
Kwelanga | TRAINING
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# FURTHER EDUCATION AND TRAINING CERTIFICATE: BUSINESS ADMINISTRATION SERVICES (NQF LEVEL 4)

**Qualification ID 61595 – 140 Credits**

## INTRODUCTION

This qualification is intended to enhance the provision of service within the field of administration in all business and non-commercial sectors. The qualification ensures progression of learning, enabling the learner with the broad knowledge, skills and values needed in the field of administration.

The core component of the qualification offers the learner knowledge and skills in the management of records, comprehension of written and verbal texts, business writing, problem solving, ethics, cultural awareness, self-management and self-development, project teamwork and business policies and procedures.

The Further Education and Training Certificate in Business Administration Services: Level 4 will produce knowledgeable, multi-skilled workers who are able to contribute to improved productivity and efficiency within all commercial and non-commercial sectors.

Qualifying learners could follow a career in:

- Secretarial services
- Reception services
- Switchboard operations
- Financial administration
- Banking administration
- Personal/executive assistant services
- Technical assistance
- Typing
- Data capturing
- Systems administration
- Human Resources administration
- Basic contracts administration
- Legal secretarial services
- Reception supervision
- Change administration and management
- Relationship management
- Project coordination

## TARGET AUDIENCE

The National Certificate in Business Administration Services, NQF Level 4, is designed to meet the needs of learners already involved, or wishing to become involved, in the field of Administration in any business or non-commercial sector.

**DURATION:** 12 Months / 32 Contact Days

**ENTRY LEVEL REQUIREMENTS:** Communication NQF Level 3 (two languages), Mathematical Literacy NQF Level 3 and Computer Literacy NQF Level 3. Learners should have proof of having passed a second language in Grade 11. Note: Credit Accumulation Transfer is available, for the fundamental unit standards within this qualification, to learners who have achieved Mathematics and First and Second Languages at NQF Level 4.

## LEARNING PROGRAMMES

| Personal and Team Effectiveness (4 days) | |
|---|---|
| 110021 | Achieve personal effectiveness in a business environment. NQF4, 6 Credits |
| 15234 | Apply efficient time management to the work of a department/division. NQF5, 4 Credits |
| 1943 | Analyse new developments reported that could impact business. NQF4,10 Credits |

| Relationships in a Project Team (3 days) | |
|---|---|
| 7791 | Display cultural awareness in dealing with customers and colleagues. NQF4, 4 Credits |
| 10135 | Work as a project team member. NQF4, 8 Credits |
| 244572 | Describe how to manage workplace relationships. NQF3, 2 Credits |

| Deal with Ethics and Fraud (2 days) | |
|---|---|
| 10022 | Comply with organisational ethics. NQF4, 4 Credits |
| 110026 | Describe and assist in the control of fraud in an office environment. NQF4, 4 Credits |

| Budget, Stock and Fixed Assets (2 days) | |
|---|---|
| 13941 | Apply the budget function in a business unit. NQF4, 5 Credits |
| 13945 | Apply management of stock and fixed assets in a business unit. NQF4, 2 Credits |

| Business Communication (5 days) | |
|---|---|
| 8974 | Engage in sustained oral communication and evaluate spoken texts. NQF4, 5 Credits |
| 8976 | Write for a wide range of contexts. NQF4, 5 Credits |
| 8975 | Read, analyse and respond to a variety of texts. NQF4, 5 Credits |
| 12153 | Writing process to compose texts required in the business environment. NQF4, 5 Credits |
| 110023 | Present information in report format. NQF4, 5 Credits |

| Second Language Communication (4 days) | |
|---|---|
| 8968 | Accommodate audience and context needs in oral communication (2nd language). NQF3, 5 Credits |
| 8970 | Write texts for a range of communicative contexts (2nd language). NQF3, 5 Credits |
| 8969 | Interpret and use information from texts (2nd language). NQF3, 5 Credits |
| 8972 | Interpret a variety of literary texts (2nd language). NQF3, 5 Credits |
| | |

| Deal with Administrative Procedures (3 days) | |
|---|---|
| 110009 | Manage administration records. NQF4, 4 Credits |
| 110003 | Develop administrative procedures in a selected organisation. NQF4, 8 Credits |

| Deal with Service Providers (2 days) | |
|---|---|
| 14552 | Contract service providers. NQF4, 3 Credits |
| 109999 | Manage service providers in a selected organisation. NQF4, 5 Credits |

| Maths Literacy (4 days) | |
|---|---|
| 12417 | Measure & calculate quantities. Explore geometrical relationships. NQF4, 4 Credits |
| 7468 | Investigate financial aspects of personal and business issues. NQF4, 6 Credits |
| 9015 | Statistics and probability to interrogate and communicate findings. NQF4, 6 Credits |

| Deal with Meetings (2 days) | |
|---|---|
| 9244 | Plan and conduct meetings. NQF4, 4 Credits |
| 242840 | Make oral presentations. NQF4, 2 Credits |
| 13929 | Co-ordinate meetings, minor events and travel arrangements. NQF3, 3 Credits |

## TRAINING METHODOLOGY

Our training methodology is designed with a core focus: to ensure that the knowledge acquired translates into tangible results, adding substantial value and visibly improving performance within the workplace.

We employ an outcomes-based approach, fostering active engagement through highly interactive, facilitator-led sessions.

## WHAT WE OFFER

- Public Courses vs Closed Group Training
- Face-To-Face Training (F2F)
- Virtual Instructor-Led Training (VILT)
- Customisation
- Impact Compass
- myQuest LMS



## POST COURSE ASSISTANCE

### Contact the Coach" – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can 'Contact the Coach' for support, Information or assistance with additional questions regarding the application of theory covered during the course.

### Personal Elevation Plan – Bridging the Gap from Training to Workplace Application

The Personal Elevation Plan isn't just a takeaway – it's a structured, practical guide that helps delegates seamlessly transition their learning into real-world action.

**Sustained Development and Accountability:** By tracking progress and engaging with their managers, delegates stay committed to their growth, making learning an active part of their professional journey.

**A Tool for Measurable Impact:** Rather than training being a one-time event, this plan enables organisations to see tangible results by embedding new skills into everyday work.

**A Catalyst for Meaningful Conversations:** Ideal for one-on-one coaching and performance discussions, the plan encourages ongoing development dialogues between delegates and their managers

### OUR COMMITMENT TO YOU …

***Kwelanga Training's Commitment***

*To develop and inspire each individual to be the best that they can be.*
*To assist clients in the transfer of skills and positive behaviour change.*