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NAME:
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Learnership

Business Administration Services

Level 2   **SAQA ID – 23833**   **132 Credits**

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Qualification Information

National Certificate: Business Administration Services

Level 2   SAQA ID – 23833   132 Credits

Entry Requirements:

Learners accessing this qualification are assumed to be competent in:

• Communication at NQF level 1

• Mathematical Literacy at NQF level 1

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.

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 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.

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.

Qualification Outcome

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

· Identify and solve problems and make responsible ethical decisions within own scope of responsibility.

· Work effectively with others as a member of a team, group, organisation or community to achieve unit objectives.

· Organise and manage oneself and one's activities responsibly and effectively to plan, lead, organise and control in order to achieve unit objectives.

· Collect, organise and critically evaluate information in order to manage performance in the unit.

· Communicate effectively using visual, mathematics and language skills in the modes of oral and/or written presentations to lead a team of first line managers.

· The learner will be required to demonstrate an understanding of the world as a set of related systems by managing others in multiple teams within a unit.

· Be culturally and aesthetically sensitive across a range of social contexts in managing and interacting with diverse people in the workplace.

· Use science and technology effectively in researching, recommending and implementing management solutions in the unit, showing responsibility towards the environment and health of others.

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

• 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

Qualification Structure and Outlines

Skills Programme 1:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	14344	Demonstrate an understanding of a selected business environment	Level 2	10
Core	14343	Investigate the structure of an organisation as a workplace	Level 2	8
			Total Credits	18

Skills Programme 2:

US Type	NLRD	Unit Standard Type	Level	Credits
Elective	120308	Apply knowledge of self in order to make a personal decision	Level 2	3
Core	8618	Organise oneself in the workplace	Level 2	3
Core	14342	Manage time and work processes within a business environment	Level 2	4
Elective	14352	Manage a diary for self and others	Level 2	4
			Total Credits	14

Skills Programme 3:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	14359	Behave in a professional manner in a business environment	Level 2	5
Core	11235	Maintain effective working relationships with other members of staff	Level 3	1
Core	8420	Operate in a team	Level 2	4
			Total Credits	10

Qualification Structure and Outlines

Skills Programme 4:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	14348	Process incoming and outgoing telephone calls	Level 2	3
Core	14338	Attend to customer enquiries in an office setting	Level 2	2
Elective	14347	Receive, distribute and dispatch mail in an office environment	Level 2	2
			Total Credits	7

Skills Programme 5:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	7573	Demonstrate ability to use the World Wide Web	Level 2	5
Core	13929	Co-ordinate meetings, minor events and travel arrangements	Level 2	4
Core	7706	Maintain a Booking system	Level 2	2
Core	7567	Produce and use spread sheets for business	Level 2	3
			Total Credits	14

Skills Programme 6:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	7547	Operate a personal computer system	Level 2	6
Core	7566	Operate personal computer peripherals	Level 2	3
Core	7571	Demonstrate the ability to use electronic mail software to send and receive messages	Level 2	3
Core	7568	Demonstrate knowledge of and produce word processing documents using basic functions	Level 2	3
			Total Credits	15

Qualification Structure and Outlines

Skills programme 7:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	14349	Receive and execute instructions	Level 2	2
Core	8104	Operate and take care of equipment in an office environment	Level 2	2
Elective	14355	Order and distribute office supplies	Level 2	2
Core	110064	Contribute to the health, safety and security of the workplace	Level 2	4
		Total Credits		10

Skills Programme 8:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	14341	Keep informed about current affairs related to one`s own industry	Level 2	4
Elective	13915	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	4
		Total Credits		8

Skills Programme 9:

US Type	NLRD	Unit Standard Type	Level	Credits
Fundamental	8962	Maintain and adapt oral communication	Level 2	5
Fundamental	8963	Access and use information from texts	Level 2	5
Fundamental	8964	Write for a defined context	Level 2	5
Fundamental	8965	Respond to literary texts	Level 2	5
		Total Credits		20

Qualification Structure and Outlines

Skills Programme 10:

US Type	NLRD	Unit Standard Type	Level	Credits
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
Fundamental	12444	Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different contexts	Level 2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	Level 2	5
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
Fundamental	9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	Level 2	3
		Total Credits		16

Notional Hours Matrix:

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

Skills Programmes	Credits	Notional Hours	Contact Session 30% (Hours)	Experiential Learning 70%(Hours)	TOTAL Notional Hours
1	18	180	54	126	180
2	14	140	42	98	140
3	10	100	30	70	100
4	7	70	21	49	70
5	14	140	42	98	140
6	15	150	45	105	150
7	10	100	30	70	100
8	8	80	24	56	80
9	20	200	60	140	200
10	16	160	48	112	160
TOTALS	132	1320	396	924	1320

Get in Touch

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