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**Economics and Management Sciences: EMSC4  
LESSON 15**

**Unit Standard: 14001**

**Topic: Identify and explain and demonstrate an understanding of administrative systems**

**At the end of the lesson, learners should be able to:**

- **Identify and explain the administrative capabilities.**
- **Describe banking skills and techniques applicable to individuals**
- **Demonstrate skills and techniques in information gathering and distribution.**

**1. ADMINISTRATIVE CAPABILITIES ARE IDENTIFIED AND EXPLAINED**

Administration - information things like letters, pay slips, order forms, receipts, and bank statements are kept in sequence in places where it can be found easily.

- Information needs to be stored in a safe where no fire can destroy it.
- Source documents should be filled in numerical order.
- Hard copies should be printed in files
- Soft copies should be electronically filled on the computer.

**METHODS OF FILLING ARE**

- **Alphabetical order** - information (data) is filled according to the alphabetical order used in South Africa e.g. A-Z
- **Numerical order** - information is stored according to the numbering system e.g. 0-9
- **Chronological order** - information is stored according dates received or issued



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## 2. BANKING TECHNIQUES AND TECHNIQUES AND SKILLS NEEDED TO

**Opening a bank account** – the following proof is needed; identity document and a proof of residence – Electricity account or letter from traditional leader/ward councillor. A minimum amount of money to deposit to open the account.

**ATM** (Automatic Teller Machine) is banking services that we can use to withdraw money, pay accounts, transfer money, buy airtime, buy electricity etc.

**Bank card**-is a card issued to the account holder by the bank and it needs a PIN to operate. PIN (personal information number) must be kept safe and not given to any other person. Basic instructions vary from one bank machine to another.

**Making a transaction using the ATM** -Insert card; type in your PIN, select account, select amount, take money, take card, take slip.

**Safety measures**- Do not allow strangers to help you, cards stuck in ATM report immediately using a toll free number given on the machine etc.

**Depositing**-Cash can be deposited at the ATM or inside a bank – even other retail stores.

**Internet banking**-electronical banking service that can be accessed from cell-phones, laptops etc.



### 3. SKILLS AND TECHNIQUES IN INFORMATION GATHERING AND

**Research Skills** - is the ability to collect information from various sources e.g. Questionnaires, interview, door to door etc.

**Research Techniques** - are the tools used to gather/collect information e.g. Questionnaires, interviews, door to door etc.

### 4. INFORMATION SYSTEM, ACCOUNTABILITY, PROPOSALS, REPORTS

- Information system - refers to computers, printers, telephones, internet, cell phones, libraries etc
- Accountability - refers to being responsible for your actions.
- Proposals - refers to the communication of new ideas to seniors and management.
- Reports - refers to communication from low management to top management. Reports should serve as a record of what was done and achieved. Concerns and problems are also mentioned in the reports.



## Activity 15

Read the case study below and answer the questions that follows.

MR Daniel Matsau is an employee of PRASA and during the early stages of the start of national lockdown due to covid-19 outbreak in South Africa he realised that his favourite monthly visits to his favourite mall (The Mall of Africa) are suspended and he wondered how on earth is he going to pay his Edgars clothing account. He phoned his eldest son (Kamazu) and he was advised by his son to use the local ATM since movement was restricted. Indeed at the end of March he went to an ATM about 2 kilometres from his house and paid and kept the receipt. He did the same thing at the end of April and kept the receipt.

1.1 What does the acronyms PRASA and PIN stands for? (2)

1.2 Other than paying using an ATM, what other banking services can be used to pay anyone? (2)

1.3 Name two methods that MR Daniel Matsau can use to store his receipts safely (2)

1.4 Can MR Daniel Matsau give his pin number to Kamazu? Answer Yes or No and motivate your answer (3)

**Total (9)**