Duration
12 months

Registration
Anytime

# CURRICULUM

## SAQA ID : 61595

## Further Education and Training Certificate: Business Administration Services

### Level 4 Credits 140

## Qualification rules

To be awarded the Qualification, learners are required to obtain a minimum of 140 credits as detailed below.

### Fundamental component

The Fundamental Component consists of Unit Standards in:

- Mathematical Literacy at Level 4 to the value of 16 credits
- Communication at Level 4 in a First South African Language to the value of 20 credits
- Communication in a Second South African Language at Level 3 to the value of 20 credits

It is compulsory therefore for learners to do Communication in two different South African languages, one at Level 4 and the other at Level 3.

All Unit Standards in the Fundamental Component are compulsory.

### Core component

The Core Component consists of Unit Standards to the value of 73 credits all of which are compulsory.

### Elective component

The Elective Component consists of Unit Standards to the value of 147 credits. Learners are to choose Unit Standards to the minimum of **11 credits**. With the approval of the relevant ETQA, learners may choose any registered Unit Standard which contributes to the improvement of their work performance or in which they have a particular interest.

# CURRICULUM

## 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.

# Module 1

## *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.

| | | | | |
|---|---|---|---|---|
| Core | 13945 | Describe and apply the management of stock and fixed assets in a business unit | Level 4 | 2 |
| Core | 13941 | Apply the budget function in a business unit | Level 4 | 5 |

## *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.

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|---|---|---|---|---|
| Core | 110003 | Develop administrative procedures in a selected organisation | Level 4 | 8 |
| Elective | 10139 | Implement project administration processes according to requirements | Level 4 | 5 |

## *Improve organisational effectiveness, by being able to:*

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

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|---|---|---|---|---|
| Core | 110009 | Manage administration records | Level 4 | 4 |

# Module 2

## *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.

| | | | | |
|---|---|---|---|---|
| Core | 110023 | Present information in report format | Level 4 | 6 |
| Fundamental | 8968 | Accommodate audience and context needs in oral communication | Level 3 | 5 |
| Fundamental | 8972 | Interpret a variety of literary texts | Level 3 | 5 |
| Fundamental | 8969 | Interpret and use information from | Level 3 | 5 |

| | | | | |
|---|---|---|---|---|
| | | texts | | |
| Fundamental | 8970 | Write texts for a range of communicative contexts | Level 3 | 5 |
| Fundamental | 8974 | Engage in sustained oral communication and evaluate spoken texts | Level 4 | 5 |
| Fundamental | 8975 | Read analyse and respond to a variety of texts | Level 4 | 5 |
| Fundamental | 12153 | Use the writing process to compose texts required in the business environment | Level 4 | 5 |
| Fundamental | 8976 | Write for a wide range of contexts | Level 4 | 5 |

# Module 3

## *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.

| | | | | |
|---|---|---|---|---|
| Core | 14552 | Contract service providers | Level 4 | 3 |
| Core | 109999 | Manage service providers in a selected organisation | Level 4 | 5 |

## *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.

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|---|---|---|---|---|
| Core | 110021 | Achieve personal effectiveness in business environment | Level 4 | 6 |
| Core | 10022 | Comply with organisational ethics | Level 4 | 4 |

## *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.

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|---|---|---|---|---|
| Core | 110026 | Describe and assist in the control of fraud in an office environment | Level 4 | 4 |

***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.***

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|---|---|---|---|---|
| Core | 7791 | Display cultural awareness in dealing with customers and colleagues | Level 4 | 4 |

## Module 4

***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.

| | | | | |
|---|---|---|---|---|
| Fundamental | 8975 | Read analyse and respond to a variety of texts | Level 4 | 5 |
| Fundamental | 12153 | Use the writing process to compose texts required in the business environment | Level 4 | 5 |
| Fundamental | 8976 | Write for a wide range of contexts | Level 4 | 5 |

## Module 5

***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

| | | | | |
|---|---|---|---|---|
| Core | 15234 | Apply efficient time management to the work of a department/division/section | Level 5 | 4 |
| Elective | 13928 | Monitor and control reception area | Level 3 | 4 |
| Elective | 7790 | Process incoming and outgoing telephone calls | Level 3 | 3 |
| Fundamental | 9015 | Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems | Level 4 | 6 |
| 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 | 4 |
| Fundamental | 7468 | Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues | Level 4 | 6 |

# Module 5

## *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.

| | | | | |
|---|---|---|---|---|
| Core | 10135 | Work as a project team member | Level 4 | 8 |

## *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

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|---|---|---|---|---|
| Core | 13943 | Analyse new developments reported in the media that could impact on a business sector or industry | Level 4 | 10 |

# Employee Wellness Specialisation

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| 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 | 4 |

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