



FURTHER EDUCATION AND TRAINING CERTIFICATE: BUSINESS ADMINISTRATION SERVICES

NQF



4

SAQA



61595

TRAINING DAYS



25

DURATION



12 months

CREDITS



140

SETA



Services SETA

AVAILABLE DELIVERY METHODOLOGY



Online

Online interface training with occasional support



Instructor Led

100% Trainer led methodology in order for learners to achieve applied competence



Blended

Variety of learning methodologies used for learners to achieve applied competence

PURPOSE

This Qualification is for any individual who is or wishes to be involved in the Administration function within any industry, or non-commercial venture/organization. It is also the building block to advance the learner into the National Certificate in Business Administration Services: NQF Level 5.

The Core Component of the Qualification offers the learner knowledge and skills in the Management of Records, Comprehension of written and verbal texts, Business Writing, Problem Solving, Ethics, Cultural Awareness, Self Management and Self Development, Project Teamwork and Business Policies and Procedures. The Qualification through its Elective Component enables the learner to specialize in areas of Administration such as Reception, Executive Administration, Financial Literacy, Relationship Management, Legal Knowledge, Communication, Project Administration and Support, Call Centre Administration and Human Resources.

Rules regarding Fundamental, Core and Electives:

- Fundamentals component consists of 56 credits of which 40 credits are applicable to a first South African language at level 4 and second South African language at level 3.
- The core component consists of Unit Standards to the value of 73 credits all of which are compulsory.
- The Elective Component consists of Unit Standards to the value of 11 credits.

ENTRY CRITERIA

- Communication at NQF level 3.
- Mathematical Literacy at NQF level 3.
- Computer Literacy at NQF Level 3.

SKILLS OUTCOMES

- Have knowledge of the procedures for stock and fixed asset control.
- Develop Administrative systems together with other employees to.
- Improve organisational effectiveness.
- Present information that is routinely and regularly required, as well as specific information that is requested from time-to-time.
- Manage service providers.
- Be an effective employee in the Administrative section of an organisation.
- Be aware of how fraud can be present in an office environment and assisting in its control.
- Display cultural awareness in dealing with customers and colleagues and utilising the differences in a positive way to enhance the effectiveness and image of the organisation.
- Identify information sources.
- Apply efficient time management processes, procedures and techniques to.

MARKET INFORMATION

Target Market: • Administrators • Receptionists • Secretaries • Admin clerks • Operations Staff • Managers.

Target Industries: All Industries that have an administration and / or operations aspects.

RESOURCE REQUIREMENTS

Hardware: Access to a computer system • Software (Minimum): Windows 7 OS system | MS Office 2010.

For more information on how your organisation can benefit, contact Training Force:



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GENERAL INFORMATION

Credit Accumulation Transfer (CAT): CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days.
Learners who do not meet with CAT requirements will need to complete all Clusters in full.

FISA Requirements: Final Integrated Summative Assessment is a requirement for the successful completion of this learnership.

Recognition of Prior Learning: Application for RPL may allow for accelerated success to further learning.

Cluster 1 Part 1 - Communication Skills

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	13945	Describe and apply the management of stock and fixed assets in a business unit.	2
Elective	13928	Monitor and control reception area.	4
Elective	7790	Process incoming and outgoing telephone calls.	3

Recommended training days for Cluster 1 Part 1 = 2 days.

Cluster 1 Part 2 - Communication Fundamentals - Credit Accumulation Transfer is applicable to the unit standards below:

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	8972	Interpret a variety of literary texts.	5
Fundamental	8969	Interpret and use information from texts.	5
Fundamental	8970	Write texts for a range of communicative contexts.	5
Fundamental	8975	Read analyse and respond to a variety of texts.	5

Recommended training days for Cluster 1 Part 2 = 3 days.

Cluster 2 Part 1 - Perform Administrative Functions

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	13941	Apply the budget function in a business unit.	5
Core	110003	Develop administrative procedures in a selected organisation.	8
Core	110009	Manage administration records.	4

Recommended training days for Cluster 2 Part 1 = 3 days.

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Cluster 2 Part 2 - Mathematical Literacy - Credit Accumulation Transfer is applicable to the unit standards below:

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems.	6
Fundamental	12417	Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities.	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues.	6

Recommended training days for Cluster 2 Part 2 = 3 days.

Cluster 3 - Display Professional Conduct

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	110021	Achieve personal effectiveness in business environment.	6
Core	10022	Comply with organisational ethics.	4
Core	110026	Describe and assist in the control of fraud in an office environment.	4
Core	15234	Apply efficient time management to the work of a department/division/section.	4

Recommended training days for Cluster 3 = 3 days.

Cluster 4 Part 1 - Work with others

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry.	10
Core	110023	Present information in report format.	6
Core	10135	Work as a project team member.	8
Elective	10139	Implement project administration processes according to requirements.	5

Recommended training days for Cluster 4 Part 1 = 5 days.

Cluster 4 Part 2 - Work with others - Communication skills - Credit Accumulation Transfer is applicable to the unit standards below:

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	8968	Accommodate audience and context needs in oral communication.	5
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts.	5
Fundamental	12153	Use the writing process to compose texts required in the business environment.	5
Fundamental	8976	Write for a wide range of contexts.	5

Recommended training days for Cluster 4 Part 2 = 4 days.

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Cluster 5 - Manage Service Providers

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	14552	Contract service providers.	3
Core	7791	Display cultural awareness in dealing with customers and colleagues.	4
Core	109999	Manage service providers in a selected organisation.	5

Recommended training days for Cluster 5 = 2 days.