



Executive Summary

Qualification	Further Education and Training Certificate: Business Administration Services
Purpose	The purpose of this qualification is to enable learners to deepen their administrative skills and specialise in areas such as Executive Administration, Financial Administration, and Project Administration. It is designed to enhance the provision of service within the field of Administration across all sectors and addresses the learning areas of Record Management, Business Writing, Financial Literacy, Ethics, Relationship Management, Project Management, and HR Support.
Qualification ID	61595
NQF Level	4
Minimum Credits	140
Duration	One year
Field	Business, Commerce, and Management Studies
Subfield	Office Administration
Quality Partner	Services SETA
Entry Requirements	Learners accessing this qualification are assumed to be competent in Communication, Mathematical Literacy, and Computer Literacy at NQF Level 3.

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Overview

The Further Education and Training Certificate in Business Administration Services: NQF Level 4 is designed to meet the needs of those learners who are already involved, or wish to become involved, in the field of Administration. It is applicable to employed and unemployed learners.

Administration is an essential field of learning as administrative competencies apply to all industries. This means that there is an on-going need for highly skilled administration personnel and a need for a well developed learning pathway to cater for administrative personnel at the various levels at which they operate.

Qualifying learners will be able to:

- Develop administrative procedures and manage administrative records
- Prepare budgets and manage fixed assets
- Capture financial data and process financial transactions
- Perform financial control functions for a team and assist in the prevention of fraud
- Contract and manage service providers
- Prepare and present reports
- Implement project administration processes
- Carry out skills development and course administration
- Support team effectiveness (task & deadline management)

The KLM Empowered Learning X Perience

X Plore

For each of the integrated learning blocks, learners explore content on their own before engaging with others. Guided by self-study plans and diagnostic self-assessment, they formulate their own insights to share.


X Tend

Workplace application assignments allow learners to put their new learning to use on the job. Under the guidance of mentors, and with access to performance and wellness support, learners hone their skills and add value.


X Cite

Learners receive a welcome letter and an X Perience Map detailing the flow of their qualification. An orientation session helps them to understand the benefits and career options linked to the qualification.


X Change

Learners attend facilitator-led sessions, either in class or online, to share their learning and refine their skills in a safe environment. Collaborative activities and peer feedback build learning synergy and allow learners to master specific skills.


X Cel

Each learner's progress is measured against assessment criteria through formative and summative assessment. Final examinations and presentations are used to obtain an accurate picture of overall understanding and mastery of the content.

Qualification Outline

1

MODULE 1: COMMUNICATING WITH IMPACT (46 credits)

ID	Title	Level	Credits
8968	Accommodate audience and context needs in oral communication	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
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
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
110023	Present information in report format	4	6

2

MODULE 2: MATHEMATICAL LITERACY (16 credits)

ID	Title	Level	Credits
9015	Apply knowledge of statistics and probability to critically interrogate and communicate findings on related problems	4	6
12417	Measure, estimate, and calculate physical quantities and explore, critique, and prove geometrical relationships in 2- and 3-dimensional space in life and the workplace	4	4
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6

3

MODULE 3: PROFESSIONALISM (24 credits)

ID	Title	Level	Credits
110021	Achieve personal effectiveness in a business environment	4	6
13943	Analyse new developments reported in the media that could impact in a business sector or industry	4	10
7791	Display cultural awareness in dealing with customers and colleagues	4	4
10022	Comply with organisational ethics	4	4

4

MODULE 4: FINANCE AND PROCUREMENT ADMINISTRATION (19 credits)

ID	Title	Level	Credits
13941	Apply the budget function in a business unit	4	5
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
14552	Contract service providers	4	3
109999	Manage service providers in a selected organisation	4	5

5

MODULE 5: STRATEGIC ADMINISTRATIVE SUPPORT (16 credits)

ID	Title	Level	Credits
110003	Develop administrative procedures in a selected organisation	4	8
110009	Manage administration records	4	4
15234	Apply efficient time management to the work of a department, division, or section	5	4

6

MODULE 6: PROJECT MANAGEMENT EXCELLENCE (30 credits)

ID	Title	Level	Credits
10135	Work as a project team member	4	8
10140	Apply a range of project management tools	4	8
10149	Support the project environment and activities to deliver project objectives	5	14

The Greatness Effect