



Accredited Provider  
The Skills College for Development and Training (Pty)Ltd.

## **National Certificate: Business Administration Services**

*Qualification ID 23833– NQF 2; 130 Credits*

### **INTRODUCTION**

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. It contains all the competencies, skills and values required by a learner who wishes to access the National Certificate in Business Administration Services at NQF: Level 3.

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 or in the field in which the learner is employed.

Learners working towards this qualification will find that the acquisition of competence in the unit standards, which make up the qualification, will add value to their work performance. This qualification is intended to enhance the provision of entry-level service within the field of Administration within all sectors.

It will facilitate access to and mobility and progression within education and training for learners who:

- Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training.
- Have worked in this field for many years, but have no formal qualifications and would like to achieve this through the process of RPL (Recognition of Prior Learning) and / or formal study.
- Wish to extend their range of skills and knowledge of administration within their respective industries so that they can extend their competency levels.

The qualification has building blocks that can be developed further in qualifications at a higher level. It contains all the competencies, skills and values required by a learner who wishes to access the National Certificate in Business Administration Services at NQF level 3.

It also focuses on the skills, knowledge, values and attitudes required to progress further. The intention is:

- To promote the development of knowledge, skills and values that are required for service excellence within the field of administration.
- To release the potential of people.
- To provide opportunities for people to move up the value chain.

## **Rationale for the qualification:**

The National Certificate in Business Administration Services: NQF Level 2 is designed to meet the needs of those learners who are already involved, or wish to become involved, in the field of Administration. It is applicable to employed and unemployed learners. It is particularly suited to those learners who are performing secretarial / administrative tasks, in commercial and non-commercial organisations across the entire spectrum, but have not had the opportunity to obtain a formal school qualification beyond NQF level 1.

Administration is an essential field of learning as the competences required by people doing administrative tasks are generic in nature and apply to all businesses in all sectors and to many non-business organisations such as sports and cultural clubs and the like. Administrative tasks and administration are done at various levels depending upon the nature and size of the organization and its management structure. People involved in administration are known by such terms as secretaries, administrative assistants, administrators and clerks depending on the organization in which they are employed. There is therefore an on-going need for highly skilled administration personnel and a need for a well developed learning pathway to cater for administrative personnel at the various levels at which they operate.

The National Certificate in Business Administration Services at NQF: Level 2 is the first qualification in a learning pathway that starts at NQF level 2 and ends with the National Certificate in Office Administration Level 5. It is planned to develop degrees in Administration at levels 6, 7 and 8 as the final steps in the learning pathway.

The National Certificate in Generic Business Administration Services at NQF: Level 2 supports the objectives of the NQF in that it gives the learner access to a registered qualification. It will ensure that the quality of education and training in the sub-field is enhanced and of a world-class standard. The qualification will allow learners not only to develop their knowledge and skills in the field of Administration, but will also enable them to benchmark their competence against international standards.

## **LEARNING ASSUMED TO BE IN PLACE**

Learners accessing this qualification are assumed to be competent in:

- Communication at NQF level 1
- Mathematical Literacy at NQF level 1

Recognition of prior learning:

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible. Learners who are able to demonstrate competence in the knowledge, skills, values and attitudes implicit in this qualification and/or any of its constituent unit standards must receive the appropriate credits. Assessment of Prior Learning must be done by means of Integrated Assessment

Recognition of prior learning may allow:

- For accelerated access to further learning at this or higher levels on the NQF
- Gaining of credits towards a unit standard
- The obtaining in whole or in part of this qualification

## **EXIT LEVEL OUTCOMES**

On achieving this qualification, the learner will be able to:

- Identify and maintain records
- Maintain an information system
- Process numerical and text data
- Receive, distribute and dispatch mail in an office environment
- Receive and execute instructions
- Process incoming and outgoing telephone calls
- Behave in a professional manner in a business environment
- Attend to customer enquiries
- Operate and take care of equipment in an office environment
- Manage time and work processes within a business environment
- Investigate the structure of an organisation
- Demonstrate an understanding of the business environment
- Keep informed about current affairs relating to one`s own industry

Learners exiting this qualification before completion, retain the credits for unit standards successfully completed and may carry them over to other qualifications to which they are applicable. Learners may also retain the credits until a later stage should studies be recommenced, provided the unit standards are still relevant to the qualification.

## **TIME PERIOD**

This Learnership can be presented over a period of 12 months.

**THE FOLLOWING UNIT STANDARDS WILL BE COMPLETED:**

**UNIT STANDARDS:**

	<b>ID</b>	<b>UNIT STANDARD TITLE</b>	<b>PRE-2009 NQF LEVEL</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Core	<a href="#">14338</a>	Attend to customer enquiries in an office setting	Level 2	NQF Level 02	2
Core	<a href="#">14359</a>	Behave in a professional manner in a business environment	Level 2	NQF Level 02	5
Core	<a href="#">14353</a>	Conduct basic financial transactions	Level 2	NQF Level 02	3
Core	<a href="#">110064</a>	Contribute to the health, safety and security of the workplace	Level 2	NQF Level 02	4
Core	<a href="#">14344</a>	Demonstrate an understanding of a selected business environment	Level 2	NQF Level 02	10
Core	<a href="#">7568</a>	Demonstrate knowledge of and produce word processing documents using basic functions	Level 2	NQF Level 02	3
Core	<a href="#">7571</a>	Demonstrate the ability to use electronic mail software to send and receive messages	Level 2	NQF Level 02	3
Core	<a href="#">14339</a>	Identify and maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain confidentiality	Level 2	NQF Level 02	5
Core	<a href="#">14343</a>	Investigate the structure of an organization as a workplace	Level 2	NQF Level 02	8
Core	<a href="#">14341</a>	Keep informed about current affairs related to one`s own industry	Level 2	NQF Level 02	4
Core	<a href="#">14340</a>	Maintain an existing information system in a business environment	Level 2	NQF Level 02	4
Core	<a href="#">14342</a>	Manage time and work processes within a business environment	Level 2	NQF Level 02	4
Core	<a href="#">7547</a>	Operate a personal computer system	Level 2	NQF Level 02	6
Core	<a href="#">8104</a>	Operate and take care of equipment in an office environment	Level 2	NQF Level 02	2
Core	<a href="#">8420</a>	Operate in a team	Level 2	NQF Level 02	4
Core	<a href="#">7566</a>	Operate personal computer peripherals	Level 2	NQF Level 02	3
Core	<a href="#">8618</a>	Organise oneself in the workplace	Level 2	NQF Level 02	3
Core	<a href="#">14348</a>	Process incoming and outgoing telephone calls	Level 2	NQF Level 02	3

Core	<a href="#">14346</a>	Process numerical and text data in a business environment	Level 2	NQF Level 02	2
Core	<a href="#">14349</a>	Receive and execute instructions	Level 2	NQF Level 02	2
Core	<a href="#">11235</a>	Maintain effective working relationships with other members of staff	Level 3	NQF Level 03	1
Fundamental	<a href="#">8963</a>	Access and use information from texts	Level 2	NQF Level 02	5
Fundamental	<a href="#">9009</a>	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	Level 2	NQF Level 02	3
Fundamental	<a href="#">7480</a>	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	NQF Level 02	3
Fundamental	<a href="#">8962</a>	Maintain and adapt oral communication	Level 2	NQF Level 02	5
Fundamental	<a href="#">12444</a>	Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts	Level 2	NQF Level 02	3
Fundamental	<a href="#">8965</a>	Respond to literary texts	Level 2	NQF Level 02	5
Fundamental	<a href="#">7469</a>	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	NQF Level 02	2
Fundamental	<a href="#">9007</a>	Work with a range of patterns and functions and solve problems	Level 2	NQF Level 02	5
Fundamental	<a href="#">8964</a>	Write for a defined context	Level 2	NQF Level 02	5
Elective	<a href="#">120308</a>	Apply knowledge of self in order to make a personal decision	Level 2	NQF Level 02	3
Elective	<a href="#">14352</a>	Manage a diary for self and others	Level 2	NQF Level 02	4
Elective	<a href="#">14355</a>	Order and distribute office supplies	Level 2	NQF Level 02	2
Elective	<a href="#">13915</a>	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	Level 3	NQF Level 03	4