COURSE DESCRIPTION

FULL QUALIFICATIONS

Qualification: **Business Administration Services**
Qualification ID No: 61959
Entrance requirements: Grade 11 & 12
Duration: 12 Months

PURPOSE AND RATIONALE OF THE QUALIFICATION

This qualification is designed to meet the needs of those learners both employed or unemployed, who are already involved or wish to become involved in the field of Administration within any industry, or non-commercial venture/organization. It is also the building block to advance the learner into the National Certificate in Business Administration Services: NQF Level 5.

Competencies. It will provide the broad knowledge, skills and values needed in the Administration field for all business and non-commercial sectors and will facilitate access to, and mobility and progression within, education and training.

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Qualification: **New Venture Creation**
Qualification ID No: 66249
Entrance requirements: Grade 11 & 12
Duration: 12 Months

The purpose of this qualification is to develop the appropriate skills and knowledge required by a person for the establishment and development of a small to medium business venture. Learners attempting this qualification will be equipped with a variety of technical, business managerial, and personal skills and strategies, to help them succeed in the creation and sustenance of a business.

MODULES:

Entrepreneurship	Business Management
Business Planning	Negotiation Skills
Business Finance	Human Resources
Business Development	

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Qualification: **Early Childhood Development**
Qualification ID No: 58761
Entrance requirements: Grade 11 & 12
Duration: 12 Months

This is an entry-level Qualification for those who want to enter the field of Education, Training and Development, specifically within the sub-field of Early Childhood Development (ECD). This Qualification will enable you to facilitate the all-round development of young children in a manner that is sensitive to culture and individual needs (including special needs), and enable you to provide quality early childhood development services for children in a variety of contexts, including community-based services, ECD centres, at home and in institutions.

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Qualification: **Early Childhood Development**
Qualification ID No: 64650
Entrance requirements: ECD Level 4/ Grade 12
Duration: 16 Months

The purpose of the qualification is to provide access to a recognised educator qualification at Level 6 for ECD educators who have a Level 4 or Level 5 certificate in ECD, providing a bridge between non-formal and formal learning programmes.
- ➤ To enable educators/ learners to plan and implement a learning programme which is based on their knowledge of child development from birth to nine years and which helps children in a specific phase work towards achieving the learning outcomes of the national school curriculum (where appropriate).
- ➤ To improve community-based ECD services for young children by raising the level of ECD teaching competence and/or by providing opportunities for training in support and leadership roles.

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Qualification: **Occupationally-Directed Education Training and Development Practices**
Qualification ID No: 50333
Entrance requirements: Grade 12
Duration: 12 Months

The SAQA Qualification 50333, National Diploma: Occupationally-Directed Education Training and Development Practices (ODETDP Level 5 Diploma) is for those who wish to build a career in training and education in any field. Those who have already completed the ODETDP Level 5 Certificate, SAQA Qualification 50334, can add to the certificate by adding the balance of the unit standards to obtain this diploma. This

qualification is also for those who have been working in the field of training and education and wish to obtain a formal qualification.

UNIT STANDARD

120305	Emotionally Intelligence in Leadership	5	8

PURPOSE OF THE UNIT STANDARD

This Unit Standard will be useful to learners who are working within the Public Sector, Local Government, commercial or community environment. It will enable learners to apply knowledge, skills and insight in leadership as part of their job. This standard will also add value to public officials involved in integrated development planning, public sector management or administration specialities.

The qualifying learner is capable of:

➢ Explain the concept of emotional intelligence and how this impacts on leadership.
➢ Analysing the relationship between emotional intelligence and self-awareness in relation to leadership.
➢ Analysing the relationship between emotional intelligence and self-management in relation to leadership.
➢ Analysing the relationship between emotional intelligence and social awareness in relation to leadership.
➢ Applying techniques for responding to situations in an emotionally intelligent manner.

120311	Visionary Leadership to develop strategy	5	10

PURPOSE OF THE UNIT STANDARD
This Unit Standard will be useful to learners who are working within a Public Sector, Local Government, commercial or community environment, and will fulfill a leadership role as part of their job. This Unit Standard will also add value to public officials who are working with integrated development planning or public sector management and administration specialists.

The qualifying learner is capable of:
➢ Explaining the purpose of visionary thinking in a leadership context
➢ Analyse current context and trends to develop strategy
➢ Compiling scenario plans
➢ Apply selected scenarios into strategic and business planning processes
➢ Evaluate scenario planning

120303	Risk Management	5	8

PURPOSE OF THE UNIT STANDARD

This Unit Standard will be useful to learners who are elected political leaders and public sector officials involved with the service delivery activities that require the use of public assets to render services to the communities. It will also be useful to South Africa's public officials and political executives, strategic executive managers and other role-players. This Unit Standard enables the learner to apply the core concepts of risk management and inform policy decision and strategic decision-making processes about the importance of risk management in any sector.

The qualifying learner is capable of:
- ➢ Explaining risk management in the public sector.
- ➢ Analyse potential risks and the impact thereof on the specific sector.
- ➢ Developing and implementing risk management procedures.
- ➢ Monitoring and assessing risk management procedures.

114585	Performance acceleration in the workplace	4	4

Purpose of the unit standard
The qualifying learner will be able to define the concept of strategic planning: discuss and explain the role of the various organisational structures in business performance; supervise and monitor expenditure as a crucial aspect of business performance and analyse marketing objectives.

The learner will be able to identify and rectify problems occurring in a/own business and develop various attributes of a/own business venture to improve performance.

The qualifying learner will be able to:
- ➢ Define and discuss the concept of strategic planning in managing business performance.
- ➢ Discuss and explain the role of the various organisational structures in business performance.
- ➢ Supervise and monitor expenditure as a crucial aspect of business performance.
- ➢ Analyse marketing objectives related to business performance.
- ➢ Identify and rectify performance problems occurring in own business.
- ➢ Develop business attributes in a specific context to enhance performance.

15220	Performance measurement & goals achievements	5	4

PURPOSE OF THE UNIT STANDARD
This Unit Standard is intended for managers in all economic sectors. These managers would typically be second level managers such as a heads of department, section heads or divisional heads, and may have more than one team reporting to them.

The qualifying learner is capable of:
- ➢ Setting goals and objectives
- ➢ Establishing performance standards
- ➢ Setting up monitoring systems
- ➢ Monitoring and measuring the achievement of objectives

10022	Comply with organisational ethics	4	4

Purpose

This standard will also add value to learners who are starting their own business and recognises that Marketing forms an integral component of any business.

The qualifying learner is capable of:

➢ Describing the code of conduct and ethical issues

➢ Adhering to code of conduct

➢ Identifying and understanding the ethical issues in the organisation

7791	Display cultural awareness in dealing with customers and colleagues	4	4

Purpose:
Each learner should be able to communicate effectively with tourists of different cultures. Learners should also be able to take steps to resolve differences that arise as a result of cultural diversity.

➢ **Outcomes:**
➢ Explain the importance of being knowledgeable about the culture of overseas visitors.
➢ Explain the importance of awareness of communication.
➢ Describe steps to prevent or resolve misunderstandings between visitors and staff.
➢ Identify South Africa's main international tourist groups.
➢ Interact with tourists using appropriate verbal and non-verbal communication at all times.
➢ Identify the main population groups.
➢ Show consideration for cultural norms and differences of main population groups.
➢ Anticipate and deal with customer's needs within the context of their culture.
➢ Take appropriate action to resolve problems arising from cultural differences.
➢ Make suggestions to assist colleagues to deal with cultural differences.

110003	Develop administration procedures in a selected organizations	4	8

Purpose of the unit standard
This Unit standard is for all persons involved in Administration in commercial or non-commercial organisations and who have the responsibility of developing Administrative procedures to make the Administrative component of the organisation more effective and efficient and so aid the organisation to attain its mission, vision and objectives.

Persons credited with this unit standard will:
➢ Have an understanding of the various administrative systems required by an organisation
➢ Be able to develop and update administrative systems in a specific business environment
➢ Be able to develop systems to keep administrative information at the required level of confidentiality
➢ Be able to develop policies and procedures on administrative systems and write them into a manual.

13941	Apply the budget function in a business unit	4	5

This course is intended for managers of small businesses and junior managers of business units in larger organisations. The term business unit in this unit standard implies a small business, cost center, section or department.

Junior managers include, but are not limited to team leaders, supervisors, first line managers and section heads. The position term is used to describe the first level of management in an organisation at which an employee has other employees reporting to him/her.

The qualifying learner is capable of:

➢ Explaining the concept of budgeting in a business unit

➢ Analysing the budget needs of a business unit

➢ Presenting and justifying a proposed budget for a business unit

➢ Monitoring and controlling actual expenses and revenue against projected expenses and revenue

10146	Supervise a project team of a developmental project to deliver project objectives	5	14

Purpose of the unit standard
This unit standard forms part of the qualification, National Certificate Project Management and is registered at Level 4 on the National Qualifications Framework. Learners accessing this standard will be involved in project management teams or involved in building small project management teams. These projects may be technical projects, business projects or developmental projects and will cut across a range of economic sectors. This standard will also add value to learners who are running their own business and recognise that project management forms an integral component of any business.

The qualifying learner is capable of:
➢ Discussing and explaining the appropriateness of the various organisational structures.
➢ Supervising and monitoring a developmental project team.
➢ Reporting progress on a developmental project.
➢ Identifying and rectifying problems occurring in a developmental project.
➢ Setting up, running and closing a developmental project.

13945	How to manage stock and fixed assets in the business		

Purpose

This unit standard is intended for managers of small businesses and junior managers of business units in larger organisations. It provides the background necessary to understand the management of assets and stock in a business unit. The term business unit in this unit standard implies a small business, cost centre, section or department. Junior managers include, but are not limited to team leaders, supervisors, first line managers and section heads.

The qualifying learner is capable of:

➢ Differentiating between fixed assets and stock in a business unit

➢ Explaining the influence that stock management can have on the profitability of a business

➢ Explaining the management of fixed assets in a business unit

➢ Applying the basic principles of stock and fixed asset management to a business unit

10135	Work as a project team member	4	8

Purpose of the unit standard

This unit standard is a core standard and forms part of the qualification, National Certificate Project Management and is registered at Level 4 on the National Qualifications Framework. Learners accessing this standard will be involved in project management teams or involved in building small project management teams. These projects may be technical projects, business projects or developmental projects and will cut across a range of economic sectors. This standard will also add value to learners who are running their own business and recognise that project management forms an integral component of any business. Learners acquiring this standard will be able to work autonomously and collaboratively with others, build relations, make positive contributions, interact with others and explain team dynamics.

The qualifying learner is capable of:

➢ Demonstrate an understanding of criteria for working as a member of a team and working autonomously in a team.

➢ Contribution to team coherence, image and spirit and respect differences to enhance interaction between team members.

➢ Contribute to building relations between team members and stakeholders.

➢ Creating, maintaining and enhancing team cohesion.

115407	Apply the principles of change management in the workplace	5	10

Purpose of the unit standard

A person credited with this unit standard is able to demonstrate an understanding of diversity among people and in particular in a specific workforce, the role and importance played by managing change in attitudes, and the attributes of a good change agent in South Africa.

On completion of this unit standard, the learner will be able to:
➢ Explain why change management is an important process for organisations to achieve sustainable trading results
➢ Identify examples of planned change and reactive change in an organisation
➢ Describe a model for effective change management and its management
➢ Identify reasons for resistance to change and indicate ways to overcome them
➢ Identify the risks inherent in any change management programme and indicate ways to manage them
➢ Identify and apply the competencies of an effective change agent

COMMUNICATION SKILLS PROGRAMMES

8974	Engage in sustained oral communication and evaluate spoken texts	4	5

Purpose:
Competence at this level will enable learners to participate effectively in oral communication in most situations. They are able to adopt the style and language register required in different situations. They can usually identify the assumptions and inferences in what people say. They speak fluently and confidently in both formal and familiar settings and can articulate their purpose and meaning clearly. They can use language to convey detailed information, and to express their ideas and feelings. They control complex sentence structures and the use of tenses in their spoken communications.

Outcomes:

- ➢ Respond critically yet sensitively as a listener.
- ➢ Analyse own responses to spoken texts and adjust as required.
- ➢ Use strategies to be an effective speaker in sustained oral interactions.
- ➢ Evaluate spoken discourse.

8976	Write for a wide range of context	4	5

Purpose:
Competence at this level will enable learners to participate effectively in oral communication in most situations.

Learners at this level are aware of their audiences and purposes for communication. They are able to adopt the style and language register required in different situations. They can usually identify the assumptions and inferences in what people say. They speak fluently and confidently in both formal and familiar settings and can articulate their purpose and meaning clearly. They can use language to convey detailed information, and to express their ideas and feelings. They control complex sentence structures and the use of tenses in their spoken communications.

Outcomes:

- ➢ Respond critically yet sensitively as a listener.
- ➢ Analyse own responses to spoken texts and adjust as required.
- ➢ Use strategies to be an effective speaker in sustained oral interactions.
- ➢ Evaluate spoken discourse.

13929	Co-ordinate meetings, minor events and travel arrangements	3	3

Millions of meetings take place in the business world every day. Run effectively, meetings are an important means of communication. The higher your position in the corporate structure, the more likely you are to spend time in meetings. Surveys have shown that managers can spend between two and four hours a day in meetings. Meetings, whether they be one-on-one discussions or gatherings of five, ten or twenty people are an important part of working life, but they are time consuming. They are often criticised for being unproductive, costly, boring and sometimes unnecessary.

The quality of the finished product is directly related to the planning thereof. When approaching the task of organising an event, big or small, organisation and attention to detail enhance the professionalism of the outcome. As organiser or co-ordinator for an event, you will be responsible for the finished product and this can be an awesome responsibility.

Purpose of the course

Learners will be well positioned to extend their learning and practice into other areas in the business environment, or to strive towards professional standards and practice at higher levels.

Learning outcomes

➢ Identifying a date, venue and time for meeting or event

➢ Liaising or negotiating with meeting attendees regarding availability

➢ Booking venues and catering

➢ Finalising meeting room arrangements

➢ Making travel, car hire and accommodation arrangements

➢ Notifying and confirming arrangements with attendees or stakeholders

➢ Processing and distributing all documentation required for the meeting or event

110023	Present information in report format	4	6

Purpose

This Unit standard is intended for all persons working in administration in commercial and non-commercial organisations and who is responsible for presenting information in report format.

Outcomes:
The qualifying learner is capable of:
➢ Relate the purpose, content, form, frequency and recipients of a range of reports.
➢ Identify information sources & organisational procedures for obtaining & distributing information.
➢ Compile reports related to a selected business function.
➢ Liase with relevant parties and verify that reported information is in accordance with requirements.

8975	Read analyse and respond to a variety of texts	4	5

Purpose:

Competence at this level will enable learners to use analytical skills to make informed judgements about complex human and social issues. They are aware of both the functions of language and of its drama and power.

Learners are critical, reflective readers and viewers of written and visual text. They are able to draw comparisons between texts, and to compare and contrast themes and issues in texts with those in the contexts in which they live and work. They identify and analyse style and tone and account for their effectiveness in different texts. They are willing to challenge the assumptions and values expressed in texts. They are especially critical readers of both the written and visual mass media.

Outcomes:

➢ Analyse and criticise texts produced for a range of purposes, audiences and contexts.
➢ Identify and explain the values, attitudes and assumptions in texts.
➢ Evaluate the effects of content, language and style on readers` responses in specific texts.

242901	Apply good customer service	4	6

Purpose of the unit standard

This Unit Standard is intended for public sector officials involved with service delivery functions related to communities or other stakeholders. This Unit Standard aims at the development of administration skills of South African public officials, Public Administration supervisors and other role-players which in turn leads to the development of improved service delivery to communities.

The qualifying learner is capable of:

➢ Identifying customer needs.
➢ Differentiating between good and bad service.
➢ Identifying one's role in the service delivery chain.
➢ Implementing service delivery improvements that contribute to the achievement of overall public sector objectives.
➢ Demonstrating an ability to deal with difficult customers.
➢ Recognising and applying the principles of Batho Pele in servicing customers.

7790	Process incoming and outgoing telephone calls	3	3

Introduction

Every employee will at some time or other, answer and use the telephone. It is therefore, important to be trained in the handling and receiving of telephone calls. The first impression a person receives of an organisation is normally based on the way in which telephone calls are handled. All calls should be handled professionally and care should be taken to convey a positive vocal personality and a positive image of the organisation. Whenever somebody calls an organisation, the very first impression they get of the organisation is that of the person who answers the telephone. The better the etiquette, manners and efficiency of the person are the higher regard the caller will have of the organisation

Purpose:
All those operating in a business environment must be able to use the telephone effectively. This includes individual use as well as the relaying of messages for others.

Outcomes:

- Make a decision to disclose information or not to accordance with organisational requirements.
- Take and transfer incoming calls, as well as messages in accordance with organisational requirements.

- Describe methods for dealing with abusive callers and emergency situations in accordance with organisational requirements.

➢ 242902	➢ **Problem solving & decision making**	➢ 4	➢ 6

This Unit Standard is intended for officials involved in service delivery functions within the public sector. On completion of this standard the learners will be able to contribute to the improvement of service delivery trough the cultivation of more effective administration and people skills.

Outcome
The qualifying learner is capable of:

- Demonstrating an ability to locate problems within a wider public sector context.
- Demonstrating an ability to perceive problem-solving as a process and manage problem-solving objectively.
- Identifying levels of authority and protocols relating to the resolution of problems.
- Engaging in decision-making in order to resolve problems and generate new ideas and solutions in order to contribute towards overall public sector objectives.
- Identifying and applying the principles of risk management to problem analysis and decision-making.

242819	**Motivate and build a team**	4	10

PURPOSE OF THE UNIT STANDARD

This Unit Standard introduces the junior manager to the concept of motivation. This Unit Standard is intended for junior managers of organisations.

The qualifying learner is capable of:

- Explaining the importance of motivating a team.
- Demonstrating an understanding of self and team members in a workplace.
- Applying theories of motivation and group dynamics.
- Implementing a plan of action to strengthen a team.
- Providing feedback and recognising achievements.

114226	**Conflict management**	5	8

Purpose of the unit standard

The person credited with this Unit Standard is able to identify and manage the resolution of personal conflict between persons or parties. The main focus will be on the workplace although the same principles can be used elsewhere.

Outcome

The qualifying learner is capable of:
- Describing the main sources of conflict
- Describing appropriate techniques to manage conflict
- Implementing a strategy to resolve conflict
- Developing the attributes of a good conflict manager

15234	Apply efficient time management to the work of a department/division/section	5	4

Purpose

This unit standard is designed for executives involved in Leadership and the management of teams, and focuses on translating strategic intent into effective daily action. Competence against this standard will ensure that teams are effectively managed and that managers can translate strategy into action.

Outcomes:

The qualifying learner is capable of:
- Identifying time management profiles
- Understanding the principles of time management
- Drawing up time efficient work plans to carry out department/division/ section work functions
- Implementing time efficient work plans.

252033	dealing with the effects of dread diseases and in particular HIV/AIDS	5	8

Purpose of the unit standard

This Unit Standard is intended for managers in all economic sectors. These managers would typically be second level managers such as heads of department, section heads or divisional heads, who may have more than one team reporting to them.

Outcome

The qualifying learner is capable of:
- Identify dreaded diseases and their impact on the unit.
- Promote a non-discriminatory work environment and practices in relation to dreaded diseases.
- Describe ways of dealing with the effects of dread diseases in a unit.

Core	110021	Achieve personal effectiveness in business environment	4	6

Purpose of the unit standard
This Unit standard is for all persons involved in Administration in commercial or non-commercial organisations.

Outcomes:
On successful completion of the Unit Standard, learners will be able to: Plan and organise their own work
- ➢ Establish and maintain working relationships
- ➢ Maintain files and records.

110026	Describe and assist in the control of fraud in an office environment	4	4

Purpose
This Unit standard introduces the concept of fraud and its control in an office environment to learners. It is intended for people working in administration as well as for managers of teams, sections, divisions and departments.

Outcome

The qualifying learner is capable of:

- ➢ Describing fraud as it occurs in an office environment

- ➢ Demonstrating knowledge and understanding of legal aspects relating to fraud in an office environment

- ➢ Demonstrating knowledge and understanding of internal processes around the investigation of fraud in an office environment

- ➢ Analysing trends and the impact of fraud in an office environment

- ➢ Explaining and assisting with control mechanisms used to contain fraud in an office environment

110009	Manage administration records	4	4

Purpose

This Unit Standard is intended for learners working in Administration in commercial and non-commercial organisations and is intended to enable them to manage administrative records. It is also applicable to learners working in other sub-fields who are responsible for keeping records of an administrative nature. Learners will be well positioned to extend their learning and practice into other areas in the business environment, or to strive towards professional standards and practice at higher levels.

Outcome

The qualifying learner is capable of:

- ➢ Controlling and dealing with confidential information and documents

- ➢ Controlling and evaluating ordering and distribution of office stationery

- ➢ Implementing control measures with individuals.

10140	Apply a range of project management tools	4	8

Learners accessing this standard will be involved in project management teams or involved in building small project management teams. These projects may be technical projects, business projects or developmental projects and will cut across a range of economic sectors. This standard will also add value to learners who are running their own business and recognise that project management forms an integral component of any business. Learners acquiring this standard will be able to demonstrate an understanding of project management tools and the use of a range of project management tools. **The qualifying learner is capable of**:

- ➢ Demonstrating an understanding of project management tools.
- ➢ Using a range of project management tools.

12153	Business writing skills	4	5

Purpose

The purpose of the unit standard requires learners to follow a process in writing texts and reports required in business. It is intended to promote clear, unambiguous communication in plain language and to improve the quality of written reports and other texts that are specific to a business environment, require a particular format and may include specified legislated requirements. The unit standard enables learners to recognise and effectively use textual conventions and features specific to business texts.

Outcomes:

The qualifying learner is capable of:

- ➢ Using textual features and conventions specific to texts
- ➢ Identifying the intended audience for the communication
- ➢ Identifying the purpose of a text
- ➢ Selecting the appropriate text type, format and layout for the purpose
- ➢ Organising and structuring a technical text appropriately
- ➢ Using appropriate grammar conventions
- ➢ Drafting and editing a technical text
- ➢ Recognising errors and checking for accuracy
- ➢ Presenting the same information in different ways
- ➢ Using plain language in business