



Vital College

51% Black Owned B-BBEE Level 2

Business Administration programmes (BUSADMIN)

- BA1 - PRINCIPLES OF ADMINISTRATION
- BA2 - ADMINISTRATIVE EFFICIENCY
- BA3 - PRODUCTIVE TEAMWORK
- BA4 - BUSINESS ETHICS
- BA5 - SERVICE PROVIDER ADMINISTRATION
- BA6 - FINANCE AND BUDGETING FOR NON-FINANCIAL MANAGERS
- BA7 - BUSINESS WORKPLACE COMMUNICATION
- BA8 - RECEPTIONIST SKILLS

Requirements for these Skills Programmes Generic

REQUIREMENTS:

- LAPTOP OR SMARTPHONE
- ACCESS TO DATA OR WIFI

LEARNERS ACCESSING THIS SKILLS PROGRAMME SHOULD BE COMPETENT IN:

- COMMUNICATION AT NQF LEVEL 1 / STD 7 / GR 9
- MATHEMATICAL LITERACY AT NQF LEVEL 1 / STD 7 / GR 9

About

Business Administration programmes (BUSADMIN)

The Business Administration skills programmes are based on the qualification National Certificate: Business Administration Services (SAQA 61595) at NQF level 4 and are intended for any individual who interested in administration function of any business or workplace. Several skills programmes may lead to the attaining of the full qualification. They are designed to add value to your work performance and is intended to enhance the service within the field of administration within all sectors.

These Business Administration skills programmes enable the individual to acquire knowledge, the necessary skills and values needed to be excellent in administration within the business or the workplace. This will include effective communication, ethics, service provider administration, effective teamwork and financial administration.

BA1 Principles of Administration

This particular skills programme is developed to provide a basic understanding of the following:

- Controlling and dealing with confidential information and documents as well as evaluating, ordering and distribution of office stationery whilst implementing control measures with individuals within the business or workplace
- Have an understanding of the various administrative systems required by business or the workplace
- Be able to develop and update administrative systems that will also keep administrative information at the required level of confidentiality in a specific business environment
- Be able to develop policies and procedures on administrative systems and write them into a manual and to differentiate between fixed assets and stock in a business unit.
- Explaining the management of fixed assets and the influence that stock management can have on the profitability of a business
- Applying the basic principles of stock and fixed asset management to a business or workplace

110009	Manage administration records	C	10
110003	Develop administrative procedures in a selected organization	C	5
13945	Describe and apply the management of stock and fixed assets in a business unit	C	4

BA2 - ADMINISTRATIVE EFFICIENCY

This particular skills programme is developed to provide a basic understanding of the following on how to:

- Plan and organise their own work and maintain files and records.
- Establish and maintain working relationships in a business or the workplace
- Relating the purpose, content, form, frequency and recipients of a range of reports to the information needs of a selected business and identifying information sources and organisational procedures for obtaining and distributing information relevant to a selected business function.
- Compiling reports related to a selected business function, ensuring content and format are appropriate to information requirements and that reporting deadlines are met whilst liaising with relevant parties and verifying that reported information is in accordance with requirements and purpose of the report.
- Identifying time management profiles and understanding the principles of time management
- Drawing up and implementing time efficient work plans to carry out department / division / section work functions
- Understanding him/herself as worker in a specific position as well as the dynamics within a specific group whilst identifying their own role in a business or the workplace.
- Developing a plan of action to enhance team performance and using a variety of strategies to deal with potential conflict in a team or group.

110021	Achieve personal effectiveness in business environment	C	6
110023	Present information in report format	C	8
15234	Apply efficient time management to the work of a department/ division/section	C	4
13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	E	5

BA3 - PRODUCTIVE TEAMWORK

This particular skills programme is developed to provide a basic understanding of the following:

- Controlling and dealing with confidential information and documents as well as evaluating, ordering and distribution of office stationery whilst implementing control measures with individuals within the business or workplace
- Have an understanding of the various administrative systems required by business or the workplace
- Be able to develop and update administrative systems that will also keep administrative information at the required level of confidentiality in a specific business environment
- Be able to develop policies and procedures on administrative systems and write them into a manual and to differentiate between fixed assets and stock in a business unit.
- Explaining the management of fixed assets and the influence that stock management can have on the profitability of a business
- Applying the basic principles of stock and fixed asset management to a business or workplace

110009	Manage administration records	C	10
110003	Develop administrative procedures in a selected organization	C	5
13945	Describe and apply the management of stock and fixed assets in a business unit	C	4

BA4 - BUSINESS ETHICS

This particular skills programme is developed to provide a basic understanding of the following:

- Describing and adhering to the code of conduct and ethical issues in a business or the workplace.
- Identifying and understanding the ethical issues in a business or the workplace.
- Describing fraud as it occurs and 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 and 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.
- Understanding the effects of HIV/AIDS on the immune system and knowing how HIV/AIDS is transmitted and the implications of the HIV/AIDS pandemic for society, the economy, a business sub-sector, an organisation and a specific workplace.
- Knowing what behaviour is safe and what behaviour carries the risk of HIV/AIDS transmission and knowing what guidelines and assistance are available to support workers with HIV/AIDS and recognise own role in creating a caring work environment.

10022	Comply with organizational ethics	C	4
110026	Describe and assist in the control of fraud in an office environment	C	4
13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace	E	4

BA5 - SERVICE PROVIDER ADMINISTRATION

This particular skills programme is developed to provide a basic understanding of the following:

- Describe the elements of service provider management and manage service providers who do not deliver on contracts.
- Develop contracts for service providers and evaluate the deliverables of service providers for the business and contract the service providers
- Identify and verify the nature of service provision required and draft basic terms of reference to outline the nature of the service provision
- Utilise the most appropriate tool to source applications from prospective service providers
- Analysing articles and reports from current print and electronic media relating to a specific business sector or industry and demonstrating knowledge and understanding of the latest innovations and developments in technology that could impact on a specific business sector or industry.
- Analysing proposed business or industrial developments and issues in the media relating to labour that could impact on the physical environment and the business sector or industry.

109999	Manage service providers in a selected organisation	C	5
14552	Contract service providers	C	3
13943	Analyse new developments reported in the media that could impact on a business sector or industry	C	10

BA6 - FINANCE AND BUDGETING FOR NON-FINANCIAL MANAGERS

This particular skills programme is developed to provide a basic understanding of the following for junior managers:

- Explaining the concept of budgeting and analysing the budget needs in a business or workplace
- Presenting and justifying a proposed budget whilst monitoring and controlling actual expenses and revenue against projected expenses and revenue in a business or workplace
- The use of mathematics to plan and control financial instruments; use of simple and compound interest to make sense of and define a variety of situations; able to investigate various aspects of costs and revenue and the use mathematics to debate aspects of the national and global economy, including tax, productivity and the equitable distribution of resources of the business or workplace
- Differentiating and explaining the management of fixed assets between fixed assets and stock in a business or workplace
- Applying the basic principles of stock and fixed asset management and explaining the influence that stock management can have on the profitability in a business or workplace

13941	Apply the budget function in a business unit	C	5
7468	Use mathematics to investigate and monitor the financial aspects	F	6
13945	Describe and apply the management of stock and fixed assets in a business unit	C	4

BA7 - BUSINESS WORKPLACE COMMUNICATION

This particular skills programme is developed to provide a basic understanding of business communication of the following:

- able to respond critically yet sensitively as a listener and analyse own responses to spoken texts and adjust as required within the business or the workplace
- use strategies to be an effective speaker in sustained oral interactions and evaluate spoken discourse
- analyse and criticise texts produced for a range of purposes, audiences and contexts; identify and explain the values, attitudes and assumptions in texts and evaluate the effects of content, language and style on readers` responses in specific texts
- 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 within a business or the workplace
- 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 and using plain language in business or the workplace
- write effectively and creatively on a range of topics; choose language structures and features to suit communicative purposes and edit writing for fluency and unity.
- interact successfully with audience in oral communication; use strategies that capture and retain the interest of an audience and identify and respond to manipulative use of language in the business or the workplace

8974	Engage in sustained oral communication and evaluate spoken texts	F	5
8975	Read analyse and respond to a variety of texts	F	5
12153	Use the writing process to compose texts required in the business environment	F	5
8976	Write for a wide range of contexts	F	5
8968	Accommodate audience and context needs in oral communication	F	5

BA8 - RECEPTIONIST SKILLS

This particular skills programme is developed to provide a basic understanding of the following:

- 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.
- 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.
- Competence at this level will enable learners to participate effectively in oral communication in most situations.
- Able to respond critically yet sensitively as a listener and analyse own responses to spoken texts and adjust as required
- use strategies to be an effective speaker in sustained oral interactions and evaluate spoken discourse

7790	Process incoming and outgoing telephone calls	E	6
7791	Display cultural awareness in dealing with customers and colleagues	C	4
8974	Engage in sustained oral communication and evaluate spoken texts	F	5

To enrol in this course, you will need to create a student account by clicking on the link below.

<http://www.vitalonline.co.za/moodle/login>

Once you have created an account click on the link below to take you to the payment and enrolment page for this course.

[CLICK HERE](#)