



TRAINING

UNLEASHING YOUR POTENTIAL



Imsimbi Training proudly presents
Business Administration Services
Further Education and Training Certificate (FETC) and/or Learnership
SAQA ID 61595 (L.P. 35928) NQF L4 worth 140 Credits.

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 2 Contributor BBBEE company.

This course is accredited by the Services Seta.



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This FETC programme can also be offered as a 12 month learnership programme.

Employers placing their employees on this learnership programme are eligible to receive a R16,800.00 tax rebate from SARS, which almost covers the full cost of the course.

Purpose of the Training

All candidates wishing to have a career in administration as a personal assistant, office administrator, secretary, receptionist, legal secretary will find this qualification your stepping stone into a career. This course can be offered as a 12 month or 6 month programme made up of six modules each. The learnership programme will be offered as a 12 month programme, while the National certificate course can be offered as a six month course. Each module is five days long. A module is scheduled every month or every two months. In between the learners need to apply what they have learnt and prepare their Portfolios of Evidence. The programme can be offered to employees in a workplace or as a tertiary student course.

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. The Qualification through its Elective Component enables the learner to specialize in areas of Administration such as Reception, Executive Administration, Financial Literacy, Relationship Management, Legal Knowledge, Communication, Project Administration and Support, Call Centre Administration and Human Resources.



Purpose of the Training

The FETC in Business Administration Services: NQF Level 4 is designed to meet the needs of those learners both employed or unemployed, who are already involved or wish to become involved in the field of Administration. Administration is an essential field of learning as Administration competencies apply to all industries and to many non-commercial ventures. This means that there is an on-going need for skilled Administrative people to carry out these functions both in the commercial and non-commercial sectors. There is also a need to develop career paths in this field so as to offer people involved in Administration the opportunity to continue with a programme of life-long learning, which will make them knowledgeable and skilled employees with enhanced employment opportunities.

The FETC in Business Administration Services at NQF Level 4 allows the learner to work towards a nationally recognised Qualification. The Qualification will allow both those in formal education and those already employed in organisations in the Administration field of learning in any business sector access to a Qualification that can be used as a benchmark to gauge their competence against local and international standards.

Qualifying learners could follow a career in the following fields:

- Secretarial services
- Switchboard operations
- Banking Administration
- Technical assistance
- Data capturing
- Human Resources administration
- Legal Secretarial services
- Change administration and management
- Reception services
- Financial Administration
- Personal/executive assistant services
- Typing
- Systems administration
- Basic Contracts Administration
- Reception supervision
- Project administration



Learning Objectives

Subject/Module	Unit std	US Title	Level	Credit	Credits per module
Work and Career Orientation	110021	Achieve personal effectiveness in business environment	4	6	22
	10022	Comply with organisational ethics	4	4	
	10135	Work as a project team member	4	8	
	15234	Apply efficient time management to the work of a department/ division/ section	5	4	
Business Communication	8975	Read analyse and respond to a variety of texts	4	5	20
	8969	Interpret and use information from texts	3	5	
	8974	Engage in sustained oral communication and evaluate spoken texts	4	5	
	8968	Accommodate audience and context needs in oral communication	3	5	
Business Writing	12153	Use the writing process to compose texts required in the business environment	4	5	26
	110023	Present information in report format	4	6	
	8976	Write for a wide range of contexts	4	5	
	8970	Write texts for a range of communicative contexts	3	5	
	8972	Interpret a variety of literary texts	3	5	
Maths Literacy	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6	16
	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	



Subject/Module	Unit Std	US Title	Level	Credit	Credits per module
Administration	110003	Develop administrative procedures in a selected organisation	4	8	20
	110009	Manage administration records	4	4	
	13929	Co-ordinate meetings, minor events and travel arrangements	3	4	
	9244	Plan and conduct meetings	4	4	
Finance for Office Administrators	110026	Describe and assist in the control of fraud in an office environment	4	4	21
	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	
	13943	Analyse new developments reported in the media that could impact on a business sector or industry	4	10	
Customer Care	109999	Manage service providers in a selected organisation	4	5	22
	7791	Display cultural awareness in dealing with customers and colleagues	4	4	
	7836	Monitor customer satisfaction	4	3	
	7790	Process incoming and outgoing telephone calls	3	3	
	13928	Monitor and control reception area	3	4	
	14552	Contract service providers	4	3	

