FETC:
BUSINESS ADMINISTRATION SERVICES

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COURSE INFORMATION

SAQA ID: 61595
NQF Level: 4
Learnership Duration: 12 months
Credits: 140
Contact Sessions: Minimum Contact Session, including remediation (if required), and POE Building for this Qualification is 84 Days
Accrediting SETA: Services Sector Education & Training Authority

ENTRY CRITERIA

- Grade 12
- Communication at NQF Level 3.
- Mathematical Literacy at NQF Level 3.

QUALIFICATION RULES

The qualification consists of a minimum of 140 credits and has been designed in accordance with the SAQA regulations and
1. All fundamental unit standards are compulsory for this qualification. (56 credits)
2. All core unit standards are compulsory. (73 credits)
3. Elective unit standards totalling a minimum of 11 credits needs to be completed.

EQUIPMENT REQUIRED

- Hardware: Access to a computer, display monitor / keyboard / mouse / printer.
- Software: Windows 7 OS system | MS Office 2010 | Printer Driver (Where applicable)

CANDIDATE PROFILE & DEPLOYMENT

Target Market: Secretarial services • Reception services • Switchboard operations • Financial administration • Banking administration • Personal/executive secretarial services • Data capturing.

Mentor Requirements: Mentor must have at least 5 years' experience as an entrepreneur or potential business owner or similar environment.

Workplace Requirements: Learners must be exposed to all Outcomes related to this qualification.

PURPOSE

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.

SKILL LEVEL OUTCOME

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

ASSESSMENT MANAGEMENT

Credit Accumulation Transfer (CAT): 61595
CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days. Learners who do not meet the CAT requirements will be required to complete Communication and Mathematics Clusters.

FISA Requirements:
Final Integrated Summative Assessmentis requirement for the successful completion of this learnership.

Recognition of Prior Learning (RPL):
RPL is available for this qualification.

Learning Programme 1: Personal and team effectiveness

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	110021	Achieve personal effectiveness in business environment	6	
Core	15234	Apply efficient time management to the work of a department / division / section	4	8
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	10	
PoE Building and Remedials				**5**

Learning Programme 2: Deal with ethics and fraud

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	10022	Comply with organisational ethics	4	3
Core	110026	Describe and assist in the control of fraud in an office environment	4	

Learning Programme 3: Business communication

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	5	
Fundamental	8976	Write for a wide range of contexts	5	
Fundamental	8975	Read analyse and respond to a variety of texts	5	10
Fundamental	12153	Use the writing process to compose texts required in the business environment	5	
Core	110023	Present information in report format	6	
PoE Building and Remedials				**5**

Learning Programme 4: Second Language Communication

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Fundamental	8968	Accommodate audience and context needs in oral communication (2nd language)	5	
Fundamental	8970	Write texts for a range of communicative contexts (2nd language)	5	8
Fundamental	8969	Interpret and use information from texts (2nd language)	5	
Fundamental	8972	Interpret a variety of literary texts (2nd language)	5	
PoE Building and Remedials				**5**

Learning Programme 5: Mathematical Literacy

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
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	4	
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	6	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	6	
PoE Building and Remedials				**5**

Learning Programme 6: Deal with relationships in a project team

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	10135	Work as a project team member	8	
Core	7791	Display cultural awareness in dealing with customers and colleagues	4	5
Elective	244572	Describe how to manage workplace relationships	2	

Learning Programme 7: Deal with Meetings

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Elective	9244	Plan and conduct meetings	4	
Elective	242840	Make oral presentations	2	3
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	3	
PoE Building and Remedials				**5**

Learning Programme 8: Deal with the budget, stock, and fixed assets

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	13941	Apply the budget function in a business unit	5	
Core	13945	Describe and apply the management of stock and fixed assets in a business unit	2	3

Learning Programme 9: Deal with administrative procedures

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	110009	Manage administration records	4	
Core	110003	Develop administrative procedures in a selected organisation	8	5
PoE Building and Remedials				**5**

Learning Programme 10: Deal with service providers

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	14552	Contract service providers	3	
Core	109999	Manage service providers in a selected organisation	5	3