

ICB

ACCREDITED BUSINESS
QUALIFICATIONS

BUSINESS AND OFFICE ADMINISTRATION 3 (BOA3)

CURRICULUM STATEMENT

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Office supplies

- Monitor office supplies levels by:
  - Identifying and recording office supply levels
  - Ascertaining and comparing office supply levels to required levels
  - Checking records for compliance with organisational requirements
  - Taking remedial action to rectify office supply levels
- Maintain office supplies processed and procedures by:
  - Monitoring and evaluating office supply processes and procedures
  - Identifying and highlighting out-of-line situations
  - Taking remedial action to bring office supply processes and procedures back in line
  - Identifying areas for improvement
- Monitor and control the distribution of office supplies by:
  - Identifying, setting and communicating distribution procedures
  - Receiving and recording office supply requests
  - Distributing office supplies within agreed timeframes
  - Identifying and highlighting areas of non-conformance
  - Taking remedial action to rectify office supply distribution processes and procedures

Handling petty cash and the principles of insurance

- Explain the purpose of and need for a proper petty cash system;
- disburse money for petty cash transactions;
- record petty cash transactions;
- restore the imprest amount;
- explain and implement petty cash control procedures; and
- understand the basic principles of insurance.

Internal control concepts

- Outline, demonstrate and discuss the basic premises of internal control.

The key principles of customer service

- Understand the concepts of customer service in an historical context;
- define customer service;
- recognise the differences between poor, mediocre and excellent service;
- describe examples of poor service;
- recognise and explain the possible consequences of offering poor service;
- identify and describe different types of customers;
- explain the importance of customers to a business;
- explain the value of customers to the economy as a whole;
- differentiate between internal customers and external customers;
- recognise that customers have their own unique characteristics and needs;
- discuss the different products and services organisations can offer; and
- understand the types of organisations that exist and their different structures and processes.

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Factors affecting customer service

- Recognise the wide range of factors that influence the quality of customer service offered by organisations;
- identify the need for organisations to take these factors into consideration when planning their products, services and customer service;
- understand how customer service can provide a competitive advantage for organisations;
- explain the role that external customers, competitors, government legislation, regulations and codes of practice play in offering quality service;
- understand how organisations plan their customer service approach through the development of internal policies and procedures;
- explain how organisations monitor and evaluate the quality of their customer service;
- demonstrate that you understand the need for organisations to monitor and evaluate customer service; and
- recommend how individuals and organisations can improve the quality of customer service they offer.

Human resource development and the Basic Conditions of Employment Act

- Understand the importance of human resource development within an organisation;
- demonstrate an understanding of a skills audit;
- demonstrate an understanding of the Basic Conditions of Employment Act;
- explain who is protected and covered by the Basic Conditions of Employment Act;
- discuss the regulation of working time;
- differentiate between the different types of leave; and
- explain the process that should be followed on termination of employment.

Business organisations

- Identify and describe the types of organisations that exist in South Africa.

Preparing yourself for the workplace

- Prepare yourself for the world of work;
- fill out a job application;
- prepare a CV; and
- prepare for an interview.