



Institute for Quality

Education, Training and Development

Empowerment through Education



FETC: Business Administration Services

Course Information

FURTHER EDUCATION AND TRAINING CERTIFICATE :BUSINESS ADMINISTRATION SERVICE

SAQA ID :61595 LP 35928

NQF LEVEL: 4

CREDITS 140

PURPOSE 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. 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 to meet standards of service excellence required within the Administration field of learning, through building day-to-day Administration skills as well as general operational.

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.

COURSE EXPECTATION

This is a learnership, and therefore has a theory and workplace component.

- Learners are expected to complete the theory at the training provider.
- The workplace component must be complete at a recognised workplace.
- The activities at the workplace will be determined by the workplace tasks that need to be completed.

Training Provider

Workplace

SELECTION OF WORKPLACE

Learners are required to ensure that they have secured a workplace. Whilst IQ supports learners in this endeavour, it is the learners responsibility.

The workplace selected must be in line with the course undertaken.

Learners will be provided with a pack that includes:

- Letter of request for placement
- Placement guidelines for Employer organisations



YOUR COURSE COMPRISE OF THE FOLLOWING:

- Complete Learner orientation on the programme expectations.
- Mentor guidelines for the workplace mentors.
- Work integrated guidelines for the workplace.
- Learner orientation guide.
- Process meetings map with employers and mentors.
- Training plan including the schedule of assessments
- Process map for the qualification.
- Learner guides, workbooks and log books
- E-learning lessons/ PC Tablet (with audio voice lessons)
- Training videos to support lessons showing practical applications

ASSESSMENT

Assessments are an important part of your learning as it serves as a measure to identify if you have achieved the competencies required in this course.

Various assessment methods are used during the course of your programme. All these are collated into a Portfolio of Evidence which is used for the final summative assessment. Each module of your study will have an assessment of some form. The workplace is assessed through a logbook. This comprises a list of tasks which needs to be completed and signed off by your workplace mentor.

DELIVERY MODALITY

The delivery modality is flexible and designed according to the needs of the client. The following are some of the options:

Option 1

- Lessons are presented on a PC Tablet. These are recorded. All the learner guides and workbooks are on the PC Tablet.

Option 2

- E-learning. Lessons are on the e-learning platform and learners progress through them.

Option 3

- Face to face tuition according to a training plan.



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PROGRAMME MODULE

CORE

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

FUNDAMENTAL

7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	NQF Level 04	6
12153	Use the writing process to compose texts required in the business environment	NQF Level 04	5
8976	Write for a wide range of contexts	NQF Level 04	5
13929	Co-ordinate meetings, minor events and travel arrangements	NQF Level 03	3
13928	Monitor and control reception area	NQF Level 03	4
13936	Outline the legal environment of a selected industry	NQF Level 03	2
7790	Process incoming and outgoing telephone calls	NQF Level 03	3
10140	Apply a range of project management tools	NQF Level 04	8
12154	Apply comprehension skills to engage oral texts in a business environment	NQF Level 04	5
12155	Apply comprehension skills to engage written texts in a business environment	NQF Level 04	5
14319	Explore strategies to retain or expand existing business in the insurance/investment industry	NQF Level 04	3
10331	Identify and analyse customer and market related trends impacting on Contact Centres	NQF Level 04	10
10026	Identify expertise and resources	NQF Level 04	3
10023	Identify internal and external stakeholders	NQF Level 04	4
10139	Implement project administration processes according to requirements	NQF Level 04	5
10980	Induct a new employee	NQF Level 04	6
10388	Interpret basic financial statements	NQF Level 04	3
7869	Maintain a preventative maintenance programme	NQF Level 04	3
13443	Manage service providers in a micro-lending institution	NQF Level 04	5
7836	Monitor customer satisfaction	NQF Level 04	3
10983	Participate in the implementation and utilisation of equity related processes	NQF Level 04	5
9244	Plan and conduct meetings	NQF Level 04	4
7825	Process financial transactions	NQF Level 04	16
10978	Recruit and select candidates to fill defined positions	NQF Level 04	10
8607	Support event co-ordination	NQF Level 04	20

10171	Manage the capture, storage and retrieval of human resources information using an information system	Level TBA: Pre-2009 was L5	3
10149	Support the project environment and activities to deliver project objectives	Level TBA: Pre-2009 was L5	14