

Business Administration Support

1. Overview

This programme equips junior managers and SMME participants with essential workplace skills in customer service, ethics, oral communication, human resource management, and effective meeting administration. It enhances participants ability to operate ethically and professionally, improve service levels, manage basic HR functions, and communicate effectively in formal and informal workplace contexts.

2. Programme Outcome:

- Monitor and improve customer service within an organisation
- Apply ethical behaviour and uphold the code of conduct in the workplace
- Communicate effectively in various formal and informal oral settings
- Identify and implement basic human resources needs in a new venture
- Participate in meetings and accurately record minutes

Qualification:	Certificate of Completion
Duration:	4-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0258
SAQA US:	242829, 242815, 119472, 119713, 13934
NQF Level:	4
Credits:	28
Entry Requirements:	Communication & Mathematical Literacy at NQF 3
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

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

3. Programme Content

- **(242829 US):** Monitor the level of service to a range of customers
- **(242815 US):** Apply the organisation's code of conduct in a work environment
- **(119472 US):** Accommodate audience and context needs in oral/signed communication
- **(119713 US):** Apply basic HR principles in a new venture
- **(13934 US):** Plan and prepare meeting communications

4. Topics

- Module 1: Customer Service Monitoring and Improvement
- Module 2: Workplace Ethics and Code of Conduct
- Module 3: Oral Communication and Language Awareness
- Module 4: Human Resources in a New Venture
- Module 5: Meeting Administration and Minute Taking

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.

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