



EXECUTIVE SUMMARY

Further Education and Training Certificate Business Administration Services NQF Level 4

Faculty of Business: Management Sciences

Learning Programme Title	FETC: Business Administration Services
Learning Programme ID	61595
DOL Number	23 Q 230032 54 140 4
Registration End Date	2018-06-30
Last Date for Enrolment	2019-06-30
Duration	1 Year
NQF Level	4
Minimum Credits	140
Quality Assurance Functionary	SERVICES SETA

Knowledge Leadership Management

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TETA Accreditation No.TETA11-128 and Extension of Scope with W & R SETA.

Learning Assumed to be in Place	<ul style="list-style-type: none"> ▪ Communication at NQF Level 3 ▪ Mathematical Literacy at NQF Level 3 ▪ Computer Literacy at NQF Level 3
Quality Assurance Functionary	SERVICES SETA


Course Synopsis

This course is intended to enhance the provision of service within the field of Administration within all business sectors. All Learners will walk away with streamlined strategies of meeting service excellence.

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. Learners will be equipped with skills of being a team player, improving organisational effectiveness.

Recognition of Prior Learning

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible. Learner and Assessor will jointly decide on methods to determine prior learning and competence in the knowledge, skills, values and attitudes implicit in the Qualification and the associated Unit Standards. Recognition of Prior Learning will be done by means of an Integrated Assessment as mentioned in the previous paragraph.



This Recognition of Prior Learning may allow for:

- Accelerated access to further learning at this or higher levels on the NQF
- Gaining of credits towards a Unit Standard in this Qualification
- Obtaining this Qualification in whole or in part.

All recognition of Prior Learning is subject to quality assurance by the relevant ETQA or an ETQA that has a Memorandum of Understanding with the relevant ETQA.

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Exit Level Outcomes

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.



Qualification Rules

The Qualification consists of a Fundamental, a Core and an Elective Component.

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.

Qualification Overview

Fundamental Modules

Module 1: Business Communication

ID	Unit Standard Title	Level	Credits
8968	Accommodate audience and context needs in oral communication	3	5
8972	Interpret a variety of literary texts	3	5
8969	Interpret and use information from texts	3	5
8970	Write texts for a range of communicative contexts	3	5
8974	Engage in sustained oral communication and evaluate spoken texts	4	5
8975	Read analyse and respond to a variety of texts	4	5
12153	Use the writing process to compose texts required in the business environment	4	5
8976	Write for a wide range of contexts	4	5
Total			40



Module 2: Numerical Skills

ID	Unit Standard Title	Level	Credits
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
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	4
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
Total			16

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Core Modules

Module 3: Introduction into the Administrative Function

ID	Unit Standard Title	Level	Credits
110021	Achieve personal effectiveness in business environment	4	6
10022	Comply with organisational ethics	4	4
15234	Apply efficient time management to the work of a department/division/section	5	4
10135	Work as a project team member	4	8
7791	Display cultural awareness in dealing with customers and colleagues	4	4
Total			26

Module 4: Budgeting

ID	Unit Standard Title	Level	Credits
13941	Apply the budget function in a business unit	4	5
Total			5

Module 5: Stock Control

ID	Unit Standard Title	Level	Credits
13945	Describe and apply the management of stock and fixed assets in a business unit	4	2
110026	Describe and assist in the control of fraud in an office environment	4	4
Total			6

Module 6: Quality Assurance in the Administrative Environment

ID	Unit Standard Title	Level	Credits
13943	Analyse new developments reported in the media that could impact on a business sector or industry	4	10
110003	Develop administrative procedures in a selected organisation	4	8
Total			18

Module 7: Record Keeping and Reporting

ID	Unit Standard Title	Level	Credits
110009	Manage administration records	4	4
110023	Present information in report format	4	6
Total			10

Module 8: Procurement Administration

ID	Unit Standard Title	Level	Credits
14552	Contract service providers	4	3
109999	Manage service providers in a selected organisation	4	5
Total			8

Elective Modules

Module 9: Business Communication Concepts and Applications

ID	Unit Standard Title	Level	Credits
13929	Co-ordinate meetings, minor events and travel arrangements	3	3
12154	Apply comprehension skills to engage oral texts in a business environment	4	5
12155	Apply comprehension skills to engage written texts in a business environment	4	5
9244	Plan and conduct meetings	4	4
Total			17

Module 10: HR

ID	Unit Standard Title	Level	Credits
13936	Outline the legal environment of a selected industry	3	2
7869	Maintain a preventative maintenance programme	4	3
10983	Participate in the implementation and utilisation of equity related processes	4	5
10978	Recruit and select candidates to fill defined positions	4	10
10171	Manage the capture, storage and retrieval of human resources information using an information system	5	3
Total			23

Module 11: Reception

ID	Unit Standard Title	Level	Credits
13928	Monitor and control reception area	3	4
7790	Process incoming and outgoing telephone calls	3	3
Total			7

Module 12: Financial Skills

ID	Unit Standard Title	Level	Credits
10388	Interpret basic financial statements	4	3
7825	Process financial transactions	4	16
Total			19

Module 13: Project Planning for Success

ID	Unit Standard Title	Level	Credits
10140	Apply a range of project management tools	4	8
10149	Support the project environment and activities to deliver project objectives	5	14
10139	Implement project administration processes according to requirements	4	5
13443	Manage Service Providers	4	5
Total			32

Module 14: Customer Relations

ID	Unit Standard Title	Level	Credits
10331	Identify and analyse customer and market related trends impacting on Contact Centres	4	10
10026	Identify expertise and resources	4	3
7836	Monitor customer satisfaction	4	3
10023	Identify internal and external stakeholders	4	4
Total			20

Module 15: Marketing

ID	Unit Standard Title	Level	Credits
10324	Describe features, advantages and benefits of a range of products or services	4	6
14319	Explore strategies to retain or expand existing business in the insurance/investment industry	4	3
Total			9

Articulation Options

This Qualification articulates horizontally with the following Qualifications:

- The National Certificate in Tourism: Reception: Level 4
- The National Certificate in Hospitality Reception: Level 4
- The National Certificate in Management: Level 4
- The National Certificate in Project Management: Level 4
- The National Certificate in Public Relations: Level 4.

Vertical articulation is possible with the following Qualifications:

- National Diploma in Accommodation Services: Level 5
- National Diploma in Service Management: Level 5
- National Certificate in Business Administration: Level 5
- National Certificate in Public Administration: Level 5.

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