

Business Administration & Service Coordination

1. Overview

This programme aims to help participants understand the business environment, keep up with changes in the media, manage training activities, and work effectively with service providers to support the success of the organisation.

2. Programme Outcomes:

- Analysing articles and reports from current print and electronic media relating to a specific business sector or industry
- Demonstrating knowledge and understanding of the latest innovations and developments in technology that could impact on a specific business sector or industry
- Analysing proposed business or industrial developments that could impact on the physical environment
- Analyse issues in the media relating to labour that could impact on a business sector or industry
- Analyse proposed business or industrial development that could impact on the physical environment
- Understanding the basic concepts of a selected business environment
- Explaining the market position of a selected organisation in relation to the industry
- Collate and store data related to skills development
- Provide information related to skills development
- Contribute to the improvement of systems and procedures related to processing skills development data
- Identify and verify the nature of service provision required
- Draft basic terms of reference to outline the nature of the service provision
- Utilise the most appropriate tool to source applications from prospective service providers
- Contract the service providers
- Describe the elements of service provider management
- Develop contracts for service providers
- Evaluate the deliverables of service providers
- Manage service providers who do not deliver on contracts

Qualification:	Certificate of Completion
Duration:	4-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0020
SAQA US:	13943, 14552, 109999
NQF Level:	4
Credits:	18
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 for online content, where all programme materials and resources are available if required to download or they may be emailed directly to the participants. Training is delivered fully online, and participants will join scheduled Moodle sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location. The MS Teams platform is an alternative which may also be utilised by participants, participants would be sent programme materials electronically prior to commencement of the programme.

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 at the client's premises or providers campus with a facilitator. 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 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

- **(13943 US):** Analyse new developments reported in the media that could impact on a business sector or industry
- **(14552 US):** Contract service providers
- **(109999 US):** Manage service providers in a selected organisation

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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