

# SAQA Registration: 61595 (LP 35928) – Further Education and Training Certificate Business Administration Services Level 4

## PURPOSE OF THE PROGRAMME

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.

## EXIT LEVEL OUTCOMES

On completion of this programme learners will be able to:

1. Have knowledge of the procedures for stock and fixed asset control
2. Develop administrative systems together with other employees
3. Improve organisational effectiveness
4. Present information that is routinely and regularly required, as well as specific information that is requested from time-to-time
5. Manage service providers
6. Be an effective employee in the administrative section of an organisation
7. Be aware of how fraud can be present in an office environment and assisting in its control
8. 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.
9. Apply efficient time management processes, procedures and techniques
10. Be an effective member of a team
11. Become a knowledge worker

## PROGRAMME OUTLINE

### Compulsory Modules

- Module 1: Time Management
- Module 2: Stock Management
- Module 3: Office Admin and Management
- Module 4: Report Writing
- Module 5: Business Ethics
- Module 6: Manage Service Providers
- Module 7: Budgeting
- Module 8: Personal Effectiveness

### Elective Modules (select one)

- Module 9: Reception Skills
- Module 10: Personal Assistant
- Module 11: Financial Management
- Module 12: Human Resources Management
- Module 13: Project Management

## LEARNING ASSUMED TO BE IN PLACE

- Communication at NQF Level 3.
- Mathematical Literacy at NQF Level 3
- Computer Literacy at NQF Level 3.

## RECOGNITION OF PRIOR LEARNING (RPL)

This qualification can be achieved wholly or in part through Recognition of Prior Learning in terms of the defined exit level outcomes and/or individual unit standards.

## METHODOLOGY

**Training Programme Duration:** 24 Contact days spread over 12 months (Refer to qualification schedule on [www.khulisane.com](http://www.khulisane.com))

**Assessment:** The purpose of the qualification is achieved via demonstration of competence in terms of the exit level outcomes, which in turn are a function of the associated unit standards. Candidates will be assessed in an integrative manner per exit level outcome according to the qualification rules.

**Certification:** This includes obtaining endorsement from the SETQAA.

**Qualification:** 61595 (LP 35928) - Further Education and Training Certificate: Business Administration Services.

**Credits:** 140

## TARGET GROUP

This qualification is intended for:

- Secretaries
- Receptionists
- Switchboard operators
- Financial Administrators
- Human Resources administrators
- Basic Contracts Administrators