



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

National Certificate: Business Administration services

Qualification ID 67465– NQF 3; 120 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 4.

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.

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 service within the field of Administration within all sectors.

Through building day-to-day administration skills, as well as general operational competencies, the qualification ensures progression of learning, enabling the learner to meet standards of service excellence required within the administration field of learning.

The qualification will provide the broad knowledge, skills and values needed in the administration field in all sectors and 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 qualification 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 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 3 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. 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 organizations 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 3 is the second qualification in a learning pathway that starts with the National Certificate in Business Administration level 2 and ends, at present, with the National Certificate in 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 Business Administration Services at NQF: Level 3 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 2

Mathematical Literacy at NQF level 2

Recognition of prior learning:

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible. If the learner is able to demonstrate competence in the knowledge, skills, values and attitudes implicit in this qualification the appropriate credits should be assigned to the learner. Recognition of Prior Learning will be done by means of Integrated Assessment as mentioned in the previous paragraph.

This 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

Obtaining of this qualification in part or in whole

EXIT LEVEL OUTCOMES

Exit level outcomes:

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

Gather and report information

Plan, monitor and control and information system

Maintain booking systems

Participate in meetings and process documents and communications related thereto

Utilise technology to produce information
 Plan and conduct basic research in an office environment
 Coordinate meetings, minor events and travel arrangements
 Set personal goals
 Function in a team and overall business environment
 Demonstrate an understanding of employment relations

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 recommended, 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:

	ID	UNIT STANDARD TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Core	7573	Demonstrate ability to use the World Wide Web	Level 2	NQF Level 02	3
Core	8420	Operate in a team	Level 2	NQF Level 02	4
Core	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	NQF Level 03	3
Core	10170	Demonstrate understanding of employment relations in an organisation	Level 3	NQF Level 03	3
Core	7785	Function in a business environment	Level 3	NQF Level 03	4
Core	7860	Introduce new staff to the workplace	Level 3	NQF Level 03	1
Core	7706	Maintain a Booking System	Level 3	NQF Level 03	3
Core	7796	Maintain a secure working environment	Level 3	NQF Level 03	1
Core	13937	Monitor and control office supplies	Level 3	NQF Level 03	2
Core	13931	Monitor and control the maintenance of office equipment	Level 3	NQF Level 03	4
Core	13935	Plan and conduct basic research in an office environment	Level 3	NQF Level 03	6
Core	13934	Plan and prepare meeting communications	Level 3	NQF Level 03	4

Core	13933	Plan, monitor and control an information system in a business environment	Level 3	NQF Level 03	3
Core	7567	Produce and use spreadsheets for business	Level 3	NQF Level 03	5
Core	7570	Produce word processing documents for business	Level 3	NQF Level 03	5
Core	9533	Use communication skills to handle and resolve conflict in the workplace	Level 3	NQF Level 03	3
Core	14357	Demonstrate an understanding of a selected business environment	Level 4	NQF Level 04	10
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	NQF Level 03	5
Fundamental	9960	Communicate verbally and non-verbally in the workplace	Level 3	NQF Level 03	8
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	NQF Level 03	2
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	NQF Level 03	4
Fundamental	8969	Interpret and use information from texts	Level 3	NQF Level 03	5
Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	NQF Level 03	5
Fundamental	11241	Perform Basic Business Calculations	Level 3	NQF Level 03	6
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	NQF Level 03	5
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	NQF Level 03	5
Elective	13928	Monitor and control reception area	Level 3	NQF Level 03	4
Elective	13930	Monitor and control the receiving and satisfaction of visitors	Level 3	NQF Level 03	4
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	NQF Level 03	5