



**National Certificate:  
Business Administration Services**

**Level 3**

**SAQA ID – 67465**



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

**SAQA ID – 67465**

**Credits – 135**

**NQF Level – 3**

### **ENTRY REQUIREMENTS:**

Learners accessing this qualification are assumed to be competent in:

- Communication at NQF level 2
- Mathematical Literacy at NQF level 2

A basic understanding of the workplace, project processes and operations and competence in National Certificate at Level 2 in Business Administration or Project Support Services or equivalent is preferable.

### **OBJECTIVE:**

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.



## **OUTCOME:**

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

- 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



## QUALIFICATION STRUCTURE AND OUTLINE:

### *Skills Programme 1: The Business environment*

ELO	US Type	NLRD	US Title	Level	Credits
2.8.9	Core	8420	Operate in a team	Level 2	4
	Core	7785	Function in a business environment	Level 3	4
	Core	13933	Plan, monitor and control an information system in a business environment	Level 3	3
	Fundamental	9960	Communicate verbally and non-verbally in the workplace	Level 3	8
	Elective	8000	Apply basic business principles	Level 3	9

### *Skills Programme 2: Meeting communication and information*

ELO	US Type	NLRD	US Title	Level	Credits
1.2.9.4	Core	13934	Plan and prepare meeting communications	Level 3	4
	Core	9533	Use communication skills to handle and resolve conflict in the workplace	Level 3	3
	Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	5
	Fundamental	8969	Interpret and use information from texts	Level 3	5
	Fundamental	8970	Write texts for a range of communicative contexts	Level 3	5



**Skills Programme 3: The workplace and staff**

ELO	US Type	NLRD	US Title	Level	Credits
1.3. 10	Core	7860	Introduce new staff to the workplace	Level 3	1
	Core	7796	Maintain a secure working environment	Level 3	1
	Core	14357	Demonstrate an understanding of a selected business environment	Level 4	10
	Elective	13928	Monitor and control reception area	Level 3	4
	Elective	7790	Process incoming and outgoing telephone calls	Level 3	3

**Skills Programme 4: Co-ordination, bookings and business documents**

EL O	US Type	NLRD	US Title	Level	Credits
3.4 .5. 7	Core	7573	Demonstrate ability to use the World Wide Web	Level 2	3
	Core	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	3
	Core	7706	Maintain a Booking System	Level 3	3
	Core	7567	Produce and use spread sheets for business	Level 3	5
	Core	7570	Produce word processing documents for business	Level 3	5



**Skills programme 5: Business calculations**

ELO	US Type	NLRD	US Title	Level	Credits
8.5	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	9013	Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	Level 3	4
	Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	5
	Fundamental	11241	Perform Basic Business Calculations	Level 3	6
	Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5

**Skills programme 6: The Office environment and its requirements**

ELO	US Type	NLRD	US Title	Level	Credits
1.6.9	Core	10170	Demonstrate understanding of employment relations in an organisation	Level 3	3
	Core	13937	Monitor and control office supplies	Level 3	2
	Core	13931	Monitor and control the maintenance of office equipment	Level 3	4
	Core	13935	Plan and conduct basic research in an office environment	Level 3	6



## **RESPONSIBILITIES:**

### ***Edge Training will provide:***

- Full project management of learnership,
- (Monthly progress reports, quarterly reports to the SETA and handling of SETA site visits and the external verification visit at the end of the learnership)
- Course material, pens, and workbooks.
- Training, using a Qualified Facilitator
- Assessments and moderation
- Uploading of learners on learner registration database and learner achievements.
- Certificates of completion and competence
- SETA certificate of competence

### ***The Client will provide***

- Venue suitable for the number of delegates and required refreshments
- Email access for learners
- Workplace provision

### ***Combined responsibilities of Edge Training and Client:***

- Ensure successful completion of the learnerships
- Quarterly project steering committee meeting





## NOTIONAL HOURS MATRIX

The roll out strategy below indicates the relationship between theory, practical, workplace and FSA component:

Skills Programme s	Credits	Notional Hours	Days	Contact Session 30% (Hours)		Experiential Learning 70% (Hours)		FSA Days	TOTAL Notional Hours
				Theory	Practica l	WPE	Ass Prep		
1	28	280	35	36	67	124	62	1	280
2	22	220	28	29	53	99	48	1	220
3	19	190	24	26	47	84	42	1	190
4	19	190	23	26	47	84	42	1	190
5	22	220	27	29	53	99	48	1	220
6	15	150	19	21	38	67	33	1	150
<b>TOTALS</b>	<b>135</b>	<b>1350</b>	<b>156</b>	<b>167</b>	<b>305</b>	<b>557</b>	<b>275</b>	<b>46</b>	<b>1350</b>

