

Higher Nitec in Business Administration

HF3BA

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3 month IA Duration

BS43009FPE

1. Demonstrate effective workplace communication
2. Respond to customer/stakeholder request and enquiry
3. Produce business document using software
4. Handle payment and collection
5. Provide information on products and services
6. Manage service breakdown and recovery
7. Analyse data from documents and provide recommendation/s
8. Ensure accuracy of recorded transactions derived from source documents

HF3BAFSV, HF2BAFSV, HFXBAFSV

Higher Nitec in Business Administration

Specialisation / Option: Financial Services (Bank)

6 month IA Duration

FS53005FPE-1|FS53006FPE-1

1. Apply communication skills to perform workplace tasks
2. Comply with PDPA in performing workplace tasks
3. Manage customer needs and expectation
4. Deliver quality service to customers to achieve total customer satisfaction
5. Handle customer enquiry and request
6. Handle service breakdown and recovery

7. Respond to customer's enquiry on banking product and service
8. Tend to customer in registering for e-payment system and demonstrate its usage
9. Handle customer in signing up for digital banking service and demonstrate first time login
10. Check documents such as FATCA / CRS / KYC
11. Verify transaction document

HF3BAFSV, HF2BAFSV, HFXBAFSV

Higher Nitec in Business Administration

Specialisation / Option: Financial Services (Insurance Company)

6 month IA Duration

FS53005FPE-2|FS53006FPE-2

1. Apply communication skills to perform workplace tasks
2. Comply with PDPA in performing workplace tasks
3. Manage *customer needs and expectation
4. Deliver quality service to *customers to achieve total customer satisfaction
5. Handle customer enquiry and request
6. Handle service breakdown and recovery
7. Perform Competitor Analysis in the insurance industry, including product comparison
8. Handle policy insurance and maintain records
9. Process applications
10. Provide case management support to underwriter
11. After-sales policy support services

HF3BAHRS, HF2BAHRS, HFXBAHRS

Higher Nitec in Business Administration

Specialisation / Option: Human Resource

6 month IA Duration

HR53005FPE|HR53006FPE

1. Apply communication skills to perform workplace task
2. Produce business documents using software
3. Manage customer needs and expectation
4. Provide administrative and logistical support for organisation/HR activity
5. Maintain HR database records including but not limited to work pass documentation, compensation and benefits
6. Handle and escalate HR/administration/organisation related request or query
7. Collate and compile nomination/survey/feedback result
8. Source recruitment platform, prepare job profiling or coordinate recruitment advertisement placement
9. Coordinate, schedule and prepare interview sessions
10. Coordinate HR related activity between vendor/service provider
11. Source for vendor on organisation's HR or training-related activities