



LEARNING PATHWAY



FULL ONLINE LEARNING

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LEARNER REQUIREMENTS

- Access to a Computer at Work and Home
- Internet access without Limitations
- Committed to Self Study
- Computer Literacy at NQF Level 2:
- Ability to use browser,
- Ability to Convert and Upload attachments,
- Ability to understand basic radio button functionality,
- Ability to use media player.

FURTHER EDUCATION AND TRAINING CERTIFICATE: BUSINESS ADMINISTRATION SERVICES:

Further education and training certificate: business administration services



NQF 4



SAQA

61595 (LP: 35928)



5 CLUSTERS



DURATION

12 MONTHS



25 CREDITS



SETA: SERVICES SETA

PURPOSE

For more information about DigiAssist and how it can benefit your organisation, contact Training Force. 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.

ENTRY CRITERIA

- Communication at NQF Level 3
- Mathematical Literacy at NQF Level 3
- Computer Literacy at NQF Level 3.

MARKET INFORMATION

- **TARGET MARKET:** Administrators • Receptionists • Secretaries Admin Clerks • Operations staff • Managers
- **TARGET INDUSTRIES:** All industries that have an administration and / or operations aspect.

SKILLS OUTCOMES

- 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 organization
- 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 organization

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011 974 6633 / info@trainingforce.co.za / www.trainingforce.co.za

UNIT STANDARDS

Cluster 1 (Part 1) – Communication Skills

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	13928	Monitor and control reception area	4
Elective	7790	Process incoming and outgoing telephone calls	3
Core	13945	Describe and apply the management of stock and fixed assets in a business unit	2

Cluster 1 (Part 2) – Fundamental of Business Practice – Communication Skills – Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	8972	Interpret a variety of literary texts	5
Fundamental	8969	Interpret and use information from texts	5
Fundamental	8970	Write texts for a range of communicative contexts	5
Fundamental	8975	Read analyse and respond to a variety of texts	5

Cluster 2 (Part 1) – Perform Administrative Functions

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	110009	Manage administration records	4
Core	13941	Apply the budget function in a business unit	5
Core	110003	Develop administrative procedures in a selected organisation	8

Cluster 2 (Part 2) – Perform Administrative Functions – Communication Skills – Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	1
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	3

Cluster 3 – Display Professional Conduct

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	110021	Achieve personal effectiveness in business environment	6
Core	10022	Comply with organisational ethics	4
Core	110026	Describe and assist in the control of fraud in an office environment	4
Core	15234	Apply efficient time management to the work of a department/division/section	4

Cluster 4 (Part 1) – Work with Others

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	10135	Work as a project team member	8
Elective	10139	Implement project administration processes according to requirements	5
Core	110023	Present information in report format	6
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	10

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UNIT STANDARDS

Cluster 4 (Part 2) – Work with Others – Communication Skills – Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	8968	Accommodate audience and context needs in oral communication	5
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	5
Fundamental	8976	Write for a wide range of contexts	5

Cluster 5 – Manage Service Providers

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	14552	Contract service providers	3
Core	109999	Manage service providers in a selected organisation	5
Core	7791	Display cultural awareness in dealing with customers and colleagues	4

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BUSINESS ADMINISTRATION SERVICES

