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30 July 2004

**SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)**

In accordance with regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Administration

Registered by NSB 03, Business, Commerce and Management Studies, publishes the following qualification and unit standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the qualification and unit standards. The qualification and unit standards can be accessed via the SAQA web-site at www.saga.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, Hatfield Forum West, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the unit standards should reach SAQA at the address ***below and no later than 30 August 2004***. All correspondence should be marked **Standards Setting – SGB for Administration** and addressed to

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DR LOFFIE NAUDE**ACTING DIRECTOR: STANDARDS SETTING AND DEVELOPMENT**



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:

Further Education and Training Certificate: Social Security Administration

SAQA QUAL ID	QUALIFICATION TITLE	
48960	Further Education and Training Certificate: Social Security Administration	
SGB NAME	SGB Administration	
ABET BAND	PROVIDER NAME	
Undefined		
QUALIFICATION CODE	QUAL TYPE	SUBFIELD
BUS-4-National Certificate	National Certificate	Office Administration
MINIMUM CREDITS	NQF LEVEL	QUALIFICATION CLASS
144	Level 4	Regular-Unit Stds Based
SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE

PURPOSE OF THE QUALIFICATION

This Qualification is for any individual who is or wishes to be involved in the Administration function within the Social Security sector.

The Core Component of the Qualification offers the learner knowledge and skills in Ethics within the Social Security context, the application of the legislative framework in the administration of Social Security, the application of Public Sector Policies and Procedures, the administration of beneficiary enquiries, the processing of beneficiary applications and the utilization of systems in administering Social Security. The Qualification through its Elective Component enables the learner to specialize in areas of Social Security such as Ethics, Supervision and Policy and Sector Awareness.

It is also the building block to advance the learner into the National Certificate in Business Administration Services: NQF Level 5, or the National Certificate in Public Administration: Level 5, and any future related Social Security Administration Qualifications at NQF Level 5 that may be generated at a future date.

Learners working towards this Qualification will find that the acquisition of competence in the Unit Standards, which make up the Qualification, will add value to their jobs. This Qualification is intended to enhance the provision of service within the field of Social Security Administration within the public sector. The Qualification ensures progression of learning, enabling the learner to meet standards of service excellence required within the Administration field of learning, through building day-to-day Administration skills as well as operational competencies required within the public sector. It will provide the broad knowledge, skills and values needed in the Social Security Administration field for the public sector and will facilitate access to, and mobility and progression within, education and training.

Qualifying learners could follow a career in:

- > Public Service Administration and Supervision
- > Technical assistance
- > Data capturing
- > Relationship management
- > Project coordination
- > Customer liaison within the public sector
- > Social Security Administration Supervision

Rationale:

The FETC in Social Security Administration: NQF Level 4 is designed to meet the needs of those learners both employed or unemployed, who are already involved or wish to become involved in the field of Administration within the Social Security Sector. Social Security Administration is an essential field of learning with the Social Security Sector. This means that there is an on-going need for skilled Administrative people to carry out these functions in the public sector. There is also a need to develop career paths in this

field so as to offer people involved in Social Security Administration the opportunity to continue with a programme of life-long learning, which will make them knowledgeable and skilled employees with enhanced employment opportunities.

The FETC in Social Security Administration: Level 4 is a specialised Qualification which offers Administrative knowledge and skills to learners who:

- > Have attained the National Certificate in Business Administration: Level 3 and wish to continue on a path of life-long learning within the Social Security Sector
- > Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training
- > Have worked in Administration, Public Administration or Social Security Administration for many years, but have no formal Qualifications in their area of expertise
- > Wish to extend their range of skills and knowledge of Administration so that they can become knowledge workers
- > Are contracted in a learnership agreement
- > Have recently taken up a position in Social Security Administration
- > Have not yet acquired the skills and competencies required for learning in Social Security Administration or Generic Administration at NQF level 5.

The skills, knowledge, values and attitudes reflected in the Qualification are building blocks that will be developed further in Level 5. The intention is:

- > To promote the development of knowledge and skills that are required for the efficient performance of Social Security Administrative functions in the Public Sector
- > To release the potential of people.

The FETC in Social Security Administration: Level 4 should produce knowledgeable, multi-skilled workers who are able to contribute to improved productivity and efficiency within the public sector. It should provide the means for current workers to receive recognition of prior learning, to upgrade their skills and achieve a nationally recognised qualification. It should also assist new entrants to the public sector.

It will ensure that the quality of education and training in Social Security Administration is enhanced and of a world-class standard.

The FETC in Social Security Administration at NQF Level 4 allows the learner to work towards a nationally recognised qualification. The qualification will allow both those in formal education and those already employed in organisations in the Administration field of learning in any business sector access to a Qualification that can be used as a benchmark to gauge their competence against local and international standards.

The FETC Certificate in Social Security Administration builds on the knowledge and skills already obtained in the Level 3 Certificate in Business Administration.

RECOGNIZE PREVIOUS LEARNING?

Y

LEARNING ASSUMED TO BE IN PLACE

Learners accessing this Qualification should be competent in:

- > Communication at NQF level 3
- > Mathematical Literacy at NQF level 3
- > Computer Literacy at NQF Level 3.

Recognition of Prior Learning

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible. Learner and Assessor will jointly decide on methods to determine prior learning and competence in the knowledge, skills, values and attitudes implicit in the Qualification and the associated Unit Standards. Recognition of Prior Learning will be done by means of an Integrated Assessment as mentioned.

This Recognition of Prior Learning may allow for:

- > Accelerated access to further learning at this or higher levels on the NQF

- > Gaining of credits towards Unit Standards in this Qualification
- > Obtaining this Qualification in whole or in part.

All recognition of Prior Learning is subject to quality assurance by the relevant ETQA or an ETQA that has a Memorandum of Understanding with the relevant ETQA.

QUALIFICATION RULES

The Certificate is made up of a planned combination of learning outcomes that have a defined purpose and will provide qualifying learners with applied competence and a basis for further training.

The qualification is made up of Unit Standards that are classified as Fundamental, Core and Elective. A minimum of 144 credits is required to complete the qualification.

In this qualification the credits are allocated as follows:

- > Fundamental: 60 credits
- > Core: 71 credits
- > Electives: 13 credits

TOTAL: 144 credits

Motivation for number of credits assigned to fundamental, core and elective

Fundamental Component

Unit Standards to the value of twenty credits in Communication in a First Language and twenty credits in Communication in a Second Language have been included. The inclusion of the Unit Standards in Communication in a Second Language is to enhance the ability of South Africans to communicate with each other in our multi-lingual country.

The Unit Standards for Communication in the Second South African Language are to be chosen from the following official languages: English, Sepedi, Sesotho, Setswana, siSwati, Tshivenda, Xitsonga, Afrikaans, isiNdebele, isiXhosa, isiZulu and sign language. The Second Language implies a language other than the language of instruction of, or the language taken as the First Language for this Qualification. The selection of the Second Official Language should be based on the language(s) of the people to whom the Learner is most likely to deliver a service.

Sixteen credits in Mathematical Literacy have also been included in the Fundamental Component.

These Fundamental Unit Standards will add value to learners both socially and economically in terms of their ability to operate as literate and numerate workers in a global economy. Their inclusion means that the Qualification conforms with the requirements for a FETC so granting the learning access to qualifications in the Higher Education band, subject to the entrance requirements applied by Providers to specific qualifications.

All the Unit Standards are compulsory.

Core Component

Seventy-one credits have been allocated to Unit Standards in the Core Component of this Qualification. This is to ensure that the Qualification has a strong Social Security Administration focus. The Unit Standards classified as Core describe Social Security Administration knowledge and skills that are generic to various public sector departments where Administrative functions of one kind or another are executed. They provide an opportunity to develop knowledge of Social Security Administration through research, formal learning and workplace practice and/or simulated situations. The Unit Standards encourage application of knowledge and skills in real situations. The Core Unit Standards provide the basic knowledge and skills that all workers need to know about Social Security Administration.

All Unit standards are compulsory.

Elective Component

There are Unit Standards totaling 39 credits in this Component. These Unit Standards are grouped into broad specialist Social Security Administrative focus areas to enable learners to gain specialist knowledge

and skills, which are particularly relevant, or of interest to the learner. Learners are required to select Electives that add up to at least 13 credits. While learners may choose any of the Electives to make up the 13 credits, it is preferable that the learner chooses the complete set of Standards listed in each sub-section even if this should mean that the minimum number of credits is exceeded. The learner may also select other Unit Standards at the level of the Qualification, not listed in this Qualification, but which would enhance the learner's work performance or employability, or which are of particular interest to the learner, with the approval of the relevant ETQA.

EXIT LEVEL OUTCOMES

On achieving this Qualification, the learner will:

1. Work knowledgeably in the social security context.
2. Handle applications and enquiries from Beneficiaries according to departmental policy.
3. Utilise Social Security Administration System to process, store, retrieve and distribute data.
4. Monitor and Supervise Social Security Administration.
5. Communicate effectively with internal and external clients in at least two languages.
6. Use mathematics correctly in work and personal situations.

In particular, assessors should check that the learner can demonstrate an ability to consider a range of options and make decisions about the knowledge and skills demonstrated above so that the best option is chosen.

ASSOCIATED ASSESSMENT CRITERIA

1.
 - > The necessary legislation, related policy and regulations are applied to own Social Security work context.
 - > Relevant associations and regulatory authorities affecting the Social Security work context are communicated with effectively about Social Security issues.
 - > Behaviour is consistent with the Code of Conduct applicable in the department.
 - > Batho Pele principles are applied in work context at all times.
2.
 - > The Social Security needs of beneficiaries are met effectively according to work performance standards and Departmental expectations.
 - > First-time and existing beneficiary enquiries are processed according to Departmental policy and procedures.
 - > Cards for beneficiaries to obtain payment are processed correctly.
 - > Complaints are effectively processed according to Departmental policy and procedure.
 - > Cultural differences are taken into account when dealing with Beneficiaries.
 - > Problems in the processing of beneficiary payments are referred to the appropriate authority according to Departmental policy.
3.
 - > Information is captured on the system for record keeping purposes using Departmental systems and procedures.
 - > Errors in the maintenance of beneficiary records are eliminated according to Departmental procedures.
4.
 - > The operation of Social Security Administration is streamlined to eliminate delays in payment.
 - > Monthly statistics are compiled timeously.
 - > Applications are processed according to Departmental procedures and policy.
 - > Applications are referred to appropriate sections for further handling.
5.
 - > Internal and external clients are communicated with orally using sound listening techniques and using appropriate language, tone, volume and register.
 - > Written communication in the form of letters, reports, memorandums etc. are compiled using formal language that is appropriate for the audience and purpose.
 - > Written texts are correctly interpreted and their relevance for the learner understood and applied correctly where necessary.
6.
 - > Mathematical calculations are correctly done using the appropriate formulae.
 - > Computations are correctly done in personal life mentally or by using a calculator.

Integrated Assessment

Because assessment practices must be open, transparent, fair, valid, and reliable and ensure that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated into the Qualification.

Learning, teaching and assessment are inextricably lined. Whenever possible, the assessment of knowledge, skills, attitudes and values shown in the unit standards should be integrated.

Assessment of the communication, language, literacy and numeracy should be conducted in conjunction with other aspects and should use authentic Social Security Administration contexts wherever possible.

A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working. Where it is not possible to assess the learner in the workplace or on-the-job, simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term 'Integrated Assessment' implies that theoretical and practical components should be assessed together. During integrated assessments the assessor should make use of formative and summative assessment methods and assess combinations of practical, applied, foundational and reflective competencies.

Assessors and moderators should make use of a range of formative and summative assessment methods. Assessors should assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience.

Assessment should ensure that all specific outcomes, embedded knowledge and critical cross-field outcomes are evaluated. The assessment of the critical cross-field outcomes should be integrated with the assessment of specific outcomes and embedded knowledge.

INTERNATIONAL COMPARABILITY

Benchmarking was done by comparison to Unit Standards/Outcomes of learning against the Standards for Social Security Administration in:

- > Australia
- > New Zealand
- > Ireland
- > United Kingdom
- > Scotland
- > Belgium
- > Wales

A search of the qualifications and standards available from the above bodies revealed whilst there were many standards relating to Social Welfare and the activities related thereto, there was nothing that was specifically for the Administration of Social Security or even Welfare. The closest qualification, in comparing our Social Welfare processes, is found in New Zealand, but even here, only Social Welfare specific standards are listed.

There are standards on policy frameworks and the application thereof, but even here, they are prescriptive to the New Zealand scenario. This does, however, reiterate our need to be more prescriptive in our standards on policy framework and public sector legislation and its application to specific public sector tasks.

The abovementioned websites were explored to ascertain what standards have been developed in the Public Sector, Administration, Public Sector Administration and Social Security/Welfare. Obviously we could draw some parallels with Generic Administration unit standards, but we have already drawn parallels with international Generic Administration unit standards in formulating our South African Generic Administration Qualifications, and these were reviewed throughout the process of putting together the Social Security Administration Qualification.

ARTICULATION OPTIONS

This Qualification articulates horizontally with the following Qualifications:

- > The National Certificate in Administration: Level 4

Vertical articulation is possible with the following Qualifications:

- > National Diploma in Payroll Administration: Level 5
- > National Diploma in Administration: Level 5
- > National Certificate in Public Administration: Level 5

MODERATION OPTIONS

- > Anyone assessing a learner or moderating the assessment of a learner against this Qualification must be registered as an assessor with the relevant Education, Training, Quality, Assurance (ETQA) Body, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.
- > Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider with the relevant Education, Training, Quality, Assurance (ETQA) Body, or with an ETQA that has a Memorandum of Understanding with the Services ETQA.
- > Assessment and moderation of assessment will be overseen by the relevant Education, Training, Quality, Assurance (ETQA) Body, or by an ETQA that has a Memorandum of Understanding with the Services ETQA, according to the ETQA's policies and guidelines for assessment and moderation.
- > Moderation must include both internal and external moderation of assessments at exit points of the Qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual Unit Standards as well as the integrated competence described in the Qualification.

Anyone wishing to be assessed against this Qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

For an applicant to register as an assessor, the applicant needs:

- > A minimum of 2 (two) years' practical, relevant occupational experience in Administration
- > To be declared competent in all the outcomes of the National Assessor Unit Standards as stipulated by South African Qualifications Authority (SAQA)
- > To be in possession of a Qualification in Administration, Public Administration or Management at NQF Level 5 or higher.

NOTES

N/A

UNIT STANDARDS

(Note: A blank space after this line means that the qualification is not based on Unit Standards.)

	UNIT STANDARD ID AND TITLE	LEVEL	CREDITS	STATUS
Core	113955 Apply the Batho Pele principles to own work role and context	Level 3	4	Registered
Core	113956 Demonstrate knowledge of and apply the Public Sector Code of Conduct in own work roles and context	Level 3	4	Registered
Core	113967 Apply public sector policies and procedures to achieve administration objectives	Level 3	12	Registered
Core	7791 Display cultural awareness in dealing with customers and colleagues	Level 4	4	Reregistered
Core	13940 Demonstrate knowledge and application of ethical conduct in a business environment	Level 4	4	Registered
Core	110021 Achieve personal effectiveness in business environment	Level 4	6	Registered
Core	113960 Demonstrate and apply knowledge of the ethical standards in the Public Sector	Level 4	4	Registered
Core	116247 Demonstrate an understanding of a social security work context	Level 4	8	Draft - Prep for P Comment
Core	116248 Utilise social security administration system to process, store, retrieve and distribute data	Level 4	5	Draft - Prep for P Comment
Core	116250 Gather and verify application information	Level 4	8	Draft - Prep for P Comment
Core	116251 Administer beneficiary enquiries	Level 4	8	Draft - Prep for P Comment
Core	116252 Monitor social security administration and provide support services in the administration of beneficiary payments	Level 4	4	Draft - Prep for P Comment

Elective	14665 Interpret current affairs related to a specific business sector	Level 3	10	Registered
Elective	10026 Identify expertise and resources	Level 4	3	Registered
Elective	109999 Manage service providers in a selected organisation	Level 4	5	Registered
Elective	110009 Manage administration records	Level 4	4	Registered
Elective	110026 Describe and assist in the control of fraud in an office environment	Level 4	4	Registered
Elective	14525 Present an informed argument on a current issue in a business sector	Level 5	5	Registered
Elective	15234 Apply efficient time management to the work of a department/division/section	Level 5	4	Registered
Elective	116249 Supervise social security administration	Level 5	8	Draft - Prep for P Comment
Fundamental	8968 Accommodate audience and context needs in oral communication	Level 3	5	Registered
Fundamental	8969 Interpret and use information from texts	Level 3	5	Registered
Fundamental	8970 Write texts for a range of communicative contexts	Level 3	5	Registered
Fundamental	8972 Interpret a variety of literary texts	Level 3	5	Registered
Fundamental	7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	2	Registered
Fundamental	7470 Work with a wide range of patterns and inverses of functions and solve related problems	Level 4	6	Registered
Fundamental	7485 Demonstrate understanding of real and complex number systems	Level 4	3	Registered
Fundamental	8974 Engage in sustained oral communication and evaluate spoken texts	Level 4	5	Registered
Fundamental	8975 Read analyse and respond to a variety of texts	Level 4	5	Registered
Fundamental	8976 Write for a wide range of contexts	Level 4	5	Registered
Fundamental	9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	5	Registered
Fundamental	12153 Use the writing process to compose texts required in the business environment	Level 4	5	Registered
Fundamental	12417 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	Level 4	4	Reregistered



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UNIT STANDARD:

1

Administer beneficiary enquiries

SAQA US ID	UNIT STANDARD TITLE		
116251	Administer beneficiary enquiries		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Administration		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Office Administration	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-OFA-0-SGB ADMIN	Regular	Level 4	8

Specific Outcomes:

SPECIFIC OUTCOME 1

Streamline beneficiary enquiries according to the nature of needs identified.

SPECIFIC OUTCOME 2

Process existing beneficiary enquiries.

SPECIFIC OUTCOME 3

Pre-screen new enquiries.

SPECIFIC OUTCOME 4

Monitor and track beneficiary responses and complaints.



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UNIT STANDARD:

2

Demonstrate an understanding of a social security work context

SAQA US ID	UNIT STANDARD TITLE		
116247	Demonstrate an understanding of a social security work context		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Administration		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Office Administration	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-OFA-0-SGB ADMIN	Regular	Level 4	8

Specific Outcomes:

SPECIFIC OUTCOME 1

Explain the structure and roles of the different types of organisations and/or roleplayers within th

SPECIFIC OUTCOME 2

Identify and describe the role of associations or regulatory authorities in or affecting a the Socia

SPECIFIC OUTCOME 3

Explain how own Social Security Sector is regulated.

SPECIFIC OUTCOME 4

Identify and describe the functions of related policy, regulations and legislation that impact on th



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UNIT STANDARD:

3

Gather and verify application information

SAQA US ID	UNIT STANDARD TITLE		
116250	Gather and verify application information		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Administration		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Office Administration	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-OFA-0-SGB ADMIN	Regular	Level 4	8

Specific Outcomes:**SPECIFIC OUTCOME 1**

Gather information from beneficiaries.

SPECIFIC OUTCOME 2

Record and verify application information.

SPECIFIC OUTCOME 3

Refer application forms to appropriate section.



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UNIT STANDARD:

4

Monitor social security administration and provide support services in the administration of beneficiary payments

SAQA US ID	UNIT STANDARD TITLE		
116252	Monitor social security administration and provide support services in the administration of beneficiary payments		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Administration	Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Office Administration	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-OFA-0-SGB ADMIN	Regular	Level 4	4

Specific Outcomes:**SPECIFIC OUTCOME 1**

Monitor role of related Payout Contractors.

SPECIFIC OUTCOME 2

Refer beneficiary to Paypoints.

SPECIFIC OUTCOME 3

Withdraw card for beneficiaries.

SPECIFIC OUTCOME 4

Identify and resolve discrepancies relating to payment.

SPECIFIC OUTCOME 5

Report on discrepancies to relevant Government Officials.



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UNIT STANDARD:

5

Utilise social security administration system to process, store, retrieve and distribute data

SAQA US ID	UNIT STANDARD TITLE		
116248	Utilise social security administration system to process, store, retrieve and distribute data		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Administration		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Office Administration	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-OFA-0-SGB ADMIN	Regular	Level 4	5

Specific Outcomes:**SPECIFIC OUTCOME 1**

Capture information from application forms onto the social security administration system.

SPECIFIC OUTCOME 2

Generate and print relevant documents on social security administration system.

SPECIFIC OUTCOME 3

Obtain information from the social security administration system to assist in the processing of enq

SPECIFIC OUTCOME 4

Alleviate errors in the application process via the social security administration system.

SPECIFIC OUTCOME 5

Contribute to the quality management of the social security administration system.



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UNIT STANDARD:

6

Supervise social security administration

SAQA US ID	UNIT STANDARD TITLE		
116249	Supervise social security administration		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Administration		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Business, Commerce and Management Studies		Office Administration	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
BUS-OFA-0-SGB ADMIN	Regular	Level 5	8

Specific Outcomes:**SPECIFIC OUTCOME 1**

Monitoring and report on performance related matters.

SPECIFIC OUTCOME 2

Compile monthly statistics.

SPECIFIC OUTCOME 3

Apply for extra funding.

SPECIFIC OUTCOME 4

Make recommendations for streamlining administrative processes.