



CAREER PATHING SOLUTIONS

SUSTAINABLE SKILLS DEVELOPMENT

Further Education and Training Certificate:

Business Administration Services

NQF Level 4

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

Programme Information

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|------------------------------|---|
| Credits: | 140 |
| Duration: | Twelve (12) Months |
| Minimum no of learners: | 8 per session |
| Minimum Qualifying Criteria: | Communication at NQF level 3 Mathematical Literacy at NQF level 3 Computer Literacy at NQF Level 3 SAQA US ID: 61595 |

| | ID | UNIT STANDARD TITLE | NQF LEVEL | CREDITS |
|--|--------|---|-----------|---------|
| Learning Programme 1: Work and Career Orientation | | | | |
| Core | 110021 | Achieve personal effectiveness in business environment | 4 | 6 |
| Core | 10022 | Comply with organisational ethics | 4 | 4 |
| Core | 10135 | Work as a project team member | 4 | 8 |
| Core | 15234 | Apply efficient time management to the work of a department/division/section | 5 | 4 |
| Learning Programme 2: Business Communication | | | | |
| Fundamental | 8974 | Engage in sustained oral communication and evaluate spoken texts | 4 | 5 |
| Fundamental | 8968 | Accommodate audience and context needs in oral communication (2nd language) | 3 | 5 |
| Fundamental | 8975 | Read analyse and respond to a variety of texts | 4 | 5 |
| Fundamental | 8969 | Interpret and use information from texts (2nd language) | 3 | 5 |
| Fundamental | 8972 | Interpret a variety of literary texts (2nd language) | 3 | 4 |
| Learning Programme 3: Business Writing | | | | |
| Fundamental | 8976 | Write for a wide range of contexts | 4 | 5 |
| Fundamental | 8970 | Write texts for a range of communicative contexts (2nd language) | 3 | 5 |
| Fundamental | 12153 | Use the writing process to compose texts required in the business environment | 4 | 5 |
| Core | 110023 | Present information in report format | 4 | 6 |
| Learning Programme 4: Maths Literacy | | | | |

| | ID | UNIT STANDARD TITLE | NQF LEVEL | CREDITS |
|--|--------|--|-----------|---------|
| 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 | 4 |
| Fundamental | 7468 | Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues | 4 | 6 |
| Fundamental | 9015 | Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems | 4 | 6 |
| Learning Programme 5: Administration | | | | |
| Core | 110009 | Manage administration records | 4 | 4 |
| Core | 110003 | Develop administrative procedures in a selected organisation | 4 | 8 |
| Elective | 13929 | Co-ordinate meetings, minor events and travel arrangements | 3 | 3 |
| Elective | 9244 | Plan and conduct meetings | 4 | 4 |
| Learning Programme 6: Finance for Office Administrators | | | | |
| Core | 13941 | Apply the budget function in a business unit | 4 | 5 |
| Core | 13945 | Describe and apply the management of stock and fixed assets in a business unit | 4 | 2 |
| Core | 110026 | Describe and assist in the control of fraud in an office environment | 4 | 4 |
| Core | 13943 | Analyse new developments reported in the media that could impact on a business sector or industry | 4 | 10 |
| Learning Programme 7: Customer Care | | | | |
| Core | 77191 | Display cultural awareness in dealing with customers and colleagues | 4 | 4 |
| Elective | 7790 | Process incoming and outgoing telephone calls | 3 | 3 |
| Elective | 13928 | Monitor and control reception area | 3 | 4 |
| Elective | 7836 | Monitor customer satisfaction | 4 | 3 |
| Core | 109999 | Manage service providers in a selected organisation | 4 | 5 |
| Core | 14552 | Contract service providers | 4 | 3 |