



General Education and Training Certificate: Business Practice (61755)

Program Description

This qualification is suitable for newly appointed staff who are required to improve their professional delivery within a business environment, as well as start-up small businesses who want to learn how a business operates, and aims to develop the cognitive abilities of learners by improving their problem solving and decision making skills. This is critical to support the economic growth required to enable our country to support and develop all our people.

Entry Requirements

Communication at Grade 9

Mathematical Literacy at Grade 9

Outcomes

The learner successfully completing this qualification will have gained the knowledge and ability to:

- ① Use fundamental skills in a business environment.
- ② Make appropriate use of information and Communications Technology in an office setting.
- ③ Incorporate a range of life skills in an employment or self-employment situation.
- ④ Develop some entrepreneurial and business knowledge coupled with correct business attitudes.

Target Market

The qualification is aimed particularly at entry level staff, as well as those who run their own business or are part owners in a business. It provides grounding in the key business essentials, while offering a range of elective choices which assist in preparing learners for the world of work.

Total duration of course

23 days (completed over 12 months)

Number of credits

121 credits



Modules

Phase one – Professional Behaviour

1. Personal Development (1 day)

9 credits, unit standard 119631, 12537

Continuous improvement is a cornerstone of an effective worker. Being able to identify those areas for improvement is a necessary skill an employee should have. This module allows learners to use learning strategies to improve their performance at work. The ability to use language for problem-solving, decision-making and creative, critical and evaluative thinking will be developed. It also develops an awareness for behaving in an ethical and proficient manner.

2. Professional Life Skills (3 days)

15 credits, unit standards 15091, 256154, 243193

There are key basic life skills that any employee entering the workplace needs to have. Fundamental to these are being able to follow instructions properly and managing your time effectively, all this while dressing in a manner that portrays professionalism and the culture of the organisation. This module seeks to instil these skills in learners.

3. Caring for the Customer (1 day)

6 credits, unit standards 110082

Effective customer service is essential for any business to operate efficiently. Learners in this module will be able to understand the relationship between the business and its customers to ensure customer satisfaction. This includes handling problems effectively.

4. Business Communication (3 days)

18 credits, unit standards 119635, 119640, 119636

This module increases learners' ability to communicate confidently with others in various situations through developing an understanding of how listening and speaking works. It also improves the learners' reading and writing ability for the workplace in order to communicate effectively, and show some control of grammar and style as well as cultural sensitivity.

5. The Entrepreneur (2 days)

16 credits, unit standards 14444, 10006, 10007, 13994

Understanding what is important to making a business successful is key for employees who treat your business as their own. This module addresses the entrepreneurial characteristics and business ethics important for this success. It further covers plans after identifying types of business and procedures to start a business.



Phase Two: Financial and Numeracy Basics

6. Basic Accounting Principles (3 days)

8 credits, unit standards 13999, 110083

Basic accounting skills are a useful skill for a general administrator. This module introduces the learner to these basic skills of accounting using calculations to solve problems efficiently and accurately while enabling them to process, check and display numerical data, such as in a simple graph.

7. Personal Finances (1 day)

8 credits, unit standards 243189

This module gives learners insight into their personal finances in order to better take control of their own finances, including planning and preparing a personal budget and operating a personal bank account effectively.

8. Business Numeracy (3 day)

15 credits, unit standards 119373, 119368, 119362

Numerical skills are a general skill used in all everyday tasks and applying them in the workplace will always be a benefit to any employee. This module demonstrates how to interpret the environment geometrically such as drawing and interpreting maps to viewing objects in real life situations and solving measurement problems with perimeter, areas, and volume. Furthermore, learners will be able to recognise, create and describe various patterns and functional relationships in various mathematical situations and structures.

Phase Three: Computer Proficiencies

9. Basic Computer Skills (4 days)

14 credits, unit standards 9357, 117867, 116932, 117902

This introductory computer module allows learners to have entry level proficiencies in order to conduct basic skills on a computer. These include how to start up and shut down a personal computer, using the keyboard, help facility and mouse, as well as storage and protection of files.

10. Intermediate Computer Skills (2 days)

10 credits, unit standards 116938, 116935, 116931, 116945

Learners who complete this module will be able to understand how to use a word processor – create, open and save documents as well as format and edit a document. They will also be able to explain the legal, ethical and organisational issues in relation to use of email as well as how to use an email application. Another skill covered in this module is using the internet effectively.