



FURTHER EDUCATION AND TRAINING CERTIFICATE: BUSINESS ADMINISTRATION SERVICES (NQF LEVEL 4)

Qualification ID 61595 – 140 Credits

INTRODUCTION

This qualification is intended to enhance the provision of service within the field of administration in 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 field of administration.

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 Further Education and Training Certificate in Business Administration Services: Level 4 will produce knowledgeable, multi-skilled workers who are able to contribute to improved productivity and efficiency within all commercial and non-commercial sectors.

Qualifying learners could follow a career in:

- Secretarial services
- Reception services
- Switchboard operations
- Financial administration
- Banking administration
- Personal/executive assistant services
- Technical assistance
- Typing
- Data capturing
- Systems administration
- Human Resources administration
- Basic contracts administration
- Legal secretarial services
- Reception supervision
- Change administration and management
- Relationship management
- Project coordination

TARGET AUDIENCE

The National Certificate in Business Administration Services, NQF Level 4, is designed to meet the needs of learners already involved, or wishing to become involved, in the field of Administration in any business or non-commercial sector.

DURATION: 12 Months / 32 Contact Days

ENTRY LEVEL REQUIREMENTS: Communication NQF Level 3 (two languages), Mathematical Literacy NQF Level 3 and Computer Literacy NQF Level 3. Learners should have proof of having passed a second language in Grade 11.

LEARNING PROGRAMMES

Personal and Team Effectiveness (4 days)	
110021	Achieve personal effectiveness in a business environment. NQF4, 6 Credits
15234	Apply efficient time management to the work of a department/division. NQF5, 4 Credits
1943	Analyse new developments reported that could impact business. NQF4,10 Credits

Relationships in a Project Team (3 days)	
7791	Display cultural awareness in dealing with customers and colleagues. NQF4, 4 Credits
10135	Work as a project team member. NQF4, 8 Credits
244572	Describe how to manage workplace relationships. NQF3, 2 Credits

Deal with Ethics and Fraud (2 days)	
10022	Comply with organisational ethics. NQF4, 4 Credits
110026	Describe and assist in the control of fraud in an office environment. NQF4, 4 Credits

Budget, Stock and Fixed Assets (2 days)	
13941	Apply the budget function in a business unit. NQF4, 5 Credits
13945	Apply management of stock and fixed assets in a business unit. NQF4, 2 Credits

Business Communication (5 days)	
8974	Engage in sustained oral communication and evaluate spoken texts. NQF4, 5 Credits
8976	Write for a wide range of contexts. NQF4, 5 Credits
8975	Read, analyse and respond to a variety of texts. NQF4, 5 Credits
12153	Writing process to compose texts required in the business environment. NQF4, 5 Credits
110023	Present information in report format. NQF4, 5 Credits

Second Language Communication (4 days)	
8968	Accommodate audience and context needs in oral communication (2nd language). NQF3, 5 Credits
8970	Write texts for a range of communicative contexts (2nd language). NQF3, 5 Credits
8969	Interpret and use information from texts (2nd language). NQF3, 5 Credits
8972	Interpret a variety of literary texts (2nd language). NQF3, 5 Credits

Deal with Administrative Procedures (3 days)	
110009	Manage administration records. NQF4, 4 Credits
110003	Develop administrative procedures in a selected organisation. NQF4, 8 Credits

Deal with Service Providers (2 days)	
14552	Contract service providers. NQF4, 3 Credits
109999	Manage service providers in a selected organisation. NQF4, 5 Credits

Maths Literacy (4 days)	
12417	Measure & calculate quantities. Explore geometrical relationships. NQF4, 4 Credits
7468	Investigate financial aspects of personal and business issues. NQF4, 6 Credits
9015	Statistics and probability to interrogate and communicate findings. NQF4, 6 Credits

Deal with Meetings (2 days)	
9244	Plan and conduct meetings. NQF4, 4 Credits
242840	Make oral presentations. NQF4, 2 Credits
13929	Co-ordinate meetings, minor events and travel arrangements. NQF3, 3 Credits

OPTIONAL SERVICES



RECRUITMENT UNEMPLOYED LEARNERS

Let Kwelanga take the stress out of sourcing, screening and nominating suitable candidates for your learnership. Our service includes:

- Sourcing candidates.
- Collect required documents.
- Verify disability (if applicable).
- Screen for suitability.
- shortlist top-matched candidates.
- Scheduling of interviews/assessments



WELLNESS PROGRAMMES PEOPLE WITH DISABILITIES (PWD)

This involves meeting identified candidates to ensure they are adapting well to the new programme and environment. We will provide guidance on how to better settle in and flag potential concerns to the Client.

Sessions can be booked as and when deemed necessary. However, we have made the following recommendation as a guideline: *1 hour per learner every second month.*

The rate will depend on the number of Learners accommodated in a day. Ask your Kwelanga relationship manager for further details.



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OUR COMMITMENT TO YOU

To develop and inspire each individual to be the best that they can be.

To assist clients in the transfer of skills and positive behaviour change.



WORKPLACE READINESS

Learners need to understand exactly what the organisation expects from them. They need to develop a highly professional image and positive attitude, learning to be consistent and dependable. Select any number of the following modules to ensure learners are optimally integrated into their work environment:

- The Workplace Professional
- Managing Time for Results
- Modern Business Writing
- WOW Service – Adding Value
- E-mail Etiquette
- Essential Assertiveness Skills
- Managing Workplace Relationships
- Powerful Presentations
- The Administration Architect
- Competency Based Interviewing Skills (unemployed learners)



GRADUATION CEREMONY

Never underestimate the significance of your role in developing South Africa's talent. The importance of the graduation for our delegates signifies the recognition of their hard work and achievement in improving and growing their skills.

This is your opportunity to recognise and celebrate with all the successful candidates and establish a firm foundation in their future development. Don't miss out on this meaningful opportunity!

For more information contact us on:

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