



**FURTHER EDUCATION AND TRAINING CERTIFICATE**

**Business Administration Services NQF Level 4**

## 1. PURPOSE

The primary purpose of the qualification is to provide learners with the building blocks to advance the learner into the National Certificate in Business Administration Services: NQF Level 5. 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.

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 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.

## 2. RATIONALE FOR THE QUALIFICATION

The National Certificate in Business Administration Services: NQF Level 4 is designed to meet the needs of those learners both employed or unemployed, who are already involved or wish to become involved in the field of Administration. Administration is an essential field of learning as Administration competencies apply to all industries and to many non-commercial ventures such as sports/recreation clubs, religious groups, etc. This means that there is an on-going need for skilled Administrative people to carry out these functions both in the commercial and non-commercial sectors. There is also a need to develop career paths in this field so as to offer people involved in Administration the opportunity to continue with a programme of life-long learning, which will make them knowledgeable and skilled employees with enhanced employment opportunities.

The National Certificate in Business Administration Services: Level 4 should produce knowledgeable, multi-skilled workers who are able to contribute to improved productivity and efficiency within all commercial and non-commercial sectors. It should provide the means for current workers to receive recognition of prior learning, to upgrade their skills and achieve a nationally recognised Qualification. It should also assist new entrants to the industry. It will ensure that the quality of education and training in Administration is enhanced and of a world-class standard.

The National Certificate in Business Administration Services at NQF Level 4 allows the learner to work towards a nationally recognised Qualification. The Qualification will allow both those in formal education and

those already employed in organisations in the Administration field of learning in any business sector access to a Qualification that can be used as a benchmark to gauge their competence against local and international standards.

### **3. LEARNER ACCESS**

Open access, bearing in mind the requirements of 'learning assumed to be in place' and that the learner has access to a work environment where management practice can be implemented. It is preferable, however, for the learner to be in possession of a Senior Certificate. 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.

### **4. QUALIFICATION RULES**

The Certificate is made up of a planned combination of learning outcomes that have a defined purpose and will provide qualifying learners with applied competence and a basis for further training.

The Qualification is made up of Unit Standards classified as Fundamental, Core and Elective. A minimum of one hundred and fifty (150) credits is required to complete the Qualification.

In this Qualification the credits are allocated as follows:

- Fundamental: 56 credits;
- Core: 73 credits and
- Electives: 20 credits.

### **5. DESCRIPTION OF THE MODULES AND LEARNING OBJECTIVES**

The learnership is split into the following integrated skills programmes and that the skills programmes are offered in the sequence given here. However, as each workplace has different needs, the clusters and/or sequence can be adapted to suit the specific needs of a workplace. Skills Programme 8 can be integrated with any of the other skills programmes at any given stage, depending on the relevance at that stage.

The projects provided here are all integrated and learners must complete them in addition to the projects in individual modules. Once completed it must be added to the Portfolio of Evidence for assessment together with all the evidence of the projects in the individual modules.

### 5.1 Skills Programme 1: Ethics, Effectiveness & Efficiency

Core	110021	Achieve personal effectiveness in business environment	Level 4	6
Core	10022	Comply with organisational ethics	Level 4	4
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	Level 4	10
Core	15234	Apply efficient time management to the work of a department/division/section	Level 5	4

### 5.2 Skills Programme 2: Sound Administration for Stock and Fraud Control

Core	110003	Develop administrative procedures in a selected organisation	Level 4	8
Core	110009	Manage administration records	Level 4	4
Core	13945	Describe and apply the management of stock and fixed assets in a business unit	Level 4	2
Core	110026	Describe and assist in the control of fraud in an office environment	Level 4	4

### 5.3 Skills Programme 3: Communicating with Service Providers

Core	109999	Manage service providers in a selected organisation	Level 4	5
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### 5.4 Skills Programme 4: Effective Reporting

Core	110023	Present information in report format	Level 4	6
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### 5.5 Skills Programme 5: Working in a Project Team

Core	10135	Work as a project team member	Level 4	8
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	3
Elective	10026	Identify expertise and resources	Level 4	3
Elective	9244	Plan and conduct meetings	Level 4	4
Core	14552	Contract service providers	Level 4	3

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### 5.6 Skills Programme 6: Front-of-House Realities

Elective	7869	Maintain a preventative maintenance programme	Level 4	3
Elective	13928	Monitor and control reception area	Level 3	4
Elective	7790	Process incoming and outgoing telephone calls	Level 3	3
Core	7791	Display cultural awareness in dealing with customers and colleagues	Level 4	4

### 5.7 Skills Programme 7: Budget Application

Core	13941	Apply the budget function in a business unit	Level 4	5
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