Factsheet

ATG Academy Training Group
Invest in Knowledge – Invest in Your Future

Programme Title	FET Certificate: Business Administration Services
SAQA ID	61595
NQF Level	4
Credits	140
Duration	10 Months
Admission Requirements	English Proficiency
Programme type	Available in Full time and Part time classes
Learnership Code	23/Q230032 54 1404

Description:

This Qualification is intended to enhance the provision of service within the field of Administration within all business and non-commercial sectors. The Qualification ensures progression of learning, enabling the learner to meet standards of service excellence required within the Administration field of learning, through building day-to-day Administration skills as well as general operational competencies. It will provide the broad knowledge, skills and values needed in the Administration field; for all business and non-commercial sectors and will facilitate access to, and mobility and progression within, education and training.

Qualifying learners could follow a career in:

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

Outcome 1: Work and Career Orientation

U/S Type	SAQA ID	Name	NQF Level	Credits
Core	110021	Achieve personal effectiveness in business environment	4	6
Core	10022	Comply with organizational ethics	4	4
Core	10135	Work as a project team member	4	8
Core	15234	Apply efficient time management to the work of a department/division/section	5	4

Outcome 2: Business Communication

U/S Type	SAQA ID	Name	NQF Level	Credits
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	4	5
Fundamental	8975	Read, analyse and respond to a variety of texts	4	5
Fundamental	8976	Write for a wide range of contexts	4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Core	110023	Present information in report format	4	6

Outcome 3: Second Language Communication

U/S Type	SAQA ID	Name	NQF Level	Credits
Fundamental	8976	Write for a wide range of contexts	4	5
Fundamental	8970	Write texts for a range of communicative contexts	3	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Core	110023	Present information in report format	4	6

Outcome 4: Maths Literacy

U/S Type	SAQA ID	Name	NQF Level	Credits
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	4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6

Outcome 5: Administration

U/S Type	SAQA ID	Name	NQF Level	Credits
Core	110009	Manage administration records	4	4
Core	110003	Develop administrative procedures in a selected organisation	4	8
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	3	3
Elective	9244	Plan and conduct meeting	4	4

Outcome 6: Finance for Office Administration

U/S Type	SAQA ID	Name	NQF Level	Credits
Core	13941	Apply the budget function in a business unit	4	5
Core	13945	Describe and apply the management of stock and fixed assets in a business unit	4	2
Core	110026	Describe and assist in the control of fraud in an office environment	4	4
Core	13943	Analyze new developments reported in the media that could impact on a business sector or industry	4	10

Outcome 7: Customer Care

U/S Type	SAQA ID	Name	NQF Level	Credits
Core	7791	Display cultural awareness in dealing with customers and colleagues	4	4
Elective	7790	Process incoming and outgoing telephone calls	3	3
Elective	13928	Monitor and control reception area	3	4
Elective	7836	Monitor customer satisfaction	4	3
Core	109999	Manage service providers in a selected organization	4	5
Core	14552	Contract service providers	4	3

Certification

Upon successful completion of Final Assessments and Portfolios, candidates will be registered with Services Seta and will receive a Statement of Result for the qualification: *Further Education and Training Certificate:* Business Administration Services US 61595