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## Qualification

### Further Education and Training Certificate Business Administration Services Level Four

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This qualification offers the learners /students' knowledge and skills in the Management of records, Comprehension of written and verbal texts, Business Writing, Problem Solving, Business Ethics, Cultural Awareness, Self Management and Self Development, Project Teamwork and Business Policies and Procedures. The qualification through its selective 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 and Human Resources.

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<b>Qualification ID</b>	61595
<b>Title</b>	Further Education and Training Certificate: Business Administration Services
<b>NQF Level</b>	4
<b>Credits</b>	140
<b>Duration</b>	12 to 18 months

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#### Target Audience / Career Choices

- Sales Managers
- Contact Centre Managers
- Sales Representatives
- National Account Managers
- Key Account Managers
- Channel Managers
- Contact Centre/Call Centre Supervisors
- General Managers
- Administration Staff
- Category Managers
- Telesales Clerks
- Client / Customer Services Clerks
- Quality Assurance Staff
- Contact Centre/Call Centre Agents
- Personal Assistants

## **Exit Level Outcomes**

On achieving this qualification, the learner / student will:

- Have the knowledge of the procedures for stock and fixed asset control
  - Develop Administrative systems together with other employees
  - Improve organizational effectiveness
  - Present information that is routinely and regularly required, as well as specific information that is requested from time-to-time
  - 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 and writing style
  - Manage service providers
  - Be an effective employee in the administrative section of an organisation
  - Be aware of how fraud can be presented in an office environment and assisting in its control
  - Display cultural awareness in dealing with customers and colleagues and utilizing the differences in a positive way to enhance the effectiveness and image of the organisation
  - Identify and solve work related problems
  - Apply efficient time management processes, procedures and techniques.
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## **Modules included in this qualification**

### **Module One – Media**

This module explores the effect that the *Media* has on a sector or business and is then reported on using *Professional Business Writing and Reporting skills*.

### **Module Two – Budget**

This module educates the student in working as a *team member*, applying the budget function of a business unit, and providing feedback *orally* in the form of a *Professional Business Presentation*.

### **Module Three – Time Management**

This module assists the student to achieve *personal effectiveness* in the business environment. This includes applying efficient *time management in meetings*, *minor events* and then making *travel arrangements*.

### **Module Four – Administration**

The title speaks for itself. This module is all about *developing administrative procedures*, *managing records* and *presenting* information in a *report* format.

### **Module Five – Service Providers**

This module emphasizes the necessity to comply with *organizational ethics*, especially when contracting and *managing service providers*. The importance of fraud control in the office environment is shared.

### **Module Six – Stock Management**

This module describes and applies the management of *stock and fixed assets* in a business unit.

### **Module Seven – Customer Service**

Module seven includes customer service in all areas; *cultural awareness*, *customer satisfaction*, monitoring and controlling *reception areas* and processing incoming and outgoing *telephone calls*.

### **Module Eight – Fundamentals**

This module uses mathematics to investigate and monitor the *financial aspects* of personal, business, national and international issues.

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## **Assessment Methodology**

The assessment tools used on the Programme are chosen with simplicity and practicality in mind. We assess each individual outcome and assessment criteria and then also assess them on an integrated and holistic viewpoint. Our extensive experience of training this content has shown that the more practical and applied the assessment tool, the better. The tools used fall into the following categories:

- Formative and Summative assessment during the contact-time with the facilitator
- Post-programme activities (including the final assessment against the unit standard outcomes) an integrated view

#### Methods we use:

- Case Study
- Facilitated Lecture
- Team work / group work
- Individual activities
- Demonstrations
- Scenario Sketching
- Work place analysis
- Work Based activities and projects