NATIONAL CERTIFICATE: BUSINESS ADMINISTRATION SERVICES

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NATIONAL CERTIFICATE: BUSINESS ADMINISTRATION SERVICES

COURSE INFORMATION

SAQA ID: 67465
NQF Level: 3
Learnership Duration: 12 months
Credits: 120
Contact Sessions: Minimum Contact Session, including remediation (if required), and POE Building for this Qualification is 69 Days
Accrediting SETA: Services Sector Education & Training Authority

ENTRY CRITERIA

- Grade 12
- Communication at NQF Level 2.
- Mathematical Literacy at NQF Level 2.

QUALIFICATION RULES

The qualification consists of a minimum of 120 credits and has been designed in accordance with the SAQA regulations and
1. All fundamental unit standards are compulsory for this qualification. (45 credits)
2. All core unit standards are compulsory. (64 credits)
3. Elective unit standards totalling a minimum of 11 credits needs to be completed.

EQUIPMENT REQUIRED

- Hardware: Access to a computer, display monitor / keyboard / mouse / printer.
- Software: Windows 7 OS system | MS Office 2010 | Printer Driver (Where applicable)

CANDIDATE PROFILE & DEPLOYMENT

Target Market: Secretarial services • Reception services • Switchboard operations • Financial administration • Banking administration • Personal/executive secretarial services • Data capturing.

Mentor Requirements: Mentor must have at least 5 years' experience as an entrepreneur or potential business owner or similar environment.

Workplace Requirements: Learners must be exposed to all outcomes related to this qualification.

PURPOSE

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.

SKILL LEVEL OUTCOME

- 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.

ASSESSMENT MANAGEMENT

Credit Accumulation Transfer (CAT): 67465
CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days. Learners who do not meet the CAT requirements will be required to complete Communication and Mathematics Clusters.

FISA Requirements:
Final Integrated Summative Assessmentis requirement for the successful completion of this learnership.

Recognition of Prior Learning (RPL):
RPL is available for this qualification.

Learning Programme 1: Business Fundamentals Communication

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Fundamental	8968	Accommodate audience and context needs in oral communication	5	
Fundamental	9960	Communicate verbally and non-verbally in the workplace	8	9
Fundamental	8969	Interpret and use information from texts	5	
Fundamental	8970	Write texts for a range of communicative contexts	5	
PoE Building and Remedials				**5**

Learning Programme 2: Business Fundamentals Numeracy

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Fundamental	9012	Investigate life and work-related problems using data and probabilities	5	
Fundamental	11241	Perform Basic Business Calculations	6	
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business, and national issues	5	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	2	
Fundamental	9013	Describe, apply, analyse, and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	
PoE Building and Remedials				**5**

Learning Programme 3: Understanding the Business Environment

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	7785	Function in a business environment	4	
Core	13933	Plan, monitor and control an information system in a business environment	3	6
Core	14357	Demonstrate an understanding of a selected business environment	10	
PoE Building and Remedials				**5**

Learning Programme 4: Research Skills

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	13935	Plan and conduct basic research in an office environment	6	2

Learning Programme 5: Office Administration & Communication

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	13929	Co-ordinate meetings, minor events and travel arrangements	3	
Core	13934	Plan and prepare meeting communications	4	5
Elective	7790	Process incoming and outgoing telephone calls	3	
Elective	10025	Handle a range of customer complaints	4	
PoE Building and Remedials				**5**

Learning Programme 6: Teamwork

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	10170	Demonstrate understanding of employment relations in an organisation	3	
Core	7860	Introduce new staff to the workplace	1	4
Core	8420	Operate in a team	4	
Core	9533	Use communication skills to handle and resolve conflict in the workplace	3	

Learning Programme 7: Administration Procedures

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	7706	Maintain a Booking System	3	
Core	7796	Maintain a secure working environment	1	
Core	13937	Monitor and control office supplies	2	5
Core	13931	Monitor and control the maintenance of office equipment	4	
Elective	13928	Monitor and control reception area	4	

Learning Programme 8: Computer Skills

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	7573	Demonstrate ability to use the World Wide Web	3	
Core	7567	Produce and use spreadsheets for business	5	5
Core	7570	Produce word processing documents for business	5	
PoE Building and Remedials				**5**