

FETC: Business Administration

SAQA Qualification ID 23833 | NQF Level 2 | 130 credits

Introduction

It is unfortunate to discover that many Grade 12 learners and students have difficulty in finding employment after school or after completing their studies. Although learners and students typically have academic and technical skills, they often lack those basic workplace skills, also referred to as employability or work readiness skills.

This workplace readiness program, National Certificate in Business Administration, was developed to bridge this gap between that of school/studies and work, and aims to equipped learners with the skills as required to secure gainful employment.

There are no exams! Delegates are required to complete a Portfolio of Evidence.

Entry Requirements

Learners accessing this qualification are assumed to be competent in: Communication and Mathematical Literacy at NQF Level 1 (Grade 7).

Qualification Objectives

- Application of record keeping and the related processes
- Understanding information systems in relation to record keeping
- Processing instructions
- Processing telephone calls
- Maintaining standards of professionalism in relation to handling customer queries, applying business ethics and behaving appropriately in a business environment
- Ensuring that office equipment is properly maintained
- Managing time and work schedules effectively
- Understanding the work context and how to solve problems within that work context
- Resolving customer problems and queries

Qualification Outline

Cluster One

Module 1: Record Keeping

- Office administration
- Record management
- MS Word efficiency tools
- MS Excel efficiency tools

Module 2: Understanding the Business Environment

- Business sectors
- Supply chains and value chains
- Identifying and monitoring competitors
- Understanding the macro environment

Cluster Two

Module 3: Working in a Team

- Operating in a team
- Organisational structures
- Organisational functions
- Conflict resolution
- Personal productivity

Module 4: Professionalism

- Time management
- Professional workplace behaviour
- Workplace ethics
- Cultural diversity
- MS Outlook efficiency tools
- MS PowerPoint efficiency tools

Cluster Three

Module 5: Customer Service Excellence

- Providing customer service
- Welcoming visitors
- Managing reception

Module 6: Business Equipment

- Understanding office technology
- Maintaining and operating office equipment
- Health and safety guidelines

Cluster Four

Module 7: Telephone and Mail Etiquette

- Telephone skills
- Distributing business mail
- Administrating office supplies

Module 8: Business Finance

- Financial transactions – handling petty cash and banking
- Budgeting
- MS Access efficiency tools