61595: Business Administration Services

Learning Programme 35928

23Q230032541404

Qualification curriculum

To be awarded the Qualification, learners are required to obtain a minimum of 140 credits as detailed below.

Fundamental component

The Fundamental Component consists of Unit Standards in:

- ✓ Mathematical Literacy at Level 4 to the value of 16 credits
- ✓ Communication at Level 4 in a First South African Language to the value of 20 credits
- ✓ Communication in a Second South African Language at Level 3 to the value of 20 credits

It is compulsory therefore for learners to do Communication in two different South African languages, one at Level 4 and the other at Level 3.

All Unit Standards in the Fundamental Component are compulsory.

Core component

The Core Component consists of Unit Standards to the value of 73 credits all of which are compulsory.

Elective component

The Elective Component consists of Unit Standards to the value of 147 credits. Learners are to choose Unit Standards to the minimum of **11 credits**. With the approval of the relevant ETQA, learners may choose any registered Unit Standard which contributes to the improvement of their work performance or in which they have a particular interest.

Exit level outcomes

the learner will:

Have knowledge of the procedures for stock and fixed asset control and be able to:

✓ Apply such knowledge and maintain the appropriate registers
✓ Ensure that employees have the resources they need on an on-going basis through efficiently ordering and distributing stationery and other requirements.

Core	13945	Describe and apply the management of stock and fixed assets in a business unit	Level 4	2
Core	13941	Apply the budget function in a business unit	Level 4	5

Develop Administrative systems together with other employees to:

✓ Control and keep all information required by the organisation up to date
✓ Ensure the confidentiality of information
✓ Control the availability of resources information
✓ Develop administrative procedures relating to the systems and to write them into a manual for use by other employees.

Core	110003	Develop administrative procedures in a selected organisation	Level 4	8
Elective	10139	Implement project administration processes according to requirements	Level 4	5

Improve organisational effectiveness, by being able to:

✓ Manage all Administration records him/herself
✓ Assist others in the organisation to do so

Core	110009	Manage administration records	Level 4	4

Present information that is routinely and regularly required, as well as specific information that is requested from time-to-time:

Appropriate report format

✓ On time
✓ Using listening, reading and writing skills.

The learner will also be able to:

✓ Identify information sources so as to be able to quickly access information when it is required

- ✓ Liaise with clients (internal and external) to verify that the format used for reports serves the purpose
- ✓ Make amendments to report format and writing style, if necessary.

Core	110023	Present information in report format	Level 4	6
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	5
Fundamental	8972	Interpret a variety of literary texts	Level 3	5
Fundamental	8969	Interpret and use information from texts	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	5
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Fundamental	8976	Write for a wide range of contexts	Level 4	5

Manage service providers in that the learner will be able to:

- ✓ Identify appropriate service providers
- ✓ Institute the appropriate provisioning procedures to secure the service of providers
- ✓ Draw up contracts for the provision of services and goods by suppliers
- ✓ Monitor the delivery of the service and/or goods in terms of quality, quantity and time schedules for delivery
- ✓ Take appropriate action when service providers fail to deliver as agreed.

Core	14552	Contract service providers	Level 4	3
Core	109999	Manage service providers in a selected organisation	Level 4	5

Be an effective employee in the Administrative section of an organisation by being able to:

- ✓ Plan and organise own work
- ✓ Establish and maintain sound working relationships
- ✓ Comply with the organisation`s ethics and code of conduct
- ✓ Maintain files and records as required
- ✓ Set personal goals and develop and manage him/herself in a business context.

Core	110021	Achieve personal effectiveness in business environment	Level 4	6
Core	10022	Comply with organisational ethics	Level 4	4

Be aware of how fraud can be present in an office environment and assisting in its control by:

- ✓ Knowing what types of fraud can exist in an office environment
- ✓ Being aware of the legal and organisational implications surrounding fraud and either reporting it or failing to report it
- ✓ Analysing trends and the impact of fraud in the organisation/sector
- ✓ Being able to describe and be part of the implementation of fraud control measures as they relate to the level of authority of the learner.

Core	110026	Describe and assist in the control of fraud in an office environment	Level 4	4

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 organisation.

Core	7791	Display cultural awareness in dealing with customers and colleagues	Level 4	4

Identify and solve work related problems together with others in the section so as to:

- ✓ Improve the working climate in the administration department
- ✓ Aid the effectiveness of the organisation

Apply efficient time management processes, procedures and techniques to:

- ✓ Improve his/her productivity
- ✓ Assist others in the administrative section to do likewise

Core	15234	Apply efficient time management to the work of a department/division/section	Level 5	4
Elective	13928	Monitor and control reception area	Level 3	4
Elective	7790	Process incoming and outgoing telephone calls	Level 3	3
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
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	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6

Be an effective member of a team and be able to:

- ✓ Cooperate with others to carry out joint tasks
- ✓ Apply sophisticated teamwork skills
- ✓ Utilise diversity to its fullest capacity.

Core	10135	Work as a project team member	Level 4	8

Become a knowledge worker and be able to:

- ✓ Monitor the media (newspapers, television, radio and magazines) and identify articles/news clips, etc that are applicable to Administration and/or the sector in which he/she works and see their implication for his/her organisation.
- ✓ Realise that he/she and his/her organisation are part of a larger system that is interdependent and dependant on other sectors
- ✓ Conduct basic research projects in relation to the Administrative function

Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	Level 4	10