

Manage Administration and Negotiate an Agreement

1. Overview

This programme is designed to equip junior managers, supervisors, and administrative personnel with essential skills to manage general administrative functions effectively and to negotiate agreements or deals in authentic work situations. The integration of financial processing, coordination of promotional activities, and professional negotiation techniques ensures participants are prepared for a variety of management and operational responsibilities within a business unit.

2. Programme Outcome:

- Process payments to suppliers, employees, and vendors accurately and in line with organisational procedures
- Coordinate and monitor promotional activities to support general sales efforts
- Handle and control confidential documents and sensitive information appropriately
- Implement administrative control measures in collaboration with relevant individuals
- Explain the importance of negotiation skills in a business environment
- Describe the key steps in the negotiation process
- Apply negotiation skills in a real or simulated work scenario
- Evaluate and apply different negotiation strategies based on context and goals

Qualification:

Certificate of Completion

Duration:

2-Months

Programme Type:

Category B – Workplace-Based Learning Programme

&Programme ID:

PA0330

SAQA US:

114805 & 13948

NQF Level:

4

Credits:

9

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

- **(114805 US):** Manage general administration
- **(13948 US):** Negotiate an agreement or deal in an authentic work situation

4. Topics

Module 1: Introduction to General Administration

- Role of administration in business success
- Key responsibilities of administrative staff and junior managers
- Overview of organisational procedures and compliance

Module 2: Payment Processing and Financial Administration

- Processing payments to vendors, staff, and suppliers
- Record-keeping and financial documentation
- Using digital tools or software for payment management
- Error checking and reconciliation practices

Module 3: Coordinating Promotional Activities

- Planning promotional campaigns
- Monitoring promotional performance
- Communicating with internal teams and vendors
- Aligning promotions with sales and marketing strategies

Module 4: Managing Confidential Information

- Types of confidential information in a business context
- Data privacy principles and legal compliance
- Securing and storing confidential documents
- Managing access to sensitive information

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

Module 5: Administrative Control Measures

- Implementing checks and balances
- Reporting lines and accountability
- Collaborating with other departments to maintain standards
- Dealing with non-compliance

Module 6: Negotiation in the Workplace

- Why negotiation matters in business operations
- Common situations requiring negotiation (e.g., pricing, contracts, conflict resolution)
- Overview of the negotiation process: preparation, discussion, bargaining, agreement, closure
- Identifying goals, interests, and acceptable outcomes

Module 7: Applying Negotiation Skills

- Role-playing negotiation scenarios
- Active listening and questioning techniques
- Persuasion and influence strategies
- Resolving objections and closing a deal
- Post-negotiation reflection and evaluation

5. 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.

6. 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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