

Business Support Centre Information

The ICCIT Business Support Centre provides an all-in-one service to the local business community, and the local business environment. The type of services this support centre provides include but are not limited to assisting small businesses with financial, marketing, production, organization, engineering and technical problems and business plans.

The Business Support Centre incorporates the following elements:

1. Help desk
2. Resource Centre
3. Seminars, workshops and information sharing sessions
4. Training and skills building workshops
5. Networking platform
6. Mentorship panel
7. Outreach

HELP DESK

Addresses, refers and provides guidance to a range of business enquiries including but not limited to:

- How to set up a small business and where to register a legal entity
- How to register for tax purposes and submit tax returns
- How to develop and prepare a business plan that will assist with sourcing funding
- How to access business finance
- The laws that regulate and govern a particular sector
- Where to access local industry related statistics and information

RESOURCE CENTRE

The Resource Centre provides dedicated resource to research, and assimilating and disseminating this information through various mediums including website downloads, newsletters, email or in presentation form at networking functions and workshops. The information includes but is not limited to:

- Business reports, statistics and analyses
- Market research reports
- Incentives applicable to various industries
- Availability of government and non-government funding opportunities

- Changes to legislation
- Trends affecting business

SEMINARS, WORKSHOPS AND INFORMATION SESSIONS

Information compiled by the resource centre is available to the local business community through low-cost workshops, information sharing sessions and networking events. These are presented by key industry role-players, specialists and sector professionals. Examples of these workshops include, but are not limited to:

- Effectively positioning your business within the industry
- Understanding your business and getting the most out of your resources
- Taking advantage of business incentives and special funding opportunities
- Keeping up to date with legislation
- Tips and advice for a growing business

TRAINING AND SKILLS DEVELOPMENT

This includes, but is not limited to:

- Business marketing and sales skills
- Developing a marketing strategy
- Customer service and client relations
- Client communications
- Computer skills
- Management skills
- Building digital and social media platforms
- Developing and writing business plans

NETWORKING

Regular networking sessions, breakfasts and social functions are conducted on and off site, providing an effective platform for entrepreneurs, business representatives and owners to:

- Meet and interact with like-minded individuals
- One-on-one opportunity to market their business
- Access to client leads, referrals and business opportunities
- Share knowledge and advice
- Cost effective way to build your brand and create a positive reputation

MENTORSHIP PANEL

The ICCIT builds on its existing accredited membership panel, who offer extensive cache of experience and skills. The mentorship panel offers support and advice to the business community and in particular budding entrepreneurs with the aim to:

- Share knowledge and advice
- Provide a personal and confidential sounding board
- Offer unbiased, diplomatic council for solving problems
- Provide professional advice at no or minimal cost
- Assist in building a network of business contacts and procurement opportunities

OUTREACH

The business support centre manager travels to outlying local municipalities within the district like Mandeni, Ndwedwe and Maphumulo to provide support.

The manager not only provides some of the services mentioned above but also informs the deeper rural communities of the products offered by the DEDT and set up and run various forums and committees in these areas getting the local businesses organised.

CONTACT US

The Business Support Centre is based at the Ilembe Chamber offices located at Unit 11, The Quarter, 1 Stewart drive, Ballito Business Park.

For more information contact our Business Support Manager:

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