



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.

Head Office

3rd Floor, South Wing
20 Skeen Boulevard
Bedfordview

Centre of Leadership Excellence

3rd Floor, North Wing
20 Skeen Boulevard
Bedfordview

Telephone

+27 11 856 4700

Website

www.klmempowered.com

Contacts

Lyn Mansour: +27 82 330 5160
Portia Matuludi: +27 67 421 0051
Clayton Lendrum: +27 66 478 2706

Overview

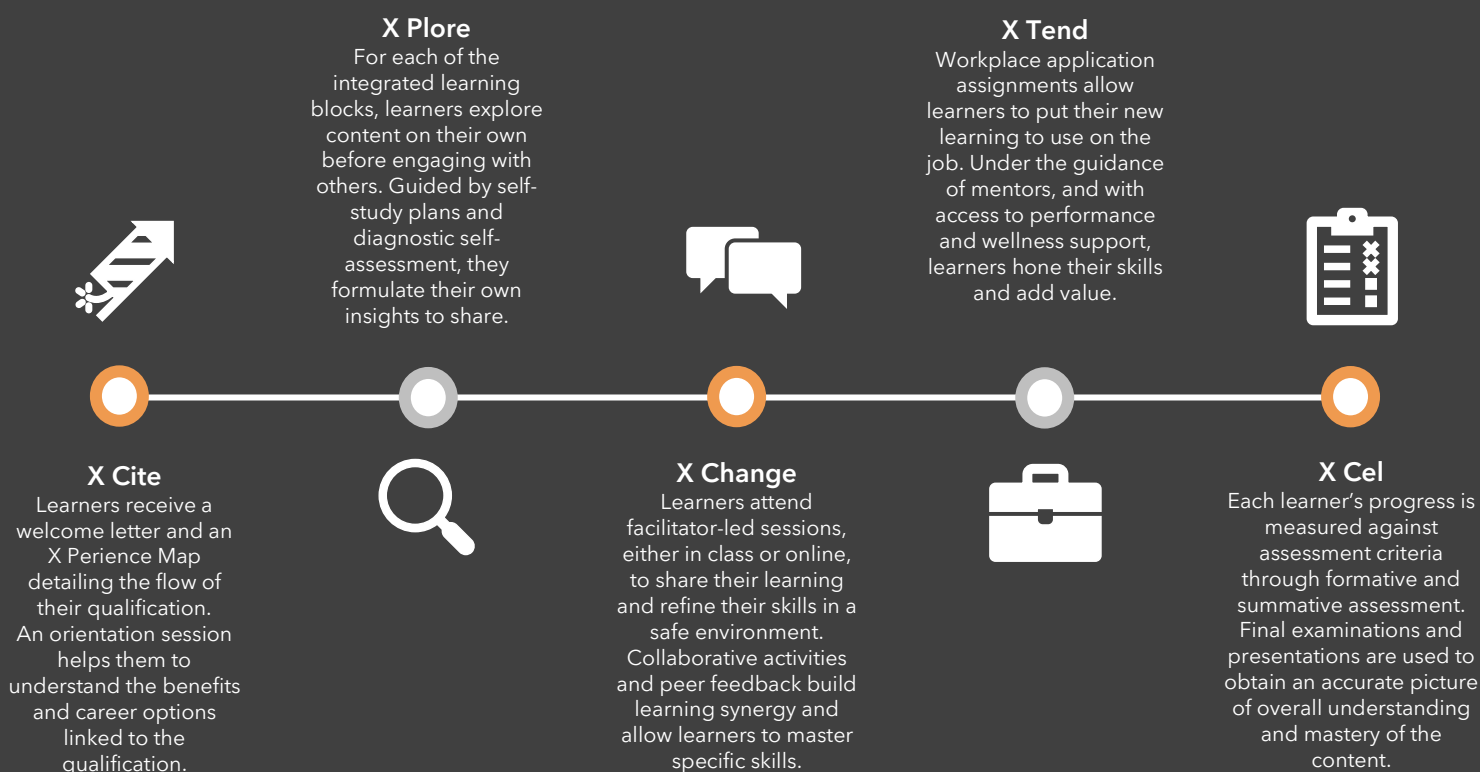
The Further Education and Training Certificate in Business Administration Services: NQF Level 4 is designed to meet the needs of those learners who are already involved, or wish to become involved, in the field of Administration. It is applicable to employed and unemployed learners.

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



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

KLM Empowered Human Solutions Specialists (Pty) Ltd • Director: L.E. Mansour (Chief Executive Officer) • Company Reg. No. 2004/029096/07 • Vat Reg. No. 4280215775
 Registered with the Department of Higher Education and Training (DHET) as a Private Further Education and Training College, Registration No. 2009/FE07/021; Registered with the Department of Basic Education (DBE), Registration No. 400376; SETA Accreditations: Fully Accredited Training Provider with; Service SETA, Decision No: 1154, and multi-sector SETA accredited.