

Business Practices:

FET Certificate: NQF Level 1

SAQA ID: 61755

Every organization needs an efficient team to provide the administrative support and back-up required to sustain a business. This learnership provides the necessary skills required for the efficient performance of administrative functions in any commercial or non-commercial environment.

This course is suitable for any person who is required to play a support role in the administration of day-to-day business activities. The programme covers a range of functions and aspects of a business, and as such is useful for anyone regardless of their current role / department.

CONTENT

Course content and outcomes include:

1. Computer Skills

- Operate a personal computer
- Create and edit in programmes such as Word, Excel and PowerPoint
- Email

2. Business Basics

- Understand basic issues relating to the nature of business, the stakeholders in a business and business profitability.
- Customer service.
- Time management (including planning) and self-management (including personal values and ethics and personal etiquette).

3. Numbers

- Personal finances
- Basic accounting principles.
- Process, analyse and communicate numeric data.

4. Communication

- Interpret and implement instructions
- Reading and writing in various contexts and for various purposes.