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Imsimbi Training proudly presents

Business Administration Services

FETC Learnership NQF L4

This qualification is accredited by the Services Seta and material covers SAQA ID 61595 (L.P. 35928) at NQF level 4 worth 140 credits

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 BBBEE company with 51% black owned

SERVICES SETA

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This programme can be offered as a 12-month learnership programme.

Employers placing their employees on this learnership programme are eligible to receive a R22,400.00 per employee 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 steppingstone 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. A module is scheduled every month or every two months depending on the duration selected for training. 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.

COURSE OBJECTIVES

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.



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

COURSE OUTLINE

Module 1: Work and Career Orientation

US	Title	NQF Level	Credits
110021	Achieve personal effectiveness in business environment	4	6
110022	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
		Total Credits	22
		Total Number of Days	4



Module 2: Business Communication and Business Writing

US	Title	NQF Level	Credits
8975	Read, analyse and respond to a variety of texts	4	5
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
12153	Use the writing process to compose texts required in the business environment	4	5
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
		Total Credits	46
		Total Number of Days	4



Module 3: Maths Literacy

US	Title	NQF Level	Credits
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
12417	Measure, estimate & calculate physical quantities and 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
		Total Credits	16
		Total Number of Days	3

Module 4: Administration

US	Title	NQF Level	Credits
110003	Develop administrative procedures in a selected organisation	4	8
110009	Manage administration records	4	4
13929	Co-ordinate meetings, minor events and travel arrangements	4	4
9244	Plan and conduct meetings	4	4
		Total Credits	20
		Total Number of Days	3



Module 5: Finance for Office Administrators

US	Title	NQF Level	Credits
110026	Describe and assist in the control of fraud in an office environment	4	4
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
		Total Credits	21
		Total Number of Days	3

Module 6: Customer Care

US	Title	NQF Level	Credits
109999	Manage service providers in a selected organisation	4	5
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
		Total Credits	22
		Total Number of Days	3

