

Business Administration & Office Management

1. Overview

This programme equips participants with the necessary knowledge and abilities to excel in administrative and managerial roles within various organisations.

2. Programme Outcome:

- Make a decision to disclose information or not to accordance with organisational requirements
- Take and transfer incoming calls, as well as messages in accordance with organisational requirements
- Describe methods for dealing with abusive callers and emergency situations in accordance with organisational requirements
- Explain the importance of being knowledgeable about the culture of overseas visitors
- Explain the importance of awareness of communication
- Describe steps to prevent or resolve misunderstandings between visitors and staff
- Identify South Africa's main international tourist groups
- Demonstrate an understanding of the administrative systems required
- Develop and update administrative systems in a specific business environment
- Develop systems to keep administrative information at the required level of confidentiality
- Develop policies and procedures on administrative systems and write them into a manual
- Control and deal with confidential information and documents
- Control and evaluate ordering and distribution of office stationery
- Implement control measures with individuals
- Process payments
- Co-ordinate and monitor promotional activities
- Control and deal with confidential information and documents
- Implement control measures with individuals
- Explain the concept of budgeting in a business unit
- Analyse the budget needs of a business unit
- Present and justify a proposed budget for a business unit
- Monitor and control actual expenses and revenue against projected expenses and revenue
- Explain the concept of budgeting pertinent to an area of responsibility
- Determine the elements of a budget in an area of responsibility
- Monitor and control actual expenses against budget

Qualification:	Certificate of Completion
Duration:	5-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0072
SAQA US:	7790, 7791, 110003, 110009, 114805, 13941, 242810
NQF Level:	4
Credits:	34
Entry Requirements:	Communication & Mathematical Literacy at NQF 3

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

Training Options:

Online - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required: (1) Online, (1) Blended & (1) Face-to-face

3. Programme Content

- **(7790 US):** Process incoming and outgoing telephone calls
- **(7791 US):** Display cultural awareness in dealing with customers and colleagues
- **(110003 US):** Develop administrative procedures in a selected organisation
- **(110009 US):** Manage Administration Records
- **(114805 US):** Manage General Administration
- **(13941 US):** Apply the Budget Function in a Business
- **(242810 US):** Manage Expenditure Against a Budget

4. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding.
- **Practical Assignments:** Hands-on tasks related to course topics.
- **Workplace Assignments and Logbook:** Application of skills in real-world settings.

Successful participants will receive a certificate of completion.

We trust that the above is in order and look forward to hearing from you for Implementation

5. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

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