

Programme Title	National Certificate: Business Administration Services
SAQA ID	67465
NQF Level	3
Credits	120
Duration	10 Months
Admission Requirements	English Proficiency
Programme type	Available in Full time and Part time classes
Learnership Code	01Q00009 00 120 3

Description:

This qualification is for any individual who is, or wishes to be, involved in the Administration function in any organization or business in any sector, or field as well as in non-commercial organisations such as clubs and charitable organisations.

The core component contains competencies in Information Handling, Communications, Enterprise/customer service, Technology, Organisation skills, Self-development, Teamwork and Business policies and procedures. The elective component allows the learner to gain specialist knowledge, skills and insight in the areas of Reception, Executive Administration, Financial Services and Banking, Legal administration and Human Resources.

Qualifying learners could follow a career in:

- | | |
|--|---|
| <input type="checkbox"/> Secretarial services | <input type="checkbox"/> Systems administration |
| <input type="checkbox"/> Reception services | <input type="checkbox"/> Human Resources administration |
| <input type="checkbox"/> Switchboard operations | <input type="checkbox"/> Basic Contracts Administration |
| <input type="checkbox"/> Financial Administration Support | <input type="checkbox"/> Legal Secretarial services |
| <input type="checkbox"/> Banking Administration Support | <input type="checkbox"/> Reception supervision |
| <input type="checkbox"/> Personal/executive assistant services | <input type="checkbox"/> Change administration and management |
| <input type="checkbox"/> Technical assistance | <input type="checkbox"/> Relationship management |
| <input type="checkbox"/> Typing | <input type="checkbox"/> Project coordination |
| <input type="checkbox"/> Data capturing | |

Unit standard alignment to the Learning Program

The following table illustrates the unit standard alignment in the Learning Program (Learning Units).

Outcome 1: The Business Environment

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO 9. Function in a team and overall business environment	Core	14357	Demonstrate an understanding of a selected business environment	Level 4	10
	Core	7785	Function in a business environment	Level 3	4
	Core	7796	Maintain a secure working environment	Level 3	1
TOTAL CREDITS:					15

Outcome 2: Business Communication

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO 9. Function in a team and overall business environment	Fundamental	9960	Communicate verbally and nonverbally in the workplace	Level 3	8
	Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	5
TOTAL CREDITS:					13

Outcome 3: Business Reception

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO 9. Function in a team and overall business environment	Elective	13928	Monitor and control reception area	Level 3	4
	Elective	13930	Monitor and control the receiving and satisfaction of visitors	Level 3	4
	Elective	7790	Process incoming and outgoing telephone calls	Level 3	3
TOTAL CREDITS:					11

Outcome 4: Business Writing Skills

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO1. Gather and report information	Fundamental	8969	Interpret and use information from texts	Level 3	5
	Fundamental	8970	Write texts for a range of communicative contexts	Level 3	5
TOTAL CREDITS:					10

Outcome 5: Numeracy Skills

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO 5. Utilise technology to produce information	Fundamental	9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	Level 3	2
	Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	5
	Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2and 3-dimensional space in different contexts	Level 3	4
TOTAL CREDITS:					11

Outcome 6: Financial Administration

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO 5. Utilise technology to produce information ELO 6. Plan and conduct basic research in an office environment	Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
	Fundamental	11241	Perform Basic Business Calculations	Level 3	6
TOTAL CREDITS:					11

Outcome 7: PC Skills

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO 5. Utilise technology to produce information	Core	7567	Produce and use spreadsheets for business	Level 3	5
	Core	7570	Produce word processing documents for business	Level 3	5
TOTAL CREDITS:					10

Outcome 8: Teamwork Skills

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO 8. Set personal goals ELO 9. Function in a team and overall business environment ELO 10. Demonstrate an understanding of employment relations	Core	10170	Demonstrate understanding of employment relations in an organisation	Level 3	3
	Core	8420	Operate in a team	Level 2	4
	Core	7860	Introduce new staff to the workplace	Level 3	1
	Core	9533	Use communication skills to handle and resolve conflict in the workplace	Level 3	3
TOTAL CREDITS:					11

Outcome 9: Meeting Administration

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO4. Participate in meetings and process documents and communications related thereto ELO 7. Coordinate meetings, minor events and travel arrangements	Core	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	3
	Core	13934	Plan and prepare meeting communications	Level 3	4
TOTAL CREDITS:					7

Outcome 10: Business Administration

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO2. Plan, monitor and control an information system	Core	13937	Monitor and control office supplies	Level 3	2
ELO3. Maintain booking systems	Core	13931	Monitor and control the maintenance of office equipment	Level 3	4
	Core	13933	Plan, monitor and control an information system in a business environment	Level 3	3
	Core	7706	Maintain a Booking System	Level 3	3
TOTAL CREDITS:					12

Outcome 11: Business Research

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO 5. Utilise technology to produce information	Core	13935	Plan and conduct basic research in an office environment	Level 3	6
ELO 6. Plan and conduct basic research in an office environment	Core	7573	Demonstrate ability to use the World Wide Web	Level 2	3
TOTAL CREDITS:					9

Certification

Upon successful completion of Final Assessments and Portfolios, candidates will be registered with Services Seta and will receive a Statement of Result for the qualification: *National Certificate: Business Administration Services 67465*

