



Purpose and rationale

This qualification is intended to enhance the provision of entry-level service within the field of Administration within Sectors

Learning assumed to be in place

Communication and Mathematical Literacy at NQF Level 2

The qualified learner will be able:

- Identify and maintain records
- Maintain an information system
- Process numerical and text data
- Receive, distribute and dispatch mail in an office environment
- Receive and execute instructions
- Process incoming and outgoing telephone calls
- Behave in a professional manner in a business environment
- Attend to customer enquiries
- Operate and take care of equipment in an office environment
- Manage time and work processes within a business environment
- Investigate the structure of an organisation
- Demonstrate an understanding of the business environment
- Keep informed about current affairs relating to one`s own industry

Duration

1300 Notional hours of learning

Primary/Delegated Quality Assurance Functionary

Service - Services Sector Education and Training Authority

Modules and outcomes covered

Communication	Information Technology
<ul style="list-style-type: none"> • Access and use information from texts; SAQA 8963 • Maintain and adapt oral communication; SAQA 8962 • Respond to literary texts; SAQA 8965 • Write for a defined context; SAQA 8964 	<ul style="list-style-type: none"> • Operate a personal computer system; SAQA 7547 • Operate personal computer peripheral; SAQA 7566 • Demonstrate knowledge of and produce word processing documents using basic functions; SAQA 7568 • Demonstrate the ability to use electronic mail software to send and receive messages; SAQA 7571
Professionalism in the Workplace	Office Environment
<ul style="list-style-type: none"> • Behave in a professional manner in a business environment; SAQA14359 • Attend to customer enquiries in an office setting; SAQA14338 • Contribute to the health, safety and security of the workplace; SAQA110064 • Demonstrate an understanding of a selected business environment; SAQA14344 • Operate in a team; SAQA 8420 • Process incoming and outgoing telephone calls; SAQA14348 • Receive and execute instructions; SAQA14349 • 	<ul style="list-style-type: none"> • Identify and maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain confidentiality; SAQA14339 • Maintain an existing information system in a business environment; SAQA14340 • Process numerical and text data in a business environment; SAQA:4346 • Conduct basic financial transactions; SAQA14353 • Operate and take care of equipment in an office environment; SAQA 8104 • Order and distribute office supplies; SAQA14355
Mathematical literacy	Business Environment
<ul style="list-style-type: none"> • Demonstrate understanding of rational and irrational numbers and number systems; SAQA 7480 • Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts; SAQA 12444 • Work with a range of patterns and functions and solve problems; SAQA 9007 • Use mathematics to investigate and monitor the financial aspects of personal and community life (SAQA 7469) • Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems (SAQA 9009) 	<ul style="list-style-type: none"> • Investigate the structure of an organization as a workplace; SAQA14343 • Keep informed about current affairs related to one`s own industry; SAQA14341 • Manage time and work processes within a business environment; SAQA14342 • Organise oneself in the workplace; SAQA 8618 • Maintain effective working relationships with other members of staff; SAQA11235 • Apply knowledge of self in order to make a personal decision; SAQA 120308 • Manage a diary for self and others; SAQA 14352 • Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace; SAQA 13915