

Occupational Certificate: **BUSINESS** ADMINISTRATION

NQF: 4

SAQA ID 61595

CREDIT: 140

Description

The Further Education and Training Certificate (FETC) in Business Administration Services is designed to provide individuals with the essential skills and knowledge required to perform administrative roles effectively across various sectors. This qualification is suitable for individuals involved in or aspiring to work in administrative functions within any industry or non-commercial venture.

It is also a foundational steppingstone towards advancing into the National Certificate in Business Administration Services at NQF Level 4. It aims to enhance service provision within the administration field, fostering service excellence by developing core administrative and operational skills.

Career Fields

With this qualification, successful learners could pursue a career as a:

- Administrative Assistant
- Office Administrator
- Executive Secretary
- Personal Assistant
- Receptionist
- Customer Service Representative

Programme Outline

Knowledge Modules

- Ethics in the workplace
- Building workplace relations
- Managing time/ applied project
- Running effective meetings
- Design and implement administrative procedures
- Expenditure vs Budget
- Report writing
- Managing service providers
- Managing customer service
- Managing teams

Type of programme

This programme is offered in blended and online formats with live facilitation over a one-year period. Programme rollout formats include block release and a part-time schedule for working people.

Admission requirements

The minimum entry requirement for this qualification is:

- Communication at NQF level 3
- Mathematical Literacy at NQF level 3
- Computer Literacy at NQF Level 3

Articulation

This qualification provides opportunities for horizontal and vertical articulation options.

Horizontal Articulation

- National Certificate in Tourism
- National Certificate in Hospitality
- National Certificate in Management
- National Certificate in Project Management
- National Certificate in Public Relations

Vertical Articulation:

- National Diploma in Accommodation Services
- National Diploma in Service Management
- National Certificate in Business Administration
- National Certificate in Public Administration

