



## Purpose and rationale

This Qualification offers the learner knowledge and skills in Management of Records, Business Writing, Problem Solving, Ethics, Cultural Awareness, Self-Management and Self-Development, Project Teamwork, and Business Policies and Procedures.

## Learning assumed to be in place

Communication and Mathematical Literacy at NQF Level 3. Computer Literacy at NQF Level 3.

## Modules covered

### 1 – Personal Success

- Achieve personal effectiveness in business environment (SAQA 110021)
- Apply efficient time management to the work of a Department / Division / section (SAQA 15234)
- Work as a project team member (SAQA 10135)
- Manage administration records (SAQA 110009)
- Develop administrative procedures in a selected organization (SAQA 110003)

### 2 – Ethics

- Apply the budget function in a business unit (SAQA 13941)
- Contract service providers (SAQA 14552)
- Manage service providers in a selected organization (SAQA 109999)
- Comply with organisational ethics (SAQA 10022)
- Describe and assist in the control of fraud in an office environment (SAQA 110026)

### 3 – Information Management

- Present information in a report format (SAQA 110023)
- Display cultural awareness in dealing with customers and colleagues (SAQA 7791)
- Analyse new developments reported in the media that could impact on a business sector or industry (SAQA 13943)

### 4 – Workplace Performance

- Describe and apply the management of stock and fixed assets in a business unit (SAQA 13945)
- Process incoming and outgoing telephone calls (SAQA 7790)
- Monitor and control reception area (SAQA 13928)
- Monitor customer satisfaction (SAQA 7836)
- Describe how to manage workplace relationships (SAQA 244572)

### 5 – Communication

- Use the writing process to compose texts required in the business environment (SAQA 12153)
- Write for a wide range of contexts (SAQA 8976)
- Read analyse and respond to a variety of texts (SAQA 8975)
- Engage in sustained oral Communication and evaluate spoken texts (SAQA 8974)
- Write texts for a range of communicative contexts (SAQA 8970)
- Interpret and use information from texts (SAQA 8969)
- Interpret a variety of literary texts (SAQA 8972)
- Accommodate audience and context needs in oral communication (SAQA 8968)

### 6 – Numeracy

- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues (SAQA 7468)
- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems (SAQA 9015)
- Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3-dimensional space (SAQA 12417)