



Purpose and rationale

This qualification is designed to meet the needs of those learners already involved, or who wish to become involved, in the field of Administration.

This qualification is intended to enhance the provision of service within the field of Administration within all sectors.

Learning assumed to be in place

Communication and Mathematical Literacy at NQF Level 2.

The qualified learner will be able:

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| <ul style="list-style-type: none">• Gather and report information• Maintain booking systems• Utilise technology to produce information• Plan and conduct basic research in an office environment• Set personal goals• Function in a team and overall business environment | <ul style="list-style-type: none">• Plan, monitor and control and information system• Participate in meetings and process documents and communications related thereto• Coordinate meetings, minor events and travel arrangements• Demonstrate an understanding of employment relations |
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Duration

1200 Notional hours of learning

Primary/Delegated Quality Assurance Functionary

Service - Services Sector Education and Training Authority

Modules and outcomes covered

COMMUNICATION	NUMERACY
<ul style="list-style-type: none"> Accommodate audience and context needs in oral communication (SAQA 8968) Interpret and use information from texts (SAQA 8969) Write texts for a range of communicative contexts (SAQA 8970) Communicate verbally and non-verbally in the workplace (SAQA 9960) 	<ul style="list-style-type: none"> Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations (SAQA 9010) Investigate life and work related problems using data and probabilities (SAQA 9012) Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts (SAQA 9013) Use mathematics to investigate and monitor the financial aspects of personal, business and national issues (SAQA 7456) Perform basic business calculations (SAQA 11241)
MANAGING SKILLS	INFORMATION CONTROL
<ul style="list-style-type: none"> Monitor and control office supplies (SAQA 13937) Monitor and control the maintenance of office equipment (SAQA 13931) Co-ordinate meetings, minor events and travel arrangements (SAQA 13929) Introduce new staff to the workplace (SAQA 7860) Plan and conduct basic research in an office environment (SAQA 13935) 	<ul style="list-style-type: none"> Demonstrate an understanding of a selected business environment (SAQA 14357) Plan, monitor and control an information system in a business environment (SAQA 13933) Maintain a Booking System (SAQA 7706) Use communication skills to handle and resolve conflict in the workplace (SAQA 9533) Plan and prepare meeting communications (SAQA 13934)
INFORMATION TECHNOLOGY	ADMINISTRATION PRINCIPLES
<ul style="list-style-type: none"> Demonstrate ability to use the World Wide Web (SAQA 7573) Produce word processing documents for business (SAQA 7570) Produce and use spreadsheets for business (SAQA 7567) 	<ul style="list-style-type: none"> Operate in a team (SAQA 8420) Function in a business environment (SAQA 7785) Maintain a secure working environment (SAQA 7796) Demonstrate understanding of employment relations in an organization (SAQA 10170)
FRONT OFFICE MANAGEMENT	
<ul style="list-style-type: none"> Monitor and control the receiving and satisfaction of visitors (SAQA 13930) Process incoming and outgoing telephone calls (SAQA 7790) Handle a range of customer complaints (SAQA 10025) 	