Salesforce Administrator
Overview
6 months (20-30 hrs / week)

What is Salesforce Administrator?

The programme offers essential skills and knowledge in utilising Salesforce, a leading customer relationship management (CRM) tool. It prepares individuals for careers as Salesforce Systems Administrators, Customer Relationship Managers, Business Analysts, and General Managers.

Why Salesforce Administator?

In today's industry, Salesforce Administration is pivotal due to its status as one of the most in-demand CRM tools globally. It empowers businesses to efficiently manage customer relationships, streamline operations, and harness data-driven insights, leading to revenue growth and enhanced customer satisfaction.

Programme Objectives

- Offer specialised training in Salesforce, enabling learners to master the intricacies of the platform and excel in roles such as Salesforce Associate and Administrator.
- Prepare individuals to meet industry standards and requirements by providing pathways to attain Salesforce certifications.
- Enhance learners' professional profiles and increase their chances of career advancement by obtaining recognised Salesforce certifications.
- Through their newly acquired skills and certifications, empower learners to secure employment opportunities in various sectors that demand Salesforce expertise.

Why Choose Us?

ALX Foundations
Before starting the Salesforce Administrator programme, learners complete our 8-week foundational training, acquiring vital skills like self-awareness, teamwork, communication, and critical thinking, essential for success in tech.

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

Certification Opportunity
In partnership with Salesforce, this program offers learners the chance to earn Salesforce Associate and Administrator Certifications, boosting their credentials and employability.

ALX Fellowship
Offer access to ALX Fellowship, a talent community with exclusive events, perks, rewards, and lifelong learning opportunities.

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

Salesforce Associate

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

Salesforce Administrator

Week 07: Company Settings & Permissions

Week 08: Security Model

Week 09: Customising Salesforce
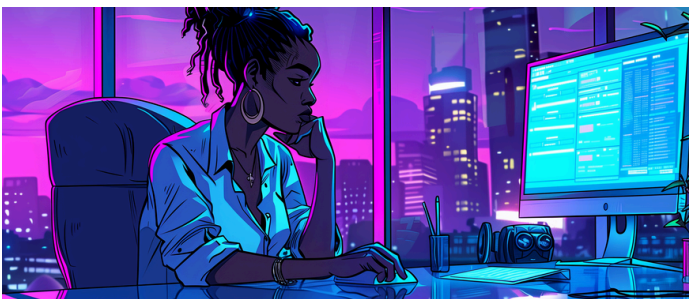
Week 10: Catchup Week

Week 11: Managing Sandboxes and Data

Week 12: Automating Salesforce

Week 13: Creating Flows

Week 14: Reporting & Additional Applications

Week 15- 17: Exam Preparation & Finale

alx

YOUR LEARNING JOURNEY

alx

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

Gaining work ready skills

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

2

And developing your professional foundations

Get a professional portfolio and skills for better employabiity.

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

2024 Calendar

Programme - Cohort #	Application Deadline	Onboarding Starts	Programme Starts
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	28 May	10 Jun	17 Jun
Cloud Computing - C4	28 May	10 Jun	17 Jun
Salesforce Administrator - C4	28 May	10 Jun	17 Jun
Back-end Web- C2	28 May	10 Jun	17 Jun
Front-end Web - C2	28 May	10 Jun	17 Jun
Data Analytics - C5	20 Aug	2 Sep	9 Sep
Cloud Computing - C5	20 Aug	2 Sep	9 Sep
Salesforce Administrator - C5	20 Aug	2 Sep	9 Sep
Back-end Web- C3	20 Aug	2 Sep	9 Sep
Front-end Web - C3	20 Aug	2 Sep	9 Sep

alx

www.alxafrica.com

DISCLAIMER: Please be aware that the dates provided are subject to change and are intended as a reference for your planning purposes, please refer to the website for date confirmation.

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.

alx