

## Business Administration and Talent Acquisition Skills

### 1. Overview

This programme provides foundational knowledge and practical skills for individuals entering or growing within a business environment. It introduces the structure and function of business organisations, builds essential communication and negotiation competencies, and develops the ability to support and manage career development for oneself or others. Participants will leave with the tools needed to communicate effectively, understand business operations, facilitate career growth, and apply negotiation strategies in the workplace.

### 2. Programme Outcome:

- Understand the core and support functions within a business and how different roles contribute to organisational success
- Explain how their department or section fits into the wider organisation
- Demonstrate effective oral or signed communication skills across various contexts
- Recognise and respond to persuasive or manipulative language
- Gather, analyse, and use information to support career planning and monitor career progress
- Understand and apply the negotiation process in real-world scenarios
- Identify and use effective negotiation strategies to reach favourable outcomes

**Qualification:**

Certificate of Completion

**Duration:**

4-Months

**Programme Type:**

Category B – Workplace-Based Learning Programme

**Programme ID:**

PA0833

**SAQA US:**

14343, 11911, 119472, 13948

**NQF Level:**

4

**Credits:**

22

**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

### 3. Programme Content

- **(14343 US):** Investigate the structure of an organization as a workplace
- **(11911 US):** Manage individual careers
- **(119472 US):** Accommodate audience and context needs in oral/signed communication
- **(13948 US):** Negotiate an agreement or deal in an authentic work situation

### 4. Topics

- Module 1: Understanding the Business Environment
- Module 2: Communication in the Workplace
- Module 3: Career Management Skills
- Module 4: Negotiation Skills for Junior Managers

### 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**