



Further Education and Training Certificate (FETC): BUSINESS ADMINISTRATION SERVICES QUALIFICATION ID 61595 - NQF LEVEL 4 - 140 CREDITS

INTRODUCTION

This Qualification is intended to enhance the provision of service within the field of Administration within all business and non-commercial sectors. The Qualification ensures progression of learning, enabling the learner with the broad knowledge, skills and values needed in the Administration field for all business and non-commercial sectors.

It is also the building block to advance the learner into the National Certificate in Business Administration Services: NQF Level 5.

COURSE OBJECTIVES

The Attainment of the Core Competencies of:

- Management of records
- Comprehension of verbal and written texts
- Business writing
- Problem solving
- Ethics
- Cultural awareness
- Self-management and development
- Project Teamwork
- Policies and procedures
- Banking and Financial Administration
- Legal knowledge
- Secretarial and Reception Services
- Call Centre Administration
- Relationship Management

TARGET AUDIENCE

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. The qualification will facilitate those learners wishing mobility and progression in their chosen field. Learners will need to have proof of having passed a second language in Grade 11 or 12.

COURSE CONTENT

Module 1: Team and Diversity Management

- Display cultural awareness in dealing with customers and colleagues
- Working as a project team member
- Motivating and building a team

Module 2: Time Management and Interpersonal Skills

- Achieving personal effectiveness in a business environment
- Apply efficient Time Management to the work of a department/division/section

Module 3: Financial Management

- Apply the budget function in a business unit
- Apply knowledge of basic accounting principles to financial services

Module 4: Research and Analysis

- Analyse new developments reported in the media that could impact on a business sector or industry

Module 5: Stock and Fixed Assets

- Describe and apply the management of stock and fixed assets in a business unit

Module 6: Fraud Control

- Describe and assist in the control of fraud in an office environment
- Comply with organisational ethics

Module 7: Manage Service Providers

- Contract Service Providers
- Manage Service Providers in a selected organisation

Module 6: Office Administration

- Develop administrative procedures in a selected organisation
- Manage Administration records
- Solve problems, make decisions and implement solutions

Module 7: Business Communication

- Present information in a report format
- Present effectively in verbal communication
- Interpret written texts
- Interpret and use textual information
- Write different texts
- Read, analyse and respond to texts
- Use the writing process to respond to a variety of business texts

Module 8: Numeracy

- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings
- Use Mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
- Engage in sustained oral communication and evaluate spoken text

COURSE DURATION

- RPL Learnership for employed delegates (11 days)
- Full Learnership for employed delegates (20 days)
- Full Learnership for unemployed delegates (25 days - includes bridging classes)