



Programme Name	Further Education and Training Certificate: Business Administration Services				
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SAQA ID	61595	NQF Level	4	Credits	141
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Exit Level Outcomes	<ol style="list-style-type: none"> 1. Have knowledge of the procedures for stock and fixed asset control. 2. Develop Administrative systems together with other employees. 3. Improve organisational effectiveness. 4. Present information that is routinely and regularly required. 5. Manage service providers. 6. Be an effective employee in the Administrative section of an organisation. 7. Be aware of how fraud can be present in an office environment and assisting in its control. 8. Identify and solve work related problems together with others in the section. 9. Apply efficient time management processes, procedures and techniques. 10. Be an effective member of a team. 11. Become a knowledge worker.
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Programme Methodology	A blended learning approach, consisting of face-to-face classroom sessions and virtual classroom learning.
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Pre-requisites	<ul style="list-style-type: none"> • Communication at NQF Level 3 • Mathematical literacy at NQF level 3 • Computer literacy at NQF level 3 • Must be employed
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<p>Programme Delivery</p>	<ul style="list-style-type: none"> • The qualification is delivered over 1 year. • Attended by learners in a classroom situation with learning activities that include individual, group and self-study activities as well as practical reinforcement within a structured work environment, with workplace activities, exposure, coaching, mentoring activities and assessments.
<p>Learner Support</p>	<p>Learner Support caters for 2 hours per learner, using the following platforms:</p> <ul style="list-style-type: none"> • Google Meet • WhatsApp • Emailing • Skype • Tele-conferencing
<p>Classroom Tools</p>	<p>The following tools/resources are used in this learning programme:</p> <ul style="list-style-type: none"> • Google Classroom • Various online activities platforms • Electronic training materials • YouTube • Google Meet • WhatsApp • Emailing • Skype • Tele-conferencing

LEARNING PROGRAMMES

Learning Programme 1 Self-Management in Business

ELO	US ID	US Title	Level	Credits
1. Improve organisational effectiveness. 6. Be an effective employee in the administrative section of an organisation. 8. Identify and solve work related problems together with others in the section. 10. Be an effective member of a team. 11. Become a knowledge worker.	110021	Achieve Personal effectiveness in business environment.	4	6
	110022	Comply with organisational ethics.	4	4
	10135	Work as a project team member.	4	8
	7791	Display cultural awareness in dealing with customers and colleagues	4	4
	13943	Analyse new development reported in the media that could impact on a business sector or industry	4	10
	Total Credits			

Learning Programme 2 Business Administration

ELO	US ID	US Title	Level	Credits
1. Have knowledge of the procedures for stock and fixed asset control. 2. Develop Administrative systems together with other employees. 7. Be aware of how fraud can be present in an office environment and assisting in its control.	13941	Apply the budget function in a business unit	4	5
	13945	Describe and apply the management of stock and fixed assets in a business unit	4	2
	109999	Manage service providers in a selected organisation	4	5
	110026	Describe and assist in the control of fraud in an office environment	4	4
	110009	Manage administration records	4	4
	14552	Contract service providers	4	3
	110003	Develop administrative procedures in a selected organisation	4	8
	Total Credits			

Learning Programme 3 Business Management

ELO	US ID	US Title	Level	Credits
<p>4. Present information that is routinely and regularly required.</p> <p>8. Identify and solve work related problems together with others in the section.</p> <p>9. Apply efficient time management processes, procedures and techniques.</p>	110023	Present Information in report format.	4	6
	15234	Apply efficient time management to the work of a department/division/section	5	4
	13929	Co-ordinate meetings, minor events and travel arrangements	3	3
	7790	Process incoming and outgoing telephone calls	3	3
	7836	Monitor customer satisfaction	3	3
				Total Credits

Learning Programme 4 Business Calculations

ELO	US ID	US Title	Level	Credits
Numeracy Fundamentals	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems.	4	6
	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
	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
				Total Credits

Learning Programme 5 Business Communication 1

ELO	US ID	US Title	Level	Credits
Communication Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
	8976	Write for a wide range of contexts	4	5
	8975	Read analyse and respond to a variety of texts	4	5
	8974	Engage in sustained oral communication and evaluate spoken texts	4	5
	242840	Make Oral presentation	4	2
	Total Credits			

Learning Programme 6 Business Communication 2 (Afrikaans)

ELO	US ID	US Title	Level	Credits
2nd Language Fundamental	8968	Accommodate audience and context needs in oral communication	4	5
	8972	Interpret a variety of literary texts	4	5
	8969	Interpret and use information from texts	4	5
	8970	Write text for a range of communicative contexts	4	5
	Total Credits			