

Further Education and Training Certificate: Business Administration Services NQF 4



PURPOSE

Business administration services NQF 4 qualification is for any individual who is or wishes to be involved in the administration function within any industry or non-commercial venture/organisation. 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 also enables the learner to specialise 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.

COURSE CONTENT

Module 1: Professional Behaviour

- Achieve personal effectiveness in business environment
- Comply with organisational ethics
- Work as a project team member
- Apply efficient time management to the work of a department/division/section
- Apply knowledge of self and team in order to develop a plan to enhance team performance
- Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace
- Apply the Batho Pele principles to own work role and context

Module 2: Computer Literacy

- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
- Measure, estimate and calculate physical quantities and explore, critique and prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities

Module 3: Business Communication

- Present information in report format
- Interpret a variety of literary texts
- Engage in sustained oral communication and evaluate spoken texts
- Read, analyse and respond to a variety of texts
- Write for a wide range of contexts
- Use the writing process to compose texts required in the business environment
- Accommodate audience and context needs in oral communication
- Interpret and use information from texts
- Write/present/sign texts for a range of communicative contexts

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^COURSE CONTENT

Module 4: Business Skills

- Apply basic business principles
- Plan and conduct basic research in an office environment
- Demonstrate an understanding of a selected business environment
- Interpret basic financial statements

Module 5: Human Resources

- Introduce new staff to the workplace
- Demonstrate understanding of employment relations in an organisation

Module 6: Office Administration

- Monitor and control the maintenance of office equipment
- Maintain a booking system
- Co-ordinate meetings, minor events, and travel arrangements
- Monitor and control office supplies
- Plan and prepare meeting communications

Module 7: Business Mathematics

- Use mathematics to investigate and monitor the financial aspects of personal, business, and national issues
- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Investigate life and work-related problems using data and probabilities
- Describe, apply, analyze and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Perform basic business calculations

^DELIVERY

- Duration: 12 Months
- Delivery: Classroom/Online/Blended

^ENTRY LEVEL REQUIREMENTS

- Grade 10
- Computer Literacy

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CAREER POSSIBILITIES

- Secretarial services
- Reception services
- Switchboard operations
- Financial administration
- Banking administration
- Personal/executive assistant services
- Data capturing /Typing
- Human Resources administration
- Basic Contracts administration
- Legal secretarial services
- Reception supervision
- Project coordination

ACCREDITATION

- National Certificate in Business Administration Services
- Accreditation: Services SETA
- SAQA ID: 61595
- NQF Level: 4
- Credits: 140

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