



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This NQF Level 4 Further Education and Training Certificate, is the third in a learning pathway for individuals seeking a career path in the field of business administration.

It is a generic programme that builds on the NC: Business Administration Services, NQF 3. It is suitable for those with at least a years' work experience in an administrative position in any type of business or non-profit organisation, in any sector.

You will expand on the knowledge and skills gained in the level 3 qualification and focus on key areas of business administration including managing records, business policies and procedures, business writing problem solving and self management.

Target Audience

The qualification is aimed at anyone wanting to develop further as a business administrator and receive a SAQA accredited qualification. It covers all the competencies and skills needed for entry to the NQF level 5 National Certificate in Business Administration Services.

It is suitable for individuals progressing with their administrative careers in roles like secretary, receptionist, financial and banking administration, data capturing and project coordination.

Entry Requirements

- Competency in Communication (English) at NQF Level 3.
- Competency in Mathematical Literacy at NQF Level 3.
- Competence in Computer Literacy at NQF Level 3.

Additional Requirements

- Access to a PC, software and the internet for course work.
- Internet and bandwidth to accommodate virtual facilitator-led sessions.

Business Administration

FETC: Business Administration Services

SERVICES SETA Certification

SAQA ID: 61595

NQF Level: 4

Credits: 140

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive facilitated training sessions, group activities, assessment and self study to embed skills.

You will need to:

- Attend all lectures and sessions
- Demonstrate theoretical and practical understanding of content
- Compile and submit a Portfolio of Evidence (PoE)

To receive your FETC: Business Administration Services, SAQA Level 4, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the qualification, you will be able to:

- Understand and use procedures for stock and fixed asset control.
- Develop administrative systems and maintain files and records.
- Improve organisational effectiveness
- Represent information using the correct format.
- Use listening, reading and writing skills to communicate appropriately, on time and to the correct audience.
- Manage Service Providers.
- Manage self and work environment.
- Work effectively in a team, maintain working relationships and be culturally aware.
- Understand and comply with an organisation's code of ethics and conduct.
- Be able to identify fraud and assist in implementing fraud control measures.
- Solve work-related problems.
- Demonstrate an overall understanding of the broader business environment and stay current with news and developments within the filed of administration.





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Course Content

FETC: Business Administration Services
Accreditation Body: **SERVICES SETA**

SAQA ID: 61595 | **Learning Programme ID: 35928**
NQF Level: 4 | **Credits : 140**

Module 1: Administration Management

- Administration and record storage procedures
- Understand stock and fixed asset management
- Policies and Procedures

Module 2: Finance and Ethics

- Organisational Finance and Budgets
- Organisational Fraud and Ethics

Module 3: Professional Workplace Relationships

- Understand cultural diversity
- Enhance stakeholders and workplace relationships

Module 4: Effective Teams

- Effective team work and delegation
- Time management and prioritisation skills

Module 5: Business Influences and Practices

- Understanding organisational Codes of Conduct
- Administrating service providers

Module 6: Research and Reports

- Understanding relevant sector developments
- Report writing

Module 7: Maths Fundamentals

- Statistics, probability, shapes and motion
- Personal and business financial aspects

Module 8: Second Language Fundamentals

- Interpret texts in a second language
- Write and present in second language

Our Accredited Organisations



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