

**Further Education and Training Certificate: Business Administration Services**

SAQA ID: 61595 LP 35928

NQF Level: 4

Credits: 140

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.

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.

**Qualification Unit Standards**

No.	SAQA ID	SAQA Title	NQF Level	Credits	Learning Outcomes (Concepts/Content Covered)
1	110021	Achieve personal effectiveness in business environment.	4	6	<ul style="list-style-type: none"> <li>Plan and organise their own work</li> <li>Establish and maintain working relationships</li> <li>Maintain files and records.</li> </ul>
2	13943	Analyse new developments reported in the media that could impact on a business sector or industry	4	10	<ul style="list-style-type: none"> <li>Analysing articles and reports from current print and electronic media relating to a specific business sector or industry.</li> <li>Demonstrating knowledge and understanding of the latest innovations and developments in technology that could impact on a specific business sector or industry.</li> <li>Analysing proposed business or industrial developments that could impact on the physical environment.</li> <li>Analyse issues in the media relating to labour that could impact on a business sector or industry.</li> <li>Analyse proposed business or industrial development that could impact on the physical environment.</li> </ul>

No.	SAQA ID	SAQA Title	NQF Level	Credits	Learning Outcomes (Concepts/Content Covered)
3	13941	Apply the budget function in a business unit	4	5	<ul style="list-style-type: none"> <li>• Explaining the concept of budgeting in a business unit.</li> <li>• Analysing the budget needs of a business unit.</li> <li>• Presenting and justifying a proposed budget for a business unit.</li> </ul> <p>Monitoring and controlling actual expenses and revenue against projected expenses and revenue.</p>
4	10022	Comply with organisational ethics	4	4	<ul style="list-style-type: none"> <li>• Describing the code of conduct and ethical issues</li> <li>• Adhering to code of conduct</li> </ul> <p>Identifying and understanding the ethical issues in the organisation</p>
5	14552	Contract service providers	4	3	<ul style="list-style-type: none"> <li>• Identify and verify the nature of service provision required</li> <li>• Draft basic terms of reference to outline the nature of the service provision</li> <li>• Utilise the most appropriate tool to source applications from prospective service providers</li> <li>• Contract the service providers</li> </ul>
6	13945	Describe and apply the management of stock and fixed assets in a business unit	4	2	<ul style="list-style-type: none"> <li>• Differentiating between fixed assets and stock in a business unit.</li> <li>• Explaining the influence that stock management can have on the profitability of a business.</li> <li>• Explaining the management of fixed assets in a business unit.</li> <li>• Applying the basic principles of stock and fixed asset management to a business unit.</li> </ul>
7	110026	Describe and assist in the control of fraud in an office environment	4	4	<ul style="list-style-type: none"> <li>• Describing fraud as it occurs in an office environment.</li> <li>• Demonstrating knowledge and understanding of legal aspects relating to fraud in an office environment.</li> <li>• Demonstrating knowledge and understanding of internal processes around the investigation of fraud in an office environment.</li> <li>• Analysing trends and the impact of fraud in an office environment.</li> <li>• Explaining and assisting with control mechanisms used to contain fraud in an office environment.</li> </ul>

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8	7791	Display cultural awareness in dealing with customers and colleagues	4	4	<ul style="list-style-type: none"> <li>• Explain the importance of being knowledgeable about the culture of overseas visitors.</li> <li>• Explain the importance of communication.</li> <li>• Describe steps to prevent or resolve misunderstandings between visitors and staff.</li> <li>• Identify SA's main international tourist groups.</li> <li>• Interact with tourists always using appropriate verbal and non-verbal communication.</li> <li>• Identify the main population groups.</li> <li>• Show consideration for cultural norms and differences of main population groups.</li> <li>• Anticipate and deal with customer's needs within the context of their culture.</li> <li>• Take appropriate action to resolve problems arising from cultural differences.</li> <li>• Make suggestions to assist colleagues to deal with cultural differences.</li> </ul>
9	110009	Manage administration records	4	4	<ul style="list-style-type: none"> <li>• Controlling and dealing with confidential information and documents</li> <li>• Controlling and evaluating ordering and distribution of office stationery</li> <li>• Implementing control measures with individuals.</li> </ul>
10	110003	Develop administrative procedures in a selected organisation	4	8	<ul style="list-style-type: none"> <li>• Understand the various administrative systems required by an organisation</li> <li>• Be able to develop and update administrative systems in a specific business environment</li> <li>• Be able to develop systems to keep administrative information at the required level of confidentiality</li> <li>• Be able to develop policies and procedures on administrative systems and write them into a manual.</li> </ul>

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11	109999	Manage service providers in a selected organisation	4	5	<ul style="list-style-type: none"> <li>Describe the elements of service provider management</li> <li>Develop contracts for service providers</li> <li>Evaluate the deliverables of service providers</li> <li>Manage service providers who do not deliver on contracts.</li> </ul>
12	110023	Present information in report format	4	6	<ul style="list-style-type: none"> <li>Relate the purpose, content, form, frequency &amp; recipients of a range of reports to the information needs of a selected business.</li> <li>Identifying information sources and organisational procedures for obtaining and distributing information relevant to a selected business function.</li> <li>Compile reports related to selected business function, ensure content &amp; format are appropriate to information requirements and that reporting deadlines are met</li> <li>Liaising with relevant parties and verifying that reported information is in accordance with requirements and purpose of the report.</li> </ul>
13	10135	Work as a project team member	4	8	<ul style="list-style-type: none"> <li>Demonstrating an understanding of criteria for working as a member of a team.</li> <li>Working autonomously and collaborating with other team members.</li> <li>Contributing to building relationships between team members and stakeholders.</li> <li>Making a positive contribution to team coherence, image and spirit.</li> <li>Respect personal, ethical, religious &amp; cultural differences to enhance interaction between members.</li> </ul>
14	15234	Apply efficient time management to the work of a department/division/section	5	4	<ul style="list-style-type: none"> <li>Identifying time management profiles</li> <li>Understanding the principles of time management</li> <li>Drawing up time efficient work plans to carry out department/division/ section work functions</li> <li>Implementing time efficient work plans.</li> </ul>

No.	SAQA ID	SAQA Title	NQF Level	Credits	Learning Outcomes (Concepts/Content Covered)
15	8968	Accommodate audience and context needs in oral communication	3	5	<ul style="list-style-type: none"> <li>Interact successfully with audience in oral communication</li> <li>Use strategies that capture and retain the interest of an audience</li> <li>Identify and respond to manipulative use of language</li> </ul>
16	8972	Interpret a variety of literary texts	3	5	<ul style="list-style-type: none"> <li>Extract meaning from a variety of literary texts</li> <li>Identify, explain features that influence response to texts</li> <li>Produce texts in response to literary texts</li> </ul>
17	8969	Interpret and use information from texts	3	5	<ul style="list-style-type: none"> <li>Use a range of reading and viewing strategies to understand the literal meaning of specific texts</li> <li>Use strategies for extracting implicit messages in texts</li> <li>Respond to selected texts in a manner appropriate to the context</li> <li>Explore and explain how language structures and features may influence a reader.</li> </ul>
18	8976	Write for a wide range of contexts	4	5	<ul style="list-style-type: none"> <li>Write effectively and creatively on a range of topics</li> <li>Choose language structures and features to suit communicative purposes</li> <li>Edit writing for fluency and unity</li> </ul>
19	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6	<ul style="list-style-type: none"> <li>Critique and use techniques for collecting, organising and representing data.</li> <li>Use theoretical and experimental probability to develop models. Critically interrogate and use probability and statistical models.</li> </ul>
20	8974	Engage in sustained oral communication and evaluate spoken texts	4	5	<ul style="list-style-type: none"> <li>Respond critically yet sensitively as a listener</li> <li>Analyse own responses to spoken texts and adjust as required</li> <li>Use strategies to be an effective speaker in sustained oral interactions Evaluate spoken discourse</li> </ul>

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21	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	<ul style="list-style-type: none"> <li>Measure, estimate, and calculate physical quantities in practical situations relevant to the adult with increasing responsibilities in life or the workplace. Explore analyse and critique, describe and represent, interpret and justify geometrical relationships and conjectures to solve problems in two and three-dimensional geometrical situations.</li> </ul>
22	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6	<ul style="list-style-type: none"> <li>Use mathematics to plan and control financial instruments including insurance and assurance, unit trusts, stock exchange dealings, options, futures and bonds</li> <li>Use simple and compound interest to make sense of and define a variety of situations including mortgage loans, hire purchase, present values, annuities and sinking funds</li> <li>Investigate various aspects of costs and revenue including marginal costs, marginal revenue and optimisation of profit</li> <li>Use mathematics to debate aspects of the national and global economy, including tax, productivity and the equitable distribution of resources.</li> </ul>
23	12153	Use the writing process to compose texts required in the business environment	4	5	<ul style="list-style-type: none"> <li>Using textual features and conventions specific to texts</li> <li>Identifying the intended audience for the communication</li> <li>Identifying the purpose of a text</li> <li>Selecting the appropriate text type, format and layout for the purpose</li> <li>Organising and structuring a technical text appropriately</li> <li>Using appropriate grammar conventions</li> <li>Drafting and editing a technical text</li> <li>Recognising errors and checking for accuracy</li> <li>Presenting the same information in different ways</li> <li>Using plain language in business</li> </ul>

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24	8970	Write texts for a range of communicative contexts	3	5	<ul style="list-style-type: none"> <li>• Write for a specified audience and purpose</li> <li>• Use language structures and features to produce coherent and cohesive texts for a wide range of contexts</li> <li>• Draft own writing and edit to improve clarity and correctness</li> </ul>
25	8975	Read analyse and respond to a variety of texts	4	5	<ul style="list-style-type: none"> <li>• Analyse and criticise texts produced for a range of purposes, audiences and contexts</li> <li>• Identify and explain the values, attitudes and assumptions in texts</li> <li>• Evaluate the effects of content, language and style on readers` responses in specific texts</li> </ul>
26	7790	Process incoming and outgoing telephone calls	3	3	<ul style="list-style-type: none"> <li>• Decide to disclose information or not to accordance with organisational requirements.</li> <li>• Take and transfer incoming calls, as well as messages in accordance with organisational requirements.</li> <li>• Describe methods for dealing with abusive callers and emergency situations in accordance with organisational requirements.</li> </ul>
27	7836	Monitor customer satisfaction	4	3	<ul style="list-style-type: none"> <li>• Describe ways to obtain customer feedback</li> <li>• Explain the importance of interpersonal skills.</li> <li>• Describe methods to monitor staff-customer relations.</li> <li>• Describe products and services provided by the organisation.</li> <li>• Explain the importance of dealing with complaints.</li> <li>• Explain the importance of understanding standards.</li> <li>• Describe ways of establishing rapport with customers and maintaining a professional relationship.</li> <li>• Identify customer requirements and decide how best to deal with the request.</li> <li>• Decide how best to promote the features and benefits.</li> <li>• Describe ways to rectify the complaints.</li> <li>• Suggest possible ways to improve the procedure for handling customer complaints.</li> <li>• Suggest ways of increasing</li> </ul>

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28	13928	Monitor and control reception area	3	4	<ul style="list-style-type: none"> <li>Monitoring the maintenance of a clean and safe reception area as per organisational standards</li> <li>Monitoring presentation of reception area</li> <li>Control the monitoring &amp; maintenance of stationery.</li> </ul>
29	9244	Plan and conduct meetings	4	4	<ul style="list-style-type: none"> <li>Describe standard meeting protocols and procedures for conducting a meeting.</li> <li>Explain the importance of ensuring that decisions are made.</li> <li>Discuss ways of managing discussions</li> <li>Describe methods to determine the purpose and objectives of the meeting.</li> </ul>
30	13929	Co-ordinate meetings, minor events and travel arrangements	3	3	<ul style="list-style-type: none"> <li>Identifying a date, venue and time for meeting or event</li> <li>Liaising or negotiating with meeting attendees regarding availability</li> <li>Booking venues and catering</li> <li>Finalising meeting room arrangements</li> <li>Making travel, car hire and accommodation arrangements</li> <li>Notifying and confirming arrangements with attendees or stakeholders</li> <li>Processing and distributing all documentation required for the meeting or event</li> </ul>