



Salesforce Administrator Overview

6 months (20–30 hrs / week)

What is Salesforce Administrator?

- Offers individuals the opportunity to acquire essential skills and knowledge in using Salesforce, a leading customer relationship management (CRM) tool.
- You will get prepared for careers in Salesforce Systems Administrator, Customer Relationship Manager, Business Analyst, and General Manager.

Why Salesforce Administrator?

Salesforce Administration is crucial in today's industry because it is one of the world's most in-demand CRM tools, enabling businesses to effectively manage customer relationships, streamline operations, and leverage data-driven insights, ultimately driving revenue growth and customer satisfaction.

Programme Objectives

- Ensure you're well-prepared with sought-after professional skills for the present-day digital workforce in the prestigious 3-month ALX Foundations course.
- Enable learners to attain a Salesforce Associate and Administrator Certifications, enhancing their credentials.
- Offer access to The ROOM Fellowship, a talent community with exclusive events, perks, rewards, and lifelong learning opportunities.

What makes this programme unique?

Global Relevance

Learners are taught to use a globally recognised and highly sought-after CRM tool, ensuring relevance and opportunities worldwide.

Certification Opportunity

This programme was developed in partnership with Salesforce and offers a chance for learners to earn a Salesforce Associate and Salesforce Administrator Certifications to boost their credentials and employability.

Staying Relevant

Pursuing a Salesforce qualification ensures that individuals stay up-to-date with the latest CRM technology and industry trends.

Weekly Foundations Schedule

08 Weeks (20–30hrs / week)

What is ALX Foundations?

- A career-readiness training module to kick-start your ALX learning journey before moving on to your chosen specialisation.
- Learn exceptional communication, teamwork, and leadership skills that make ALX graduates top picks in the job market.
- Be ready for a real-world career with soft skills that keep you ahead in the rapidly changing tech industry.

8 Key Meta Skills

1. **Leading Self**
2. **Leading Others**
3. **Communicating for Impact**
4. **Quantitative Reasoning**
5. **Entrepreneurial Thinking**
6. **Critical Thinking**
7. **Managing Complex Tasks**
8. **Tech Skills**

Weekly Content

Week 01

- Getting Started
- Daily 3
- Onboarding & Programme Overview
- The ROOM Fellowship
- Values & Community
- GCGOs for Africa

Week 02

- Daily 3
- Karibu Lessons
- Values & Empathy
- Exploring African GCGOs
- Self Awareness & Emotional Intelligence
- Growth Mindset & Grit
- Self Regulation & Improvement
- Time Management

Week 03

- Daily 3
- Habit Formation
- Goal Setting
- Defining Problems & User Stories
- Problem Solving
- Asking the Right Questions
- Research Methodology & Ethics

Week 04

- Daily 3
- Goal Setting
- Communication for Impact
- Creating Presentations & Technical Writing
- Communication in Tech Teams
- Design Thinking
- Work Planning

Week 05

- Daily 3
- Problem Definition
- Teamwork Best Practices
- Agile Technology Teams: Roles & Processes
- Research & Data Gathering
- Data Cleaning & Preparation
- Data Visualization
- Identifying Opportunities
- Generating Solutions
- Understanding the Market

Week 06

- Daily 3
- Understanding the User
- User Interviews
- Wireframes & Prototype
- Human Centered Design

Week 06 (Cont)

- Teamwork & Team Communication
- Conflict Management & Negotiation

Week 07

- Daily 3
- Improving on Your Solution
- Product Requirements
- Design Handover Process
- Pitch Preparation
- Powerful Presentations
- Identifying Opportunities
- Personal Brand & Bio
- Career Skills

Week 08

- Daily 3 Reflection & Commitment
- Elevator Pitch
- Exploring Tech Tracks
- Resume Writing
- LinkedIn Profiles
- Cover Letters
- Interview Skills

Weekly Specialisation Schedule

- **Mondays & Tuesdays:** Instructor-led lecture sessions
- **Tuesdays:** Office Hours
- **Wednesday - Friday:** Playback Sessions. Led by Technical mentors. Learners are divided in groups and each group has a weekly scheduled date and time for their session.
- **Monday - Friday:** Self-paced learning on Trailhead

Weekly Content

Week 01 - Introduction to Salesforce

Week 02 - Navigation and objects

Week 03 - Data Model

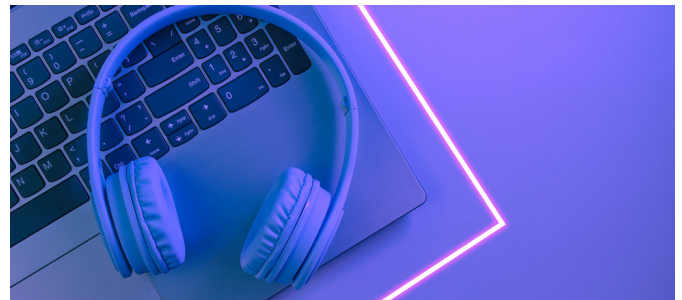
Week 04 - Analytics Foundation & Associate Exam Preparation

Week 05 - Catchup Week & Associate Exam

Week 06 - Recess Week

Week 07 - Company Settings & Permissions

Week 08 - Security Model



Week 09 - Customising Salesforce

Week 10 - Catchup Week

Week 11 - Managing Sandboxes and Data

Week 12 - Automating Salesforce

Week 13 - Creating Flows

Week 14 - Reporting & Additional Applications

Week 15 - Exam Preparation & Finale



YOUR LEARNING JOURNEY



Kickstart your career in Tech

85% of learners find a job after 6 months with a certificate of completion.

LAUNCH



By learning from industry experts

Our instructors are fully-vetted with industry experience.

1

And developing your professional foundations

Get a professional portfolio and skills for better employability.

Gaining work ready skills

Learn up-to-date tech innovations with real-world projects.

2

3

4



In a state-of-the-art learning environment

Network, collaborate and co-work with peers online or offline.



With support from your peers.

Our alumni get access to our Fellowship community and events.

5

GET STARTED

apply now



6



www.alxafrica.com



2024 Calendar

Programme - Cohort #	Application Deadline	Onboarding Starts	Programme Starts
Data Science - C2	27 Feb	11 Mar	18 Mar
Data Analytics - C3	27 Feb	11 Mar	18 Mar
Cloud Computing - C3	27 Feb	11 Mar	18 Mar
Salesforce Administrator - C3	27 Feb	11 Mar	18 Mar
Back-end Web- C1	27 Feb	11 Mar	18 Mar
Front-end Web - C1	27 Feb	11 Mar	18 Mar
Data Analytics - C4	21 May	3 Jun	10 Jun
Cloud Computing - C4	21 May	3 Jun	10 Jun
Salesforce Administrator - C4	21 May	3 Jun	10 Jun
Back-end Web- C2	21 May	3 Jun	10 Jun
Front-end Web - C2	21 May	3 Jun	10 Jun





Frequently Asked Questions

What is the criteria for being accepted?

Accepted applicants are evaluated based on their entire application, including assessment scores and essay responses. While the outcome may not always meet expectations, we encourage self-reflection, identifying areas for improvement, and ongoing skill development. For future programme applications, please revisit our website during the next cycle.

I applied and received confirmation, but I haven't received an acceptance letter.

The confirmed button in your email indicates your acceptance.

Are there any fees apart from the administration fee?

The tuition fee for our programmes starts at \$7500. For sponsored applicants, this fee is waived, and only the administration fee is required.

I want a waiver or scholarship, and I am unable to pay the administration fee.

Regrettably, we cannot accommodate this request presently. The administration fee supports programme access, study materials, community engagement, networking, and certification. Paying it demonstrates commitment and ensures access to all resources and support for success.

How do I make payment?

All payments can be made via the admissions portal.

I accidentally dropped a programme, and now I can't continue the application.

Unfortunately, dropped applications cannot be continued. You will need to apply to another programme or use a different email address.

