

# Guided RPL Learnership in Business Administration Services NQF Level 3 - SAQA ID: 67465 (121 Credits)



6½ Days\*



R 22, 550 Ex VAT



JHB and Onsite Nationally

\* Contact sessions are split over a 12 month period

## About this Learnership

This RPL (Recognition of Prior Learning) Learnership allows companies to send administrative staff with 1 - 2 years' work experience on 6 assessment preparation workshops, where they take part in guided discussions and assessment briefings designed to assist them in completing a Portfolio of Evidence on their administrative skills.

## What is needed before attending this learnership

- Delegates must have completed a Grade 10 (Std 8) , passed 2 languages, and competent in Standard Grade Maths and English Literacy at a Grade 10 or NQF Level 2
- Delegates must have at least 1-2 years' working experience in an administrative position

## Course Outline - Modules included Portfolio of Evidence (PoE)

1. **Teamwork Management**
2. **Managing Reception**
3. **Events Management**
4. **Business Numeracy**
5. **Office Management**
6. **Business Communication**

**These PoE's will be assessed and moderated, and if found competent, in all 6 areas, delegates will receive a *National Qualification*\***.

**\*Qualification Certificates are issued by Services SETA.**

**NB:** It is the responsibility of the employer to complete and submit a learnership agreement to their relevant SETA for registration purposes. CBM Training will register the students on the SERVICES SETA LMIS System against the selected Qualification

# Qualification Breakdown

Unit Standard	Learning Unit /Module	Credits
<b>Module 1: Teamwork Management - 21 Credits (US 14357, 8420, 10170, 9533, 7860)</b>		
14357	Demonstrate an understanding of a selected business environment	10
8420	Operate in a team	4
10170	Demonstrate understanding of employment relations in an organisation	3
9533	Use communication skills to handle and resolve conflict in the workplace	3
7860	Introduce new staff to the workplace	1
<b>Module 2: Managing Reception - 24 Credits (US 9960, 13930, 7177, 7796, 7706, 13935 (SO1), 7573)</b>		
9960	Communicate verbally and non-verbally in the workplace	8
13930	Monitor and control the receiving and satisfaction of visitors	4
7177	Attend to customer enquiries face-to-face and on the telephone in a banking environment	5
7796	Maintain a secure working environment	1
7706	Maintain a booking system	3
13935 (SO1)	Plan and conduct basic research in an office environment	
7573	Demonstrate ability to use the World Wide Web	3
<b>Module 3: Events Management - 20 Credits (US 7570, 13934, 13929, 9960)</b>		
7570	Produce word processing documents for business	5
13934	Plan and prepare meeting communications	4
13929	Co-ordinate meetings, minor events and travel arrangements	3
9960	Communicate verbally and non-verbally in the workplace	8
<b>Module 4: Working as a Team Member - 19 Credits (US 9013, 9010, 7456, 9012, 13935 (SO2&amp;3))</b>		
9013	Describe, apply, analyse and calculate shape and motion in 2- and 3- dimensional	5
9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	4
7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	5
9012	Investigate life and work related problems using data and probabilities	5
13935 (SO2&3)	Plan and conduct basic research in an office environment	
<b>Module 5: Office Management - 24 Credits (US 11241, 7567, 13931, 13933, 13937, 7785)</b>		
11241	Perform basic business calculations	6
7567	Produce and use spreadsheets for business	5
13931	Monitor and control the maintenance of office equipment	4
13933	Plan, monitor and control an information system in a business environment	3
13937	Monitor and control office supplies	2
7785	Function in a business environment	4
<b>Module 6: Business Communication - 15 Credits (US 8968, 8969, 8970, 13935 (SO 4 &amp; 5))</b>		
8968	Accommodate audience and context needs in oral communication	5
8969	Interpret and use information from texts	5
8970	Write texts for a range of communication contexts	5
13935 (SO4&5)	Plan and conduct basic research in an office environment	

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