

# Specialisation Construction Learnerships

## **NQF4 Business Administration Services**

**SAQA ID**  
61595

### **PURPOSE**

The purpose of this learnership is to develop knowledge and skills in the management of records.

The focus of this programme is to equip the learner with knowledge and skills in the management of records, comprehension of written and verbal texts, business writing, problem solving, ethics, cultural awareness, self-management and self-development, as well as project teamwork and business policies and procedures.

The elective component enables the learner to specialize in areas of Administration such as reception, executive administration, project administration and human resources.

### **Core unit standards**

- Achieve personal effectiveness in business environment
- Analyse new developments reported in the media that could impact on a business sector or industry
- Apply the budget function in a business unit
- Comply with organisational ethics
- Contract service providers
- Describe and apply the management of stock and fixed assets in a business unit
- Describe and assist in the control of fraud in an office environment
- Develop administrative procedures in a selected organisation
- Display cultural awareness in dealing with customers and colleagues
- Manage administration records
- Manage service providers in a selected organisation
- Present information in report format
- Work as a project team member
- Apply efficient time management to the work of a department/division/section

### **Elective unit standards**

- Process incoming and outgoing telephone calls
- Monitor and control reception area
- Monitor customer satisfaction

### **Fundamental unit standards**

- Accommodate audience and context needs in oral communication
- Interpret a variety of literary texts
- Interpret and use information from texts
- Write texts for a range of communicative contexts
- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
- Engage in sustained oral communication and evaluate spoken texts
- Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities
- Read analyse and respond to a variety of texts
- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
- Use the writing process to compose texts required in the business environment
- Write for a wide range of contexts