



Accredited Provider
The Skills College for Development and Training (Pty)Ltd.

Further Education & Training Certificate: Business Administration Services

Qualification ID 61595– NQF 4; 140 Credits

URPOSE AND RATIONALE OF THE QUALIFICATION

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.

Learners working towards this Qualification will find that the acquisition of competence in the Unit Standards, which make up the Qualification, will add value to their jobs.

Competencies. It will provide the broad knowledge, skills and values needed in the Administration field for all business and non-commercial sectors and will facilitate access to, and mobility and progression within, education and training.

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.

LEARNING ASSUMED TO BE IN PLACE

Learners accessing this Qualification should be competent in:

Communication at NQF level 3

Mathematical Literacy at NQF level 3

Computer Literacy at NQF Level 3

EXIT LEVEL OUTCOMES

On achieving this Qualification, the learner will:

Have knowledge of the procedures for stock and fixed asset control and be able to:

- Apply such knowledge and maintain the appropriate registers
- Ensure that employees have the resources they need on an on-going basis through efficiently ordering and distributing stationery and other requirements.

Develop Administrative systems together with other employees to:

- Control and keep all information required by the organisation up to date
- Ensure the confidentiality of information
- Control the availability of resources information
- Develop administrative procedures relating to the systems and to write them into a manual for use by other employees.

Improve organisational effectiveness, by being able to:

- Manage all Administration records him/herself
- Assist others in the organisation to do so

Present information that is routinely and regularly required, as well as specific information that is requested from time-to-time:

- Appropriate report format
- On time
- Using listening, reading and writing skills.

The learner will also be able to:

- Identify information sources so as to be able to quickly access information when it is required
- Liaise with clients (internal and external) to verify that the format used for reports serves the purpose
- Make amendments to report format and writing style, if necessary.

Manage service providers in that the learner will be able to:

- Identify appropriate service providers
- Institute the appropriate provisioning procedures to secure the service of providers
- Draw up contracts for the provision of services and goods by suppliers
- Monitor the delivery of the service and/or goods in terms of quality, quantity and time schedules for delivery
- Take appropriate action when service providers fail to deliver as agreed.

Be an effective employee in the Administrative section of an organisation by being able to:

- Plan and organise own work
- Establish and maintain sound working relationships
- Comply with the organisation`s ethics and code of conduct
- Maintain files and records as required

- Set personal goals and develop and manage him/herself in a business context.

Be aware of how fraud can be present in an office environment and assisting in its control by:

- Knowing what types of fraud can exist in an office environment
- Being aware of the legal and organisational implications surrounding fraud and either reporting it or failing to report it
- Analysing trends and the impact of fraud in the organisation/sector
- Being able to describe and be part of the implementation of fraud control measures as they relate to the level of authority of the learner.

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 and solve work related problems together with others in the section so as to:

- Improve the working climate in the administration department
- Aid the effectiveness of the organisation

Apply efficient time management processes, procedures and techniques to:

- Improve his/her productivity
- Assist others in the administrative section to do likewise

Be an effective member of a team and be able to:

- Cooperate with others to carry out joint tasks
- Apply sophisticated teamwork skills
- Utilise diversity to its fullest capacity.

Become a knowledge worker and be able to:

- Monitor the media (newspapers, television, radio and magazines) and identify articles/news clips, etc that are applicable to Administration and/or the sector in which he/she works and see their implication for his/her organisation.
- Realise that he/she and his/her organisation are part of a larger system that is interdependent and dependant on other sectors
- Conduct basic research projects in relation to the Administrative function.

In particular, assessors should check that the learner can demonstrate an ability to consider a range of options and make decisions about the knowledge and skills demonstrated above so that the best option is chosen.

TIME PERIOD

This Learnership can be presented over a period off 12 months. Contact sessions can be determined. This do not need to be 100% contact session based.

A SELECTION OF THE FOLLOWING UNIT STANDARDS WILL BE COMPLETED TO ACHIEVE 140CREDITS:

UNIT STANDARDS:

	ID	UNIT STANDARD TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Core	110021	Achieve personal effectiveness in business environment	Level 4	NQF Level 04	6
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	Level 4	NQF Level 04	10
Core	13941	Apply the budget function in a business unit	Level 4	NQF Level 04	5
Core	10022	Comply with organisational ethics	Level 4	NQF Level 04	4
Core	14552	Contract service providers	Level 4	NQF Level 04	3
Core	13945	Describe and apply the management of stock and fixed assets in a business unit	Level 4	NQF Level 04	2
Core	110026	Describe and assist in the control of fraud in an office environment	Level 4	NQF Level 04	4
Core	110003	Develop administrative procedures in a selected organisation	Level 4	NQF Level 04	8
Core	7791	Display cultural awareness in dealing with customers and colleagues	Level 4	NQF Level 04	4
Core	110009	Manage administration records	Level 4	NQF Level 04	4
Core	109999	Manage service providers in a selected organisation	Level 4	NQF Level 04	5
Core	110023	Present information in report format	Level 4	NQF Level 04	6
Core	10135	Work as a project team member	Level 4	NQF Level 04	8
Core	15234	Apply efficient time management to the work of a department/division/section	Level 5	Level TBA: Pre-2009 was L5	4
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	NQF Level 03	5
Fundamental	8972	Interpret a variety of literary texts	Level 3	NQF Level 03	5
Fundamental	8969	Interpret and use information from texts	Level 3	NQF Level 03	5
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	NQF Level 03	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	NQF Level 04	6
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	NQF Level 04	5
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	Level 4	NQF Level 04	4
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	NQF Level 04	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	NQF Level 04	6

Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	NQF Level 04	5
Fundamental	8976	Write for a wide range of contexts	Level 4	NQF Level 04	5
Elective	117111	Apply knowledge of basic accounting principles to financial services	Level 3	NQF Level 03	4
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	NQF Level 03	5
Elective	242860	Apply the Batho Pele principles to own work role and context	Level 3	NQF Level 03	4
Elective	264374	Capture payroll data	Level 3	NQF Level 03	6
Elective	123393	Carry out course administration	Level 3	NQF Level 03	3
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	NQF Level 03	3
Elective	246667	Demonstrate an understanding of Occupational Health, Safety and Environmental Legislations	Level 3	NQF Level 03	4
Elective	264371	Demonstrate an understanding of the purpose of the payslip and its components	Level 3	NQF Level 03	6
Elective	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	Level 3	NQF Level 03	4
Elective	10170	Demonstrate understanding of employment relations in an organisation	Level 3	NQF Level 03	3
Elective	244572	Describe how to manage workplace relationships	Level 3	NQF Level 03	2
Elective	113907	Explain the impact of personal wellness on work performance	Level 3	NQF Level 03	2
Elective	264377	Identify and demonstrate understanding of different types of employment contracts and how this impacts payroll administration	Level 3	NQF Level 03	8
Elective	13928	Monitor and control reception area	Level 3	NQF Level 03	4
Elective	13936	Outline the legal environment of a selected industry	Level 3	NQF Level 03	2
Elective	117877	Perform one-to-one training on the job	Level 3	NQF Level 03	4
Elective	7790	Process incoming and outgoing telephone calls	Level 3	NQF Level 03	3
Elective	10140	Apply a range of project management tools	Level 4	NQF Level 04	8
Elective	243298	Apply administrative skills and knowledge in a sport organisation	Level 4	NQF Level 04	11
Elective	12154	Apply comprehension skills to engage oral texts in a business environment	Level 4	NQF Level 04	5
Elective	12155	Apply comprehension skills to engage written texts in a business environment	Level 4	NQF Level 04	5
Elective	243296	Apply values and ethics to a sport organisation	Level 4	NQF Level 04	3
Elective	117865	Assist and support learners to manage their learning experiences	Level 4	NQF Level 04	5
Elective	15227	Conduct skills development administration in an organisation	Level 4	NQF Level 04	4
Elective	243303	Create, improvise and organize sport activities	Level 4	NQF Level 04	6
Elective	242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	Level 4	NQF Level 04	4

Elective	10324	Describe features, advantages and benefits of a range of products or services	Level 4	NQF Level 04	6
Elective	377160	Explain the fundamentals of the concepts of 'wellness'	Level 4	Level TBA: Pre-2009 was L4	8
Elective	377162	Explain the need for wellness awareness programmes	Level 4	Level TBA: Pre-2009 was L4	4
Elective	14319	Explore strategies to retain or expand existing business in the insurance/investment industry	Level 4	NQF Level 04	3
Elective	12544	Facilitate the preparation and presentation of evidence for assessment	Level 4	NQF Level 04	4
Elective	10331	Identify and analyse customer and market related trends impacting on Contact Centres	Level 4	NQF Level 04	10
Elective	10026	Identify expertise and resources	Level 4	NQF Level 04	3
Elective	10023	Identify internal and external stakeholders	Level 4	NQF Level 04	4
Elective	10139	Implement project administration processes according to requirements	Level 4	NQF Level 04	5
Elective	10980	Induct a new employee	Level 4	NQF Level 04	6
Elective	117156	Interpret basic financial statements	Level 4	NQF Level 04	4
Elective	10388	Interpret basic financial statements	Level 4	NQF Level 04	3
Elective	243300	Lead a community sport activity	Level 4	NQF Level 04	12
Elective	7869	Maintain a preventative maintenance programme	Level 4	NQF Level 04	3
Elective	242840	Make oral presentations	Level 4	NQF Level 04	2
Elective	242810	Manage Expenditure against a budget	Level 4	NQF Level 04	6
Elective	13443	Manage service providers in a micro-lending institution	Level 4	NQF Level 04	5
Elective	7836	Monitor customer satisfaction	Level 4	NQF Level 04	3
Elective	242819	Motivate and Build a Team	Level 4	NQF Level 04	10
Elective	10983	Participate in the implementation and utilisation of equity related processes	Level 4	NQF Level 04	5
Elective	114738	Perform financial planning and control functions for a small business	Level 4	NQF Level 04	6
Elective	9244	Plan and conduct meetings	Level 4	NQF Level 04	4
Elective	7825	Process financial transactions	Level 4	NQF Level 04	16
Elective	243293	Promote sport activity in a community	Level 4	NQF Level 04	4
Elective	10978	Recruit and select candidates to fill defined positions	Level 4	NQF Level 04	10
Elective	242817	Solve problems, make decisions and implement solutions	Level 4	NQF Level 04	8
Elective	8607	Support event co-ordination	Level 4	NQF Level 04	20
Elective	116927	Apply the principles of employment equity to organisational transformation	Level 5	Level TBA: Pre-	10

				2009 was L5	
Elective	114274	Demonstrate and apply an understanding of the Basic Conditions of Employment Act (Act 75 of 1997)	Level 5	Level TBA: Pre-2009 was L5	8
Elective	114278	Demonstrate and apply an understanding of the Labour Relations Act (Act 66 of 1995)	Level 5	Level TBA: Pre-2009 was L5	12
Elective	263976	Demonstrate understanding of the outcomes-based education and training approach within the context of a National Qualifications Framework	Level 5	Level TBA: Pre-2009 was L5	5
Elective	11907	Draft an employment contract	Level 5	Level TBA: Pre-2009 was L5	3
Elective	10171	Manage the capture, storage and retrieval of human resources information using an information system	Level 5	Level TBA: Pre-2009 was L5	3
Elective	10149	Support the project environment and activities to deliver project objectives	Level 5	Level TBA: Pre-2009 was L5	14