving. In order to work effectively in the tourism industry, it is vital to understand South Africa’s people, history, geography, accessibility and attractions. Students are first presented with a broad overview of South Africa as a whole, as they explore its history, geography, demographics, economy, accessibility, culture and travel essentials, such as visas and health considerations. There are nine chapters that are dedicated to each of South Africa’s provinces, and that provide further insight to the information presented in the first chapter. Students will learn about the main attractions in each destination, as well as several smaller, yet notable, attractions and activities that are unique to the province. In studying these activities and offerings, students are encouraged to develop a repertoire that can be used to create tours. *Tourism Destinations: South Africa* aims to equip students with a detailed understanding of South Africa’s tourism offerings, as well as enable them to sell any destination with confidence.



## CONTENTS (Chapter / Unit)

- 1 The rainbow nation
- 2 Eastern Cape
- 3 Free State
- 4 Gauteng
- 5 KwaZulu-Natal
- 6 Limpopo
- 7 Mpumalanga
- 8 Northern Cape
- 9 North West
- 10 Western Cape

NOF LEVEL 5 | 570 Number of PAGES

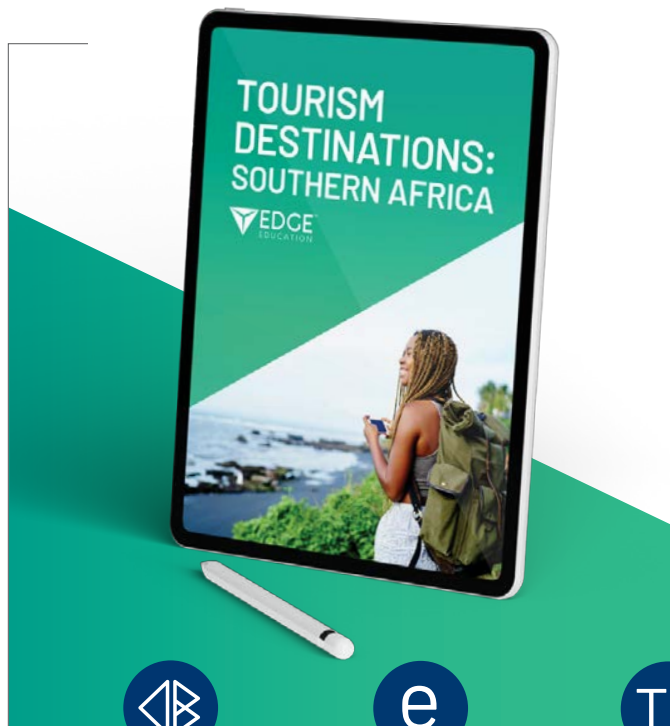
TEXTBOOK  
OUTLINE 

 EXERCISE  
SOLUTIONS

# TOURISM DESTINATIONS: SOUTHERN AFRICA

**Tourism Destinations: Southern Africa** covers a number of different Southern African nations in detail, providing important geographic, economic, demographic and cultural information about each country. Students are also familiarised with the major transportation options available, such as ports of entry, airports, highways and railways that connect major cities.

Each chapter features incredible detail about the country's main attraction, with additional details about several other notable destinations and experiences per country that visitors may be interested in. Students are also introduced to the country's notable festivals, accommodation options, and any unique insights that can elevate the tourism experience. *Tourism Destinations: Southern Africa* is an essential companion for tourism students and professionals operating in Southern Africa and beyond.



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**eBOOK**  
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ISBN 978-1-4327-0275-5

## CONTENTS (Chapter / Unit)

- 1 Southern Africa at a glance
- 2 Kenya
- 3 Tanzania
- 4 Zambia
- 5 Malawi
- 6 Mozambique
- 7 Zimbabwe
- 8 Botswana
- 9 Namibia
- 10 South Africa
- 11 Islands: Madagascar, Comoros, Mauritius and Seychelles

**NOF LEVEL 5-6** | **703** Number of **PAGES**

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS

# TOURISM: A SOUTH AFRICAN PERSPECTIVE

## *Tourism: A South African Perspective*

provides a practical introduction to the tourism industry, covering a wide range of content across various subject areas. Students will learn about the history of tourism – both locally and globally – as a foundation for understanding the South African tourism industry. They will also be exposed to basic geographical concepts, such as physical features, weather and climate, oceanography, map interpretation and time zones, among others. The textbook places special emphasis on the value of attractions and heritage sites, as well as on the importance of transport and accommodation. Finally, it explains how the ‘tourism footprint’ affects a host country, both economically and ecologically, and which measures can be taken to reduce its impact.



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**TEXTBOOK**  
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## CONTENTS (Chapter / Unit)

- 1 Introducing tourism
- 2 There and back again: Tourism in context
- 3 Geography for tourism: Part 1
- 4 Geography for tourism: Part 2
- 5 Mapping it out
- 6 The travel drive
- 7 The main attraction
- 8 Home away from home
- 9 Trains, planes and automobiles
- 10 Global and local tourism footprints

**NOF**  
LEVEL **5-6**

**427** Number of  
**PAGES**

TEXTBOOK  
OUTLINE

EXERCISE  
SOLUTIONS

# TRAVEL AGENCIES: AN OPERATIONAL GUIDE

Tourism is a global service-orientated industry that brings enjoyment, relaxation, luxury and fulfilment to consumers, and can also stimulate and boost a country's economy. **Travel Agencies: An Operational Guide** is aimed at aspiring travel agents and tourism entrepreneurs alike, and zooms in on the operational processes that differentiate this industry from others. It begins by providing a theoretical framework that contextualises the history, role and importance of travel agencies. Thereafter, it discusses the importance of information as one of the primary drivers of success within travel agencies. Predominantly, it considers the product and service offerings of travel agencies in detail – from travel packages and tours, to accommodation, transportation, itineraries and travel documentation. Based on this, learners will become familiar with current travel trends in this ever-changing industry, and will feel confident with the processes of planning, booking, and preparing various travel products and services.



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**eBOOK**  
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**TEXTBOOK**  
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## CONTENTS (Chapter / Unit)

- 1 The travel agency
- 2 The importance of information
- 3 Travel offerings: Travel packages and tours
- 4 Travel offerings: Accommodation
- 5 Travel offerings: Cruises
- 6 Travel offerings: Railways
- 7 Travel offerings: Coach
- 8 Transportation
- 9 Itineraries
- 10 Travel documentation

**NOF LEVEL 5** | **382** Number of **PAGES**

TEXTBOOK  
OUTLINE 

 EXERCISE  
SOLUTIONS



# LAW

- ▶ A Guide to South African Law
- ▶ Academic Literacy in the Legal Context
- ▶ Alternative Dispute Resolution: The South African Context
- ▶ Civil Procedure: Recoveries and Debt Collection
- ▶ Commercial Law in Focus
- ▶ Commercial Law in South Africa
- ▶ Conveyancing Practice in South Africa
- ▶ Corporate Governance and Legal Frameworks
- ▶ Fundamentals of Commercial Law
- ▶ Human Rights: The Global and Local Legal Framework
- ▶ Labour Law and Industrial Relations: A South African Perspective
- ▶ Language and Law: English for Law Students
- ▶ Media Law and Ethics
- ▶ Paralegal Practice in South Africa
- ▶ Principles of Commercial Law
- ▶ Social Media: A Labour Law Perspective
- ▶ South African Hospitality Law
- ▶ South African Media Law

# A GUIDE TO SOUTH AFRICAN LAW

*A Guide to South African Law* provides a theoretical foundation to the South African legal landscape. Students will benefit from the intuitive structure of this textbook, which begins with a general overview of South African law, before categorising the various divisions within our legal system. Each chapter contains an example of case law as a point of departure, before unpacking the core content of each topic. These examples are accompanied by two other valuable features that are dispersed throughout each chapter: 'International insights' and 'Investigate it'. While the former exposes students to how elements of an international legal system may be contrasted to South Africa's, the latter presents them with an opportunity to develop their legal research skills.

*A Guide to South African Law* is a vital resource for students who wish to gain a fundamental overview of what is generally considered to be an intricate legal system that is steeped in history.

**NQF LEVEL 5** | **408** Number of **PAGES**

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## CONTENTS (Chapter / Unit)

### PART 1: INTRODUCING SOUTH AFRICAN LAW

- 1 An overview of the law
- 2 An introduction to South African law: Part 1
- 3 An introduction to South African law: Part 2
- 4 Classification of law

### PART 2: DIVISIONS OF LAW

#### PUBLIC LAW

- 5 Criminal law

#### PRIVATE LAW

- 6 Civil law
- 7 The law of contract
- 8 Labour law
- 9 Corporate law

#### PROCEDURAL LAW

- 10 Law of evidence

# ACADEMIC LITERACY IN THE LEGAL CONTEXT

## *Academic Literacy in the Legal Context*

is a practical textbook that supports students in developing the necessary academic and legal literacy skills and knowledge to excel in their studies and professional practice. This title aims to progress students gradually from more familiar academic literacy content and skills, to more complex and unfamiliar legal literacy skills and knowledge. The fundamental literacy content presented in this textbook is framed within a broader legal narrative. Content and exercises in the first part of the book are constructed based on introductory knowledge of the South African legal system. In the second part, the overarching narrative is based on prominent areas of practice within public, commercial and private law. This approach ensures that fundamental knowledge regarding South African law is reinforced while students learn relevant literacy skills.



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## CONTENTS (Chapter / Unit)

### **PART 1: REVISITING THE FUNDAMENTALS OF ACADEMIC LITERACY**

#### **THEORY IN FOCUS 1**

**1** Theory for practice

#### **SKILLS IN FOCUS 1**

- 2** The fundamentals: The concept of law
- 3** Vital connections: Language, literature and the law
- 4** South Africa's legal system: A historical overview

#### **INTEGRATED PRACTICE 1**

**5** Assisted assignment: The sources of law

### **PART 2: DEVELOPING YOUR LEGAL LITERACY**

#### **THEORY IN FOCUS 2**

**6** Theory for practice

#### **SKILLS IN FOCUS 2**

- 7** Public law: Constitutional law
- 8** Public law: Criminal law
- 9** Private law: Commercial law
- 10** Commercial law: Employment law
- 11** Private law: Family law

#### **INTEGRATED PRACTICE 2**

**12** Assisted assignment: Drafting a heads of argument

**NOF LEVEL 5** | **493** Number of **PAGES**

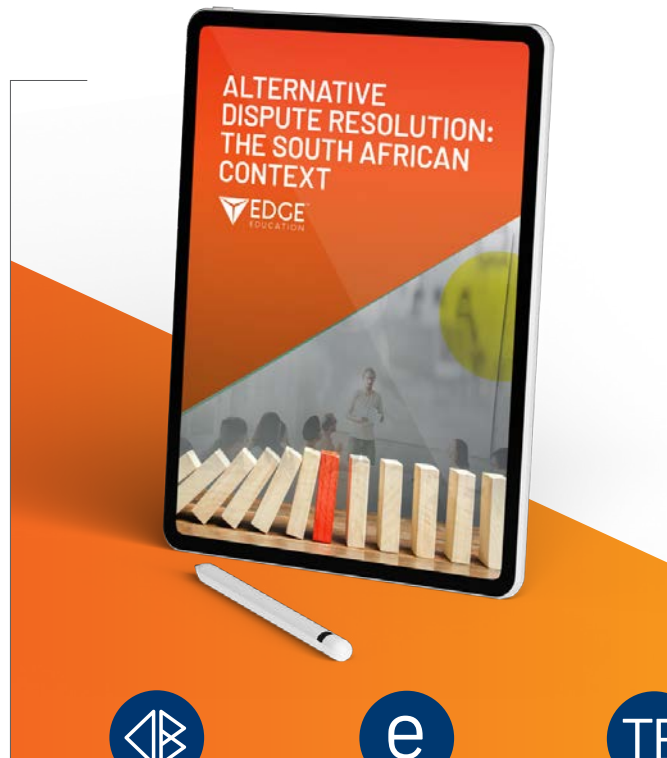
TEXTBOOK  
OUTLINE



EXERCISE  
SOLUTIONS

# ALTERNATIVE DISPUTE RESOLUTION: THE SOUTH AFRICAN CONTEXT

*Alternative Dispute Resolution: The South African Context* is a comprehensive but accessible guide to alternative dispute resolution (ADR) in South Africa. Covering mediation, conciliation and arbitration, along with more unique forms like community mediation, the book is structured into five detailed parts. Each chapter includes practical examples and case studies that bring theoretical concepts to life, making this an indispensable tool for paralegal students looking to master ADR techniques within the South African legal framework.



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## CONTENTS (Chapter / Unit)

### **PART 1: AN INTRODUCTION TO ALTERNATIVE DISPUTE RESOLUTION**

- 1 Conflict and alternative dispute resolution in South Africa
- 2 Types of alternative dispute resolution in South Africa

### **PART 2: MEDIATION AND CONCILIATION**

- 3 Understanding mediation and conciliation
- 4 The role of the mediator and conciliator
- 5 The mediation and conciliation process in South Africa

### **PART 3: ARBITRATION**

- 6 Understanding arbitration
- 7 The role of the arbitrator
- 8 The arbitration process in South Africa

### **PART 4: OTHER ALTERNATIVE DISPUTE RESOLUTION PROCESSES**

- 9 Negotiation
- 10 Ombudspersons
- 11 Less common forms of alternative dispute resolution

### **PART 5: LABOUR DISPUTE RESOLUTION**

- 12 The Labour Relations Act 66 of 1995 (LRA)
- 13 The Employment Equity Act 55 of 1998 (EEA)
- 14 Industrial disputes arising from other legislation

**NQF**  
LEVEL **5**

**516** Number of  
**PAGES**

TEXTBOOK  
OUTLINE 

 EXERCISE  
SOLUTIONS

# CIVIL PROCEDURE: RECOVERIES AND DEBT COLLECTION

*Civil Procedure: Recoveries and Debt Collection* provides students with a practical overview of the debt collection process that is typically followed in South Africa. Structured in three parts, the title begins with exploring basic definitions and legal frameworks. It then delves into the procedural aspects that are vital to resolving debt-related matters, and concludes with practical insights into working in debt collection agencies. In addition, 'Attorney's Advice' sections are scattered throughout the book, offering students practical advice that they would otherwise be exposed to only in a law firm.

NQF LEVEL **5** | **419** Number of PAGES

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ISBN 978-1-4327-0446-9



TEXTBOOK  
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## CONTENTS (Chapter / Unit)

### PART 1: A GENERAL OVERVIEW OF DEBT IN THE SOUTH AFRICAN CONTEXT

- 1 Introduction to debt
- 2 The National Credit Act: Debt and consumer rights
- 3 The Consumer Protection Act and consumer rights

### PART 2: CIVIL PROCEDURE AS A MEANS OF RECOVERING DEBT

- 4 General overview of civil procedure
- 5 Pre-litigation
- 6 Litigation: Application vs. action proceedings
- 7 Judgment
- 8 Appeals and reviews
- 9 Attachment and execution

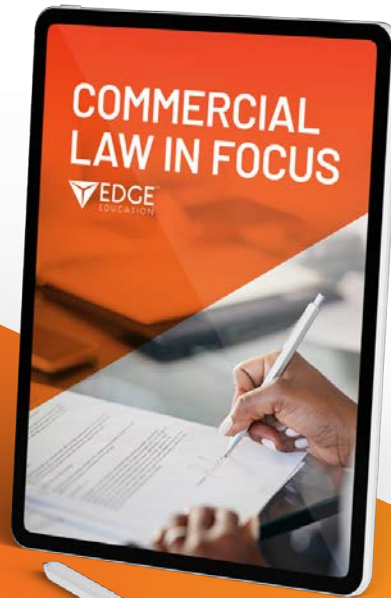
### PART 3: ADDITIONAL CONSIDERATIONS

- 10 Debt collectors
- 11 Administration and technology
- 12 Ethics and professional responsibility

# COMMERCIAL LAW IN FOCUS

Working in the commercial business sector comes with significant legal responsibilities, which can often become a pressure point for businesses of all sizes. **Commercial Law in Focus** is a simple yet comprehensive guide to the South African commercial sector.

As such, it neatly outlines the most important legal requirements and their practical application. Students will learn about contracts relating to sales and leases, as well as credit agreements between businesses and consumers. The law of agency and delict are also covered, in addition to a detailed overview of South African labour law. Finally, students will learn about corporate law and governance, and understand the practical effects of the law within various industries.



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ISBN 978-1-4327-0488-9

## CONTENTS (Chapter / Unit)

- 1 Contract of sale
- 2 Contract of lease
- 3 Credit agreements
- 4 Law of agency
- 5 Law of delict
- 6 Labour law: Part 1
- 7 Labour law: Part 2
- 8 Labour law: Part 3
- 9 Corporate law: Part 1
- 10 Corporate law: Part 2
- 11 Corporate governance

**NQF LEVEL 6** | **471** Number of **PAGES**

TEXTBOOK  
OUTLINE 

 EXERCISE  
SOLUTIONS

# COMMERCIAL LAW IN SOUTH AFRICA

If you are looking for a holistic overview of how commercial activity is governed by the law in South Africa, **Commercial Law in South Africa** is the title for you.

Grounded in the basics of the South African legal landscape, students will be introduced to the fundamental concepts involved in the law of contract.

Understanding how contracts work and what they need to include for different circumstances is imperative for developing an understanding of the ins and outs of commercial activity. In the final part of the book, the students will learn about the commercial activity impacted by the law. Commercial Law in South Africa offers a combination of core legal theory and practical applications in the business world, making it an invaluable resource for all who want to pursue a career in the commercial legal environment.

NQF LEVEL **5** | **479** Number of PAGES

TEXTBOOK  
OUTLINE 

 EXERCISE  
SOLUTIONS



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TEXTBOOK  
ISBN 978-1-4327-0335-6

## CONTENTS (Chapter / Unit)

### PART 1: SOUTH AFRICA'S LEGAL LANDSCAPE

- 1 Introduction to the South African law
- 2 Sources of the South African law

### PART 2: AN INTRODUCTION TO LAW OF CONTRACT

- 3 Sources of obligation: Contracts and delict
- 4 Law of agency
- 5 The formation of a valid contract
- 6 Content of a contract
- 7 Breach of contract
- 8 Termination of contract

### PART 3: COMMERCIAL ACTIVITY IMPACTED BY THE LAW

- 9 Business enterprise structures
- 10 Succession and insolvent estates
- 11 Insurance and financial advice
- 12 Consumer rights and competition
- 13 Intellectual property
- 14 e-Commerce

# CONVEYANCING PRACTICE IN SOUTH AFRICA

Explore the critical role of conveyancing paralegals with *Conveyancing Practice in South Africa*. This practical title is designed for paralegals who aspire to master the complexities of conveyancing. Structured in three parts, the book starts with the fundamentals of conveyancing, progresses through the nuances of land transfer – including full and sectional titles – and concludes with a detailed exploration of mortgage bond registration and cancellation. Enhanced with ‘Conveyancing Counsel’ tips from practising conveyancers, along with hypothetical case studies, this title offers a real-world perspective that prepares students for a successful career in conveyancing.



**COURSEBOOK™**  
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**eBOOK**  
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## CONTENTS (Chapter / Unit)

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- 8 Process of transferring land

### PART 3: REGISTRATION OF BONDS

- 9 Mortgage bonds: A theoretical overview
- 10 Mortgage bonds: Putting it on paper
- 11 Process of registering a mortgage bond
- 12 Cancellation of bonds

**NOF LEVEL 5** | **407** Number of **PAGES**

TEXTBOOK  
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EXERCISE  
SOLUTIONS

# CORPORATE GOVERNANCE AND LEGAL FRAMEWORKS

*Corporate Governance and Legal Frameworks* provides students with a foundation of ethics that can be applied within the workplace. The textbook begins by introducing South Africa's legal system, and proceeds to explore what organisational ethics is. In so doing, it unpacks the various levels of ethics and decision-making, and how these are applied in workplace culture. Because all organisations operate within legal frameworks, the textbook also explains how these function in practice – in particular, it focuses on the Companies Act 71 of 2008 and various regulatory bodies that exist. In addition to corporate governance, the textbook discusses topics like labour legislation, as well as occupational health and safety. It concludes by considering the effect that the environment has on a business's ability to enact business strategies, while highlighting the importance of complying with both local and global regulations. As such, students will be equipped to pursue a career as a governance professional, and to apply ethical principles in the workplace.



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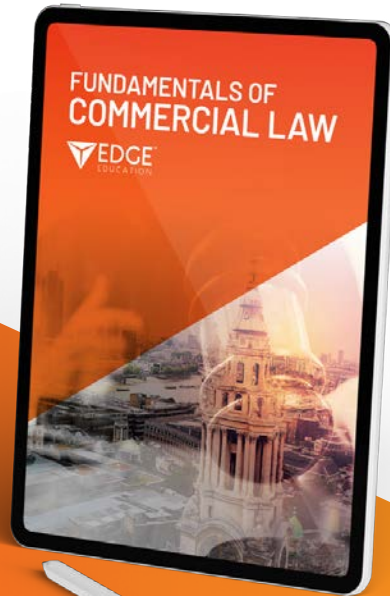
## CONTENTS (Chapter / Unit)

- 1 Introduction to corporate governance and legal frameworks
- 2 Business ethics, social responsibility and corporate governance
- 3 The legal framework for business operations in South Africa
- 4 Core principles of corporate governance
- 5 The labour law framework and governance
- 6 Occupational health and safety governance
- 7 Impact of business environment on business strategies

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LEVEL 5247 Number of  
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# FUNDAMENTALS OF COMMERCIAL LAW

*Fundamentals of Commercial Law* is a practical and comprehensive guide to the basic principles of business enterprise law. Its purpose is to entrench foundational legal competency in students wishing to enter the world of work – either as entrepreneurs, or as key individuals employed by entrepreneurial businesses or small/medium/micro enterprises (SMMEs). The textbook begins by introducing students to South African commercial law, and proceeds to outline the criteria that must be met in order to form a valid contract. It also explains the interpretation of contracts and possible instances of breach. Moreover, it distinguishes between the various forms of business entities from a legal perspective, delineates the impact of the Companies Act 71 of 2008 on the formation and management of companies, and explains the importance of good corporate governance in the business world. Lastly, students will be introduced to the law of employment that is applicable in South Africa, and will explore the legislation that regulates commercial activity in the country.



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- 1 An introduction to South African commercial law
- 2 The formation of a valid contract
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- 4 Business entities
- 5 The rescue and compromise
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- 8 Laws that regulate commercial activity

**NQF LEVEL 5** | **209** Number of **PAGES**

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SOLUTIONS

# HUMAN RIGHTS: THE GLOBAL AND LOCAL LEGAL FRAMEWORK

*Human Rights: The Global and Local Legal Framework* provides students with a comprehensive understanding of human rights at both a global and local level. Students will begin their journey with the development of human rights, then delve into the South African Bill of Rights and, finally, conclude with an overview of the global perspective on human rights. Each chapter kicks off with a case study on human rights violations, which aims to demonstrate the need for human rights protections, except for chapters 9 and 11. These two chapters are dedicated solely to landmark cases that went on to shape human rights as we know it today. Each chapter is concluded with a value-added feature titled 'Lessons learned'. Here, with the use of an infographic, students are provided with the opportunity to reflect on and internalise the importance of human rights, as well as the practical application thereof. *Human Rights: The Global and Local Legal Framework* is an invaluable resource for students who wish to gain a fundamental overview of what their and others' human rights entail, and how to protect these rights if the need to do arises.

NOF LEVEL **5** | **570** Number of PAGES

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- 8 Interpreting civil and political rights
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### PART 4: PROTECTIONS OF HUMAN RIGHTS: A GLOBAL OVERVIEW

- 12 The International Bill of Human Rights
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- 14 Human rights bodies and instruments

# LABOUR LAW AND INDUSTRIAL RELATIONS: A SOUTH AFRICAN PERSPECTIVE

South African law provides very clear protections and responsibilities for both employees and employers involved in a work contract. Unfortunately, the conditions of these contracts are often understood only by those who have a background in labour law. *Labour Law and Industrial Relations: A South African Perspective* presents students with an opportunity to go straight to the source, and to develop their legal knowledge by studying the very Acts that govern our working lives. Students will establish groundwork in industrial relations, employment contracts, the Basic Conditions of Employment Act (BCEA), and much more. *Labour Law and Industrial Relations: A South African Perspective* is the introductory guide to the legal regulations of working in South Africa, and can be used by employers and employees alike.

NOF LEVEL **5** | **416** Number of PAGES

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### PART 3: COLLECTIVE LABOUR LAW

6 Freedom of association, trade unions and workplace forums

7 Collective bargaining and collective agreements

8 Industrial action

### PART 4: ADDITIONAL CONSIDERATIONS

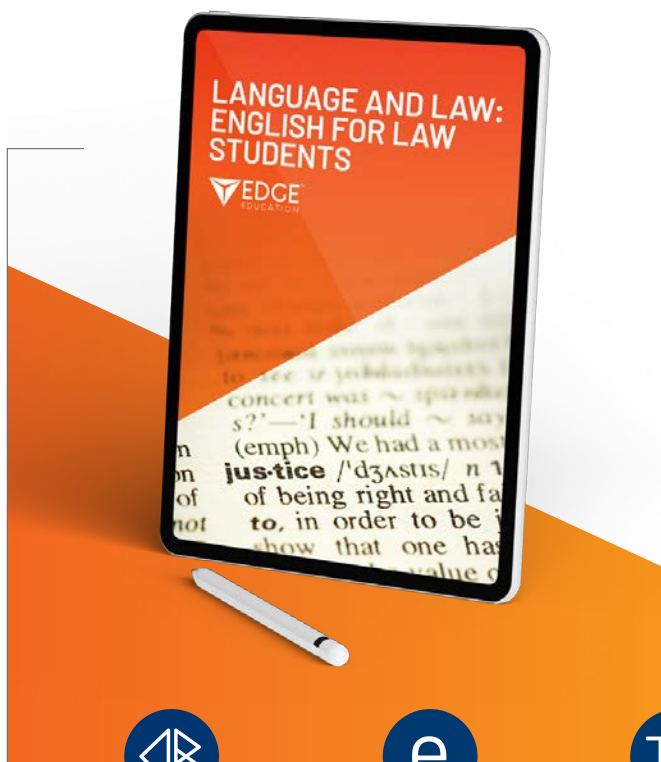
9 Dispute resolution

10 Skills development

# LANGUAGE AND LAW: ENGLISH FOR LAW STUDENTS

*Language and Law: English for Law Students* provides a comprehensive overview of the various language and communication skills that law students must master in order to achieve success in their field. With a focus on practical applications, this book is designed to provide students with a strong foundation in language basics, communication and practical skills, including research, reading and writing skills.

With a strong focus on the importance of language skills, *Language and Law: English for Law Students* is an indispensable resource for students pursuing a career in law.



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- 7 Reading the law: Part 1
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- 10 Guided practice: How to approach an academic essay and legal case

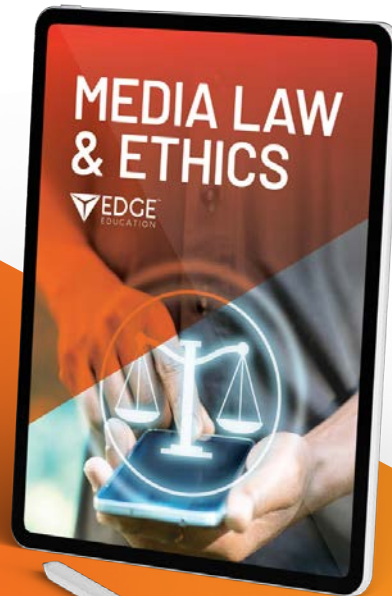
NOF LEVEL 5 | 380 Number of PAGES

TEXTBOOK  
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SOLUTIONS

# MEDIA LAW & ETHICS

*Media Law & Ethics* is a practical and comprehensive guide to the principles of media law. The purpose of this textbook is to introduce students to the current terminology and concepts within this subject field. It provides an outline of South African business enterprise law, and illustrates the relationship between constitutional law and the media, as well as the relationship between criminal law and the media. Other key topics covered in this textbook include the regulation of explicit sexual content in the media, journalistic law, and academic plagiarism, as it relates to the media. In addition, this textbook discusses the Protection of State Information Bill in some detail, as well as international laws relating to the media industry. The relationship between media law and ethics is also framed from a South African perspective. Moreover, *Media Law & Ethics* unpacks the regulation of ethical standards, and concepts such as freedom of expression, defamation and privacy are discussed in the context of media ethics.



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## CONTENTS (Chapter / Unit)

- 1 An introduction to South African business enterprise law
- 2 Complex constitutional provisions
- 3 Criminal law and the media
- 4 The laws relating to explicit sexual content
- 5 Journalists and the law
- 6 Academic plagiarism and the media
- 7 The Protection of State Information Bill
- 8 International media law
- 9 Media law and ethics

**NOF**  
LEVEL **6**

**316** Number of  
**PAGES**

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# PARALEGAL PRACTICE IN SOUTH AFRICA

Aspiring paralegal professionals require foundational knowledge of the South African legal landscape.

Providing this and more, *Paralegal Practice in South Africa* aims to equip students with practical knowledge on what a typical workday of a paralegal may entail. It does this by exploring the legal environment in general, before unpacking the typical duties of a paralegal. The second half of the title delves deeper into the areas of legal specialisation that paralegals will engage with most frequently. With this core information under their belt, the final part of the book aims to situate students in the paralegal practice by exploring appropriate ethical conduct, what it may be like to work with clients and courts, and what the role of a community advice office (CAO) entails. By providing students with an overview of the profession, *Paralegal Practice in South Africa* is an invaluable resource for those looking to kickstart their paralegal career.



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- 7 Account management

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- 9 Property law
- 10 Wills and estate management
- 11 Recoveries and debt collection

### PART 4: SITUATING PRACTICE

- 12 Working with clients and courts
- 13 Ethical conduct
- 14 Community advice offices (CAOs)

NOF  
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5

569 Number of  
PAGES

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EXERCISE  
SOLUTIONS

# PRINCIPLES OF COMMERCIAL LAW

*Principles of Commercial Law* provides a clear introduction to the legal framework governing business activity within the South African context. The title develops foundational understanding of key concepts, including the sources of law, business structures and the principles of contract, from formation to termination, while emphasising practical application through real-world scenarios. Designed for first-year students, this resource supports programmes seeking to build legal literacy and enable students to engage confidently with commercial environments.



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## CONTENTS (Chapter / Unit)

- 1 Introduction to the South African law
- 2 Sources of the South African law
- 3 Law of obligations
- 4 Introduction to law of contract
- 5 Consensus
- 6 Contractual capacity
- 7 Possibility of performance
- 8 Legal possibility
- 9 Formalities
- 10 Content of a contract
- 11 Breach of contract
- 12 Termination
- 13 Business enterprise structures

NQF LEVEL **5** | **395** Number of PAGES

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SOLUTIONS

# SOCIAL MEDIA: A LABOUR LAW PERSPECTIVE

Technology advances at a faster pace than the law does. The rise of social media – both within and beyond the workplace – has changed (and complicated) employment relationships and legislation. Legislation has had to evolve and expand to protect our fundamental rights to dignity, privacy and free speech. *Social Media: A Labour Law Perspective* takes a case-driven approach to exploring the ways in which social media has impacted on employment relations, including the risks of defamation and vicarious liability for employers. The book explores how new media changes and challenges our assumptions and attempts to balance the rights of all parties, and how it strives to make this complex new legal environment approachable, practical and forward-looking. With *Social Media: A Labour Law Perspective*, you will be prepared to protect the interests of employers and employees in the digital era.



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### PART 2: THE NEED FOR SOCIAL MEDIA LEGISLATION

2 Employer risk: Defamation

3 Employer risk: Vicarious liability

### PART 3: THE PROBLEM OF BALANCING RIGHTS

4 Conflicting rights: The right to dignity and equality

5 Conflicting rights: The right to privacy and freedom of expression

### PART 4: EMPLOYER AND EMPLOYEE INTERESTS

6 Employer interests: Law of contract and content ownership

7 Employer interests: Other social media considerations

8 Employee interests: Employment, performance and dismissal

9 Employee interests: The work environment and employment practices

10 Protecting employer and employee interests

**NQF LEVEL 6-7** | **455** Number of **PAGES**

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# SOUTH AFRICAN HOSPITALITY LAW

*South African Hospitality Law* provides an overview of South African law as it applies to the hospitality industry. The purpose of this textbook is to equip readers with a sound legal foundation for their future careers within the hospitality industry. It presents a detailed discussion on the legal aspects concerning hospitality enterprises in South Africa, including legal terminology, employment law and insurance contracts.

Furthermore, it provides foundational knowledge of areas such as contract law and commercial law. Pertinent topics such as liquor and tobacco regulations, food and hygiene regulations, and gambling legislation are also unpacked in detail. As such, the textbook ultimately aims to equip aspiring entrepreneurs and future professionals to navigate the legal landscape of the hospitality industry successfully.



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- 1 Introduction to South African Law
- 2 Law of contract: Part 1
- 3 Law of contract: Part 2
- 4 Laws that regulate commercial activity
- 5 Business enterprise structure
- 6 The law of employment
- 7 Insurance
- 8 Liquor and tobacco legislation
- 9 Regulation of food hygiene
- 10 Gambling legislation

**NOF LEVEL 5** | **393** Number of **PAGES**

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# SOUTH AFRICAN MEDIA LAW

*South African Media Law* develops a practical understanding of the legal and ethical frameworks that shape media practice in South Africa. By examining foundational rights alongside contemporary issues such as digital media regulation, cyber risks and responsible communication, the title prepares students to navigate complex legal considerations and operate confidently within the media environment.



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## CONTENTS (Chapter / Unit)

- 1 The Constitution and the law
- 2 Media and censorship
- 3 What the media should keep in mind
- 4 Concepts of privacy, disclosure and protection
- 5 Defamation
- 6 Copyright
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- 9 Comparative advertising
- 10 Advertising and the right to freedom of expression
- 11 Criminal law and the media
- 12 The laws relating to explicit sexual content
- 13 The youth and media law
- 14 Journalists and the law

**NOF** LEVEL **5-6** | **419** Number of **PAGES**

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# MANAGEMENT

- ▶ Business Management Basics
- ▶ Event Management: Principles, Planning and Practice
- ▶ Fundamentals of Procurement and Supply Chain Management
- ▶ General Management Principles and Practices
- ▶ Global Business Management
- ▶ Principles of Stock Control and Inventory Management
- ▶ Project Management: From Kick-Off to Close-Out
- ▶ Strategic Direction, Planning and Management: An Introduction
- ▶ Strategic Management: An Introduction
- ▶ The Fundamentals of Logistics Management

# BUSINESS MANAGEMENT BASICS

*Business Management Basics* provides a detailed overview of the vital business management functions. The textbook begins by introducing students to the broader topic of business management. Students will then proceed to learn about the general management function, the purchasing function, and the operations function. Additionally, the textbook will delve into the more personal side of business, by exploring the field of human resource (HR) management. It will also touch on the areas of marketing, public relations (PR) and sustainable business practice. Finally, students will discover how businesses manage their finances and approach their budgeting.



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- 2 Business functions: General management
- 3 Business functions: Purchasing
- 4 Business functions: Operations
- 5 Business functions: Human resources
- 6 Business functions: Marketing
- 7 Business functions: Public relations
- 8 Sustainable business practices
- 9 Business functions: Finance
- 10 Budgeting

**NQF LEVEL 5** | **584** Number of **PAGES**

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 EXERCISE  
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# EVENT MANAGEMENT: PRINCIPLES, PLANNING & PRACTICE

Events can have far-reaching impacts on local communities, governments and international relations. *Event Management: Principles, Planning and Practice* introduces students to the legal and economic frameworks that shape our understanding and implementation of event regulations. In addition to these major areas, students will learn about the various responsibilities involved in event management, such as staffing, facilities construction, logistics and operations, and crowd management. In order to cover the variety of events that can take place, students are given a comprehensive overview of the unique requirements for special events, such as government tenders, international events, celebrity hosting, cultural festivals, workshops and indabas. *Event Management: Principles, Planning and Practice* aims to equip students with the knowledge and skills required in order to execute events successfully, regardless of the scale or speciality.

**NOF**  
LEVEL **6-7** | **650** Number of  
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- 2 Event management and the law: Part 2
- 3 Event management and the economy

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- 4 Procurement: Tenders
- 5 Organisation and staffing of events
- 6 Event facilities construction
- 7 Event logistics and site operations
- 8 Crowd management and control

### PART 3: SPECIAL EVENTS

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- 10 Government events: Part 2
- 11 International events
- 12 Celebrity events
- 13 Cultural festivals
- 14 Workshops and Indabas

# FUNDAMENTALS OF PROCUREMENT AND SUPPLY CHAIN MANAGEMENT

*Fundamentals of Procurement and Supply Chain Management* provides students with an understanding of the key principles of procurement and supply chain management. It begins by introducing students to the procurement function – its importance, its objectives, and its ever-changing role in businesses. By understanding strategy, students can uncover the strategic role that procurement plays within a business – in particular, by affecting its competitive position and profitability. The procurement management process is further outlined, alongside a discussion on procurement policies. Students will then explore the various components of the supply chain, to understand the objectives of supply chain management. The textbook goes on to outline supplier relationship management, in addition to the different activities involved in logistics. Furthermore, the role of quality control is highlighted as a vital component in supplier relationship management, as it serves to drive excellence and add value to the business. The textbook concludes with a discussion on sourcing, which is another fundamental element of the supply chain activity, and can ultimately impact the success of a business.

**NOF** 5 | **363** Number of  
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## CONTENTS (Chapter / Unit)

- 1 Introduction to procurement and supply chain management
- 2 Introduction to the concepts of logistics and supply chain management
- 3 The strategic role of procurement in supply chain management
- 4 The procurement management process
- 5 Organisational and supply chain structures
- 6 Supplier relationship management
- 7 Supplier quality management
- 8 Negotiation skills
- 9 Contract management
- 10 Sourcing

# GENERAL MANAGEMENT PRINCIPLES & PRACTICES

*General Management Principles and Practices* is a comprehensive guide to the field of general management. This textbook will be invaluable to those seeking knowledge of the current concepts and terminologies of this subject area. The purpose of the textbook is to introduce students to the role of management within businesses and organisations, with reference to the functions of planning, organising, leading, motivating and controlling. It covers topics such as management style, the role of management in decision-making, information management in contemporary organisations, and the relationship between effective communication and general management. Finally, it highlights the pivotal role that management plays in organisational development, and explores contemporary issues in business management.



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## CONTENTS (Chapter / Unit)

- 1 What is management?
- 2 Management and the environment
- 3 Planning
- 4 Decision-making
- 5 Information management
- 6 Organisational development
- 7 Communication
- 8 Organising
- 9 Leadership
- 10 Motivation
- 11 Control
- 12 Contemporary business management issues

**NOF**  
LEVEL **5**

**478** Number of  
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# GLOBAL BUSINESS MANAGEMENT

*Global Business Management* presents students with the latest knowledge and skills that a business needs in order to succeed in a competitive global market. Students will be given a cross-section of the macro-environmental forces that influence businesses, along with the strategic tools that can be used to respond to these forces. In developing a global strategy, they will follow a step-by-step process that takes into account how a business will enter the market, as well as how to implement strategic actions and measure the business's success. Students will also find a sensitive discussion of communication and cultural differences, where negotiation and finding common points of interest are of key importance. In essence, *Global Business Management* is a handbook to international trade and business.



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- 1 The significance and progression of international business
- 2 Understanding international trade
- 3 Analysing the macro-environmental matrix
- 4 Global business strategy
- 5 International organisational culture and structures
- 6 International strategy: Joint ventures
- 7 Entry strategies and decisions
- 8 Implementation, control and problem-solving
- 9 Global communication and negotiation
- 10 Global human resource management: Mentorship and training

**NOF LEVEL 6-7** | **466** Number of **PAGES**

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# PRINCIPLES OF STOCK CONTROL & INVENTORY MANAGEMENT

*Principles of Stock Control and Inventory Management* is designed to provide students and professionals alike with the comprehensive knowledge required to understand and implement effective inventory management strategies in various business contexts.

Students will gain a solid understanding of inventory management – from understanding stock types and warehouse operations, to mastering inventory control methods and receiving processes. Moreover, students will learn how to strike the right balance between minimising costs and maintaining adequate stock levels.

They will also explore the latest industry trends, including sustainable practices and the integration of artificial intelligence (AI), to ensure that they are ready to manage inventory efficiently in an evolving business landscape.

**NOF LEVEL 5** | **541** Number of **PAGES**

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- 1 Stock and inventory: Mechanisms for supply chain optimisation
- 2 The purpose and importance of inventory

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### PART 3: FUTURE FOCUS: SUSTAINABLE PRACTICES AND AI INTEGRATION

- 12 Sustainable inventory management (SIM)
- 13 Artificial intelligence (AI) and e-commerce

# PROJECT MANAGEMENT: FROM KICK-OFF TO CLOSE-OUT

In our everyday lives, we embark on many different projects, whether small or large. When it comes to the business environment, however, such projects can become highly complex, and therefore require project management.

**Project Management: From Kick-off to Close-out** is a comprehensive guide to understanding the terminology and tools that are used by project managers. Presented in a simple and easy-to-read format, this textbook contextualises all project management processes within the project management life cycle, and equips readers to run even the most complex projects from kick-off to close-out with confidence and finesse.



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### PART 3: PROJECT PLANNING

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6 Planning risk, quality and communication

### PART 4: PROJECT EXECUTION

7 Managing scope, schedules, costs and quality  
8 Managing teams and project communication  
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### PART 5: PROJECT MONITORING AND CONTROL AND PROJECT CLOSURE

10 Project monitoring and control  
11 Project closure  
12 Project management in practice

**NOF LEVEL 5-6** | **506** Number of **PAGES**

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# STRATEGIC DIRECTION, PLANNING AND MANAGEMENT: AN INTRODUCTION

*Strategic Direction, Planning and Management: An Introduction* is a practical and comprehensive guide to the basic concepts and principles of corporate strategy. This book will be invaluable to those seeking advanced knowledge of the current terminology used and the concepts applied in this subject.

**NOF LEVEL 6** | **296** Number of **PAGES**

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## CONTENTS (Chapter / Unit)

- 1 Introduction to strategic management direction
- 2 Formulating a strategic direction
- 3 The context of strategic selection
- 4 The managerial process of strategy development
- 5 An introduction to generic and grand strategies
- 6 Linking strategy, ethics and social responsibility



# STRATEGIC MANAGEMENT: AN INTRODUCTION

There is no single approach to business that can guarantee success, but consistent profit, growth and industry leadership are not achieved by luck alone. Almost every organisation can attribute its success to an underlying strategy – in other words, the carefully planned and executed actions that the organisation has taken to respond to the market. ***Strategic Management: An Introduction*** aims to provide students with the necessary tools to follow in the footsteps of commercial giants, and to lead an organisation through the obstacle course of commerce. This book presents step-by-step instructions to develop a winning strategy, where students will learn how to set effective goals for short-, medium- and longterm achievements. Here, they will experiment with different scopes to analyse local, national and international factors that could influence an organisation. Most of all, students will learn how to respond to change and adversity, without losing their strategic direction.



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- 1 An introduction to strategic management
- 2 Stakeholder dynamics in strategy formulation
- 3 Formulating a strategic direction
- 4 Refining strategic direction through discourse
- 5 The process of strategy development

### PART 2: LEVELS OF STRATEGY IN THE ORGANISATION

- 6 Business strategies
- 7 Corporate strategies
- 8 Global strategies

### PART 3: STRATEGIC TOOLS AND IMPLEMENTATION

- 9 The internal and external analysis
- 10 The organisation and strategy implementation
- 11 Strategy evaluation and control
- 12 Managing strategic change

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# THE FUNDAMENTALS OF LOGISTICS MANAGEMENT

*The Fundamentals of Logistics Management* provides the groundwork for understanding logistics management.

As such, students will be introduced to the concept of logistics and supply chain management, with the goal of developing an understanding of logistics, its role, and the various activities that it comprises.

Additionally, the textbook discusses the functions of packaging and warehousing, as well as the roles that information technologies and transport play within logistics. Finally, it explores international logistics, with particular emphasis on the elements of the control cycle and the concept of quality.



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- 5 Logistics information systems
- 6 Transport
- 7 Reverse logistics
- 8 Customer service
- 9 International logistics
- 10 Logistics control

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# MEDIA

- ▶ Contextual Media Studies and Literacies: A South African Perspective
- ▶ Journalism Principles and Practice
- ▶ Journalism: From Concept to Craft
- ▶ Next-level Radio
- ▶ The Essential Guide to Social Media

# CONTEXTUAL MEDIA STUDIES AND LITERACIES: A SOUTH AFRICAN PERSPECTIVE

*Contextual Media Studies and Literacies: A South African Perspective* is a comprehensive guide to the world of modern media. It begins with an overview of the media industry, and explains the various theories and historical events that have shaped it, both globally and locally. In addition, students will explore historically controversial topics like culture and identity, and discover why these are often points of contestation between the media and the public. Furthermore, students are equipped with tools for critical analysis, in order to research and evaluate the industry. The textbook also provides vital tools required by media professionals: this includes writing for news and entertainment across various platforms, evaluating social media metrics through analytics, and critically examining various media texts. As such, students will be equipped with the necessary skills and expertise that are required of professionals in the media industry.

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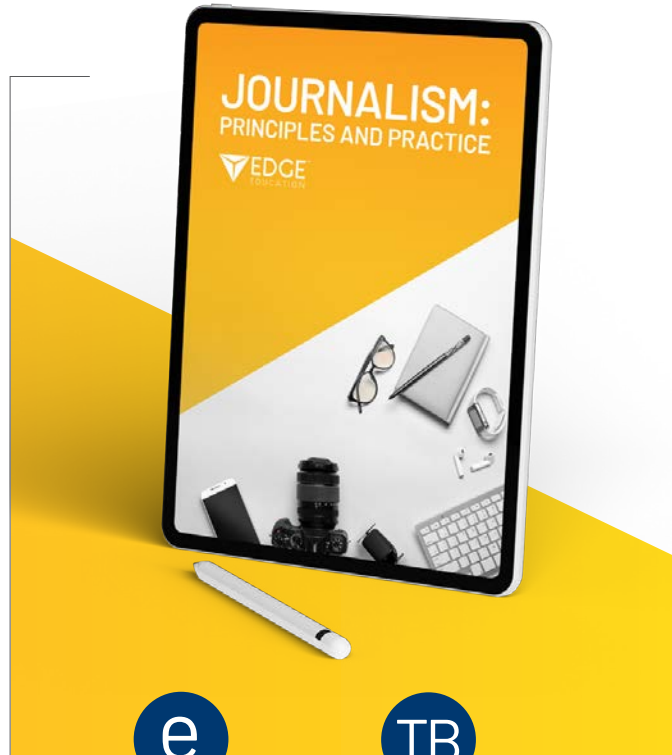
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- 1 Globalisation and media studies in the Digital age
- 2 Contemporary media theory: Part 1
- 3 Contemporary media theory: Part 2 – semiotics
- 4 Media and culture: A South African perspective
- 5 Representation in the media: A South African perspective
- 6 Critical reading of media messages
- 7 Web 2.0 for media
- 8 Tools for media research
- 9 Poetry
- 10 Drama
- 11 Narrative: Part 1 – Fiction
- 12 Narrative: Part 2 – Creative non-fiction

# JOURNALISM: PRINCIPLES AND PRACTICE

*Journalism: Principles and Practice* adopts a broad view of the modern world of mass media and social interaction. As such, it explores the media industry across various platforms, in order for students to grasp the diversity of content that is produced, and how each platform contributes to global narratives. Important skills for writing hard news and feature articles are covered in detail – from the very first steps of sourcing and reporting, to the finer details of representation. Students will also learn how to evaluate news for credibility, and how the spread of fake news has influenced journalistic practice in contemporary reporting. Lastly, this textbook considers future trends and groundbreaking advances in the industry, to provide a framework for further learning.



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## CONTENTS (Chapter / Unit)

- 1 The rise of mass media in South Africa
- 2 Representing the social world
- 3 The journalism industry
- 4 Zooming in on news and information
- 5 News sourcing and reporting
- 6 Writing hard news for print
- 7 Writing hard news for broadcast and online platforms
- 8 Making it feature
- 9 Faking it
- 10 Fast forward

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# JOURNALISM: FROM CONCEPT TO CRAFT

Journalism is a complex field to navigate – in both the local and global contexts. As such, this textbook offers students a comprehensive overview of the many facets comprising journalism. The opening chapters cover the role of the media and discuss various ethical dilemmas. They also consider topics such as information sourcing and the impact of the audience on journalism.

From this foundation, students are shown how to apply various writing approaches, in order to achieve impact and interest in their narratives. Additionally, they will learn about writing style and its complexity, as well as how to format, design and lay out content for readability. This covers writing for print, digital and broadcast media. Finally, due to their ubiquity in modern journalistic practice, areas such as social media, new media and opinion writing are also covered in detail.



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## CONTENTS (Chapter / Unit)

- 1 Ethical representation of society in the media
- 2 National and international debates in journalism
- 3 Fundamentals of writing: Part 1
- 4 Fundamentals of writing: Part 2
- 5 Writing with purpose: Newspaper features – Part 1
- 6 Writing with purpose: Newspaper features – Part 2
- 7 Writing with purpose: Magazines
- 8 Writing with purpose: Broadcasts
- 9 Writing with purpose: Online media
- 10 Opinion writing

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# NEXT-LEVEL RADIO

*Next-level Radio* is an essential guide to the radio industry in South Africa. This textbook explores each aspect of radio station management in detail – from the broad principles of allocating airtime, to the more intricate elements of content creation. Students will learn how to schedule content and music, as well as how to utilise the available technologies to produce live shows. All of this serves to create a well-balanced broadcast. After exploring the practical aspects of radio broadcasting, the textbook considers important statistical research, as well as legal requirements that inform decision-making by station managers. Case studies are also included, to provide insight into the industry and its workings. Finally, *Next-level Radio* covers the management of talent, such as guest DJs, celebrities and live performers.



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## CONTENTS (Chapter / Unit)

- 1 The radio landscape
- 2 Station management
- 3 Programming
- 4 Creating content 1
- 5 Creating content 2
- 6 Creating content 3
- 7 Radio technology
- 8 Talent management
- 9 Airtime
- 10 Buying, selling and executing airtime
- 11 Researching the radio audience
- 12 Legalities and guidelines
- 13 The radio professional

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# THE ESSENTIAL GUIDE TO SOCIAL MEDIA

*The Essential Guide to Social Media* is a comprehensive guide to using social media platforms. Developed with the field of marketing in mind, this textbook investigates the rise of social media – in other words, how these well-known platforms came into existence, and what sustains their relevance in our modern-day world. In exploring popular platforms such as Facebook, Twitter, Instagram, Snapchat, YouTube, Pinterest and LinkedIn, students will be equipped to navigate these sites effectively, while also learning about their history. The textbook concludes with an in-depth look at search engine optimisation (SEO), and how businesses can integrate and manage these social media platforms to their benefit.



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## CONTENTS (Chapter / Unit)

- 1 The rise of social media
- 2 Facebook
- 3 Twitter
- 4 Instagram
- 5 Snapchat
- 6 YouTube
- 7 Pinterest
- 8 LinkedIn
- 9 Search engine optimisation (SEO)
- 10 Integration and management

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# TITLES COMING SOON



COMING SOON

BUSINESS INNOVATION:  
CONCEPTUALISING  
AND FACILITATING  
TRANSFORMATION



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DESIGN THINKING:  
PRINCIPLES AND PRACTICES  
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but the training of the mind to think.”**

*Albert Einstein*

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