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**QUALIFICATION: FETC: BUSINESS ADMINISTRATION SERVICES (SAQA ID: 61595; NQF LEVEL 4)
MODE OF DELIVERY: CONTACT (MELVILLE, CAPE TOWN AND DURBAN CAMPUS) OR DISTANCE
LEARNING**

DESCRIPTION

This qualification is for any individual who is (or wishes to be) involved in an administrative function within any industry or non-commercial venture/organisation.

PROGRAMME PURPOSE

The core component of the qualification offers the learner knowledge and skills in the management of records, the comprehension of written and verbal texts, business writing, problem-solving, ethics, cultural awareness, self-management and self-development, project teamwork, and business policies and procedures. The qualification, through its elective component, enables the learner to specialise in areas of administration such as reception, executive administration, financial literacy, relationship management, legal knowledge, communication, project administration and support, call centre administration and human resources.

PROGRAMME OUTCOMES

ELO1

Have knowledge of the procedures for stock and fixed asset control and be able to:

- apply such knowledge and maintain the appropriate registers.
- ensure that employees have the resources that they need on an ongoing basis, by efficiently ordering and distributing stationery and other requirements.

ELO2

Develop administrative systems together with other employees to:

- control and keep all information required by the organisation up to date.
- ensure the confidentiality of information.
- control the availability of resource information.
- develop administrative procedures relating to the systems and incorporate them in a manual for use by other employees.

ELO3

Improve organisational effectiveness, by being able to:

- manage all administration records.
- assist others in the organisation to do so.

ELO4

- Present information that is routinely and regularly required, as well as specific information that is requested from time to time:
 - in the appropriate report format.
 - on time.
 - using listening, reading and writing skills.
- Identify information sources, so as to be able to access information quickly when it is required.
- Liaise with clients (internal and external) to verify that the format used for reports serves the purpose.
- Make amendments to report format and writing style, if necessary.

ELO5

Manage service providers in order to:

- identify appropriate service providers.
- institute the appropriate provisioning procedures to secure the service of providers.
- draw up contracts for the provision of services and goods by suppliers.
- monitor the delivery of the service and/or goods in terms of quality, quantity and time schedules for delivery.
- take appropriate action when service providers fail to deliver as agreed.

ELO6

Be an effective employee in the administrative section of an organisation by being able to:

- plan and organise your own work.
- establish and maintain sound working relationships.
- comply with the organisation's ethics and code of conduct.
- maintain files and records as required.
- set personal goals, and develop and manage one's self in a business context.

ELO7

Be aware of how fraud can be present in an office environment and assist in its control by:

- knowing what types of fraud can exist in an office environment.
- being aware of the legal and organisational implications surrounding fraud (when it is reported, and the consequences when it is not).
- analysing trends and the impact of fraud on the organisation/sector.
- being able to describe and be part of the implementation of fraud control measures, as they relate to the levels of authority.

ELO8

Display cultural awareness in dealing with customers and colleagues, and utilise differences in a positive way to enhance the effectiveness and image of the organisation.

ELO9

Identify and solve work-related problems with others in the section, so as to:

- improve the working climate in the administration department.
- aid the effectiveness of the organisation.

ELO10

Apply efficient time-management processes, procedures and techniques to:

- improve productivity.
- assist others in the administrative section to do likewise.

ELO11

Be an effective member of a team and be able to:

- cooperate with others to carry out joint tasks.
- apply sophisticated teamwork skills.
- utilise diversity to its full capacity.

ELO12

Become a knowledge worker and be able to:

- monitor the media (newspapers, television, radio and magazines) and identify articles/news clips etc. that are applicable to administration and/or the sector of work; and become aware of the implications for the organisation.
- realise that they and their organisation are part of a larger system that is interdependent and dependant on other sectors.
- conduct basic research projects in relation to the administrative function.

PROGRAMME STRUCTURE

Module name	C/E	Credits
Learning Programme 1: Work and Career Orientation WOCOL4-F	C	22
Learning Programme 2: Business Communication BCOML4-F	C	26
Learning Programme 3: Second Language Communication SLCOL4-F	C	20
Learning Programme 4: Maths Literacy MLITL4-F	C	16
Learning Programme 5: Administration ADMIL4-F	C	19
Learning Programme 6: Finance for Office Administrators FIOAL4-F	C	21
Learning Programme 7: Customer Care CUCAL4-F	C	22

ADMISSION REQUIREMENTS

Grade 11 (Standard 9), NQF Level 3 qualification, or equivalent.

English Proficiency

Applicants are required to be proficient in English prior to admission to the course. Applicants whose first language is not English may be required to provide proof of proficiency.

ACCESS TO TECHNOLOGY

Milpark provides students with materials, resources, formative assessments (including online tests and quizzes), discussion opportunities and a number of administrative services as part of the *myMilpark* and *myCourses* online tuition and support environments. Course materials contain links to additional external resources in the form of links to downloadable documents, websites and videos.

Having access to the abovementioned online facilities is essential for efficient communication, learning and success. You will need continuous (daily) access to study, using the resources mentioned above, and to submit and receive your assignments.

Minimum system requirements:

1. Reliable broadband Internet access
2. Firefox/Internet Explorer/Chrome web browser
3. Microsoft Word
4. PDF Viewer
5. Ability to scan and upload documents
6. Email/Cellphone for notification and communication.

STUDENT SUPPORT

Library access

The Milpark Library provides access to e-books in a virtual library called Cyberlibris (Scholartext). Lecturers may create smart bookshelves per course or module for students to access (these shelves can contain prescribed and recommended books). Students can also create their own personal smart bookshelves containing resources for their studies. Having access to a digital library means that thousands of students can access books and resources from anywhere at the same time online. There is no need to do reservations and requests, and no limit on the time a student has to access a book. With the implementation of Cyberlibris, students also have access to full-text resources via ProQuest (global), Ebsco (global) and Sabinet (South African publications), to assist with research and to enrich their learning experience. Access to the Library is included in the module fee.

Tutor

Comprehensive student support services are available. Students are provided with administrative support by Student Services. To assist with understanding content, students have access to tutors via the Tutor Forum. Students who experience study and/or personal problems have access to a student counsellor. All support services are available to registered students via *myMilpark* (*myCourses*).

RULES OF PROGRESSION

All the modules are compulsory and should be completed in the prescribed order.

ASSESSMENT

The assessment methodologies used in this learning programme have the purpose of determining and recognising learner competency against the criteria of the related unit standard(s).

Learners are required to complete both formative and summative assessments successfully:

- **Formative Assessment:** Learner completes the Class Activities in the Learner Workbook during the training sessions (training room/boardroom). The class activities will include individual, pair and group tasks, discussions, presentations, practical tasks to practice new skills, peer and/or facilitator observation and reflection etc.
- **Summative Assessment:** Learner creates a Portfolio of Evidence, comprising knowledge questions and practical workplace activities – such as practical activities, witness testimonies and a logbook (diary) to show application of the related unit standard requirements within a structured work environment (where the learner is employed, or otherwise agreed upfront with a host employer). Summative assessment tasks will include a knowledge questionnaire, a practical workplace assignment and observation, etc.

Evidence gathered during formative assessments will be used towards the summative assessment.

DURATION

This is a one-year programme.

CERTIFICATION

Milpark will award the student with a Statement of Results. The Services SETA will award a *FETC: Business Administration Services qualification*.

FURTHER STUDIES

This qualification articulates horizontally, with the following qualifications(*):

- National Certificate in Tourism: Reception: Level 4
- National Certificate in Hospitality Reception: Level 4
- National Certificate in Management: Level 4
- National Certificate in Project Management: Level 4
- National Certificate in Public Relations: Level 4.

*Not all the abovementioned qualifications are offered at Milpark College.

PRICING

Your Milpark College course fees include the cost of study material and tuition.

Please contact Milpark College for all current fees. Please note that for qualifications that run over more than one year, Milpark College fees are payable for the first year of study only. The fees for second- and third-year studies will be made available only in subsequent years.

DISCLAIMER

The content of this brochure is accurate at the time of going to print. Milpark Education reserves the right to change the programme content due to changes in legislation, market requirements and other reasons. Notice of such changes will be published on our website.

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