

Manage General Administration

1. Overview

The person credited with this programme is able to correctly process payments to suppliers, employees and vendors and manage and co-ordinate all promotional activities to general sales.

2. Programme Outcomes

- Processing payments
- Co-ordinating and monitoring promotional activities
- Controlling and dealing with confidential information and documents
- Implementing control measures with individuals

Qualification:

Certificate of Completion

Duration:

1-Month

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0226

SAQA US:

114805

NQF Level:

4

Credits:

4

Entry Requirements:

Communication, Mathematical & Computer 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. Alternatively, the learning material will be emailed to the participant. 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

4. Topics

Topic 1: Process payments

- Payments to suppliers are processed within agreed timeframes and in accordance with company standards
- Payments to staff and casual labourers are processed within agreed timeframes and in accordance with company standards
- Payments for operating costs and rent are processed within agreed timeframes and in accordance with company standards

Topic 2: Co-ordinate and monitor promotional activities

- Promotional plan or activities list is obtained and analysed
- Resources required for planned promotion are identified and obtained
- Promotional plan is put into place
- Promotion is monitored towards achievement of objective • Inadequacies are identified and corrective action implemented

Topic 3: Control and deal with confidential information and documents

- Confidential information is defined and described for a specific organisation
- The system and procedures used for dealing with confidential information is explained with examples
- Documents are secured in an appropriate manner and within an agreed time frame
- Utmost care is taken to avoid compromising any relevant stakeholder

Topic 4: Implement control measures with individuals

- Contracted control measures are implemented, and non-conformances are identified for reporting to person with the authority to deal with them
- Non-conformances are recorded and corrective actions negotiated according to organisational requirements
- Reported non-conformances is handled in accordance with organisational policies and procedures and is duly recorded

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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