

COURSE OUTLINE

BCONSULT

Further Education and Training Certificate: Business Administration Services Level 4

SAQA ID: 61595

Course Purpose

Business Administration encompasses all facets of administration involved to ensure that all departments function effectively and successfully. The work of a business administrator includes planning, leading, controlling and organising activities within an organisation

Why study Business Administration Services level 4?

In all organisations there is a need for an efficient business administration department to offer administrative support to all other departments. A business Administrator plays a significant role in ensuring that the senior staff can work effectively and efficiently on the business and delegate administrative tasks to the business administrator.

A Qualifying Learner will be able to:

- Manage all Administration records him/herself.
- Assist others in the organisation to manage their administration.
- Make amendments to report format and writing style, if necessary.
- Liaise with clients (internal and external) to verify that the format used for reports serves the purpose.
- Identify information sources so as to be able to quickly access information when it is required.
- Identify appropriate service providers.
- Take appropriate action when service providers fail to deliver as agreed.
- Institute the appropriate provisioning procedures to secure the service of providers.
- Analyse trends and the impact of fraud in the organisation/sector.
- Knowing what types of fraud can exist in an office environment

Who should study Business Administration Services level 4?

Business Administration Level 4 is intended for employed and unemployed individuals who wish to be involved in the Administration function within any industry, or non-commercial venture/organisation. This qualification equips learners with skills, knowledge and values required in the Business Administration industry.

Business Administration Services level 3 potential careers

- Secretary
- Switchboard operator
- Systems administrator
- Sales Manager
- Project coordinator
- Reception supervisor
- Relationships manager

Duration

This qualification is run over 12 months.

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Business Administration Services Level 4

Unit Standards

| US | Name of Unit Standard |
|--------|--|
| 110021 | Achieve personal effectiveness in business environment |
| 10022 | Comply with organizational ethics |
| 15234 | Apply efficient time management to the work of a department/division/section |
| 110026 | Describe and assist in the control of fraud in an office environment |
| 13945 | Describe and apply the management of stock and fixed assets in a business unit |
| 10135 | Work as a project team member |
| 13943 | Analyse new developments reported in the media that could impact on a business sector or industry. |
| 110003 | Develop administrative procedures in a selected organization |
| 110009 | Manage administration records. |
| 13928 | Monitor and control reception area. |
| 7790 | Process incoming and outgoing telephone calls. |
| 13929 | Co-ordinate meetings, minor events and travel arrangements. |
| 9244 | Plan and conduct meetings. |
| 14552 | Contract service providers. |
| 109999 | Manage service providers in a selected organization. |
| 7791 | Display cultural awareness in dealing with customers and colleagues. |
| 8974 | Engage in sustained oral communication and evaluate spoken texts. |
| 8975 | Read analyse and respond to a variety of texts. |
| 8976 | Write for a wide range of contexts. |
| 12153 | Use the writing process to compose texts required in the business environment |
| 110023 | Present information in report format. |
| 8968 | Accommodate audience and context needs in oral communication. |
| 8972 | Interpret a variety of literary texts. |
| 8970 | Write texts for a range of communicative contexts. |
| 8969 | Interpret and use information from texts. |
| 13941 | Apply the budget function in a business unit. |
| 7468 | Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues. |
| 12417 | Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2- and 3-dimensional space in the life and workplace of adult with increasing responsibilities. |
| 9015 | Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems. |

Business Administration Services

Level 4

We aim to boost your competitiveness in the marketplace and outrank your competitors

An employee contributes the following to company's b-bbee score

- B-BBEE Points
- Employment Equity Points and Compliance
- R80 000 Tax Concessions
- Skills Development Points and Compliance
- Increased Productivity
- Improved Skills

Benefits of doing business with us:

- 125% of your spend with us counts towards your B-BBEE
- You score points under EME target 115%
- You score points under Black Owned Business
- You score points under Black Female Owned Business

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