



TRAINING FORCE
Linking Training to Industry

BUSINESS

NATIONAL CERTIFICATE: BUSINESS ADMINISTRATION SERVICES

COURSE INFORMATION

SAQA ID: 67465 (LP: 23655)

NQF Level: 3

Learnership Duration: 12 months

Credits: 125

Contact Sessions: Minimum Contact Session, including remediation (if required), for this Qualification is **25 days**

Accrediting SETA: Services Sector Education & Training Authority

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. This qualification is intended to enhance the provision of service within the field of Administration within all sectors.

ENTRY CRITERIA

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

QUALIFICATION RULES

This qualification is made up of fundamental, core and elective unit standards and a minimum of 125 credits is required to complete the qualification:

- Core unit standards totaling 64 credits are compulsory.
- Fundamental unit standards totaling 45 credits are compulsory.
- Elective unit standards totaling 16 credits.

EQUIPMENT NEEDED

- **Hardware:** Access to a computer, display monitor / keyboard / mouse / printer;
- **Software:** Windows 7 OS system | MS Office 2010 | Printer Driver (Where applicable)
- **Instruments:** Ruler • Thermometer • Vernier Caliper • Tape measure

MARKET INFORMATION

Target Market: Administrators • Receptionists • Secretaries • Admin Clerks • Operations staff • Managers

Target Industries: All industries that have an administration and or operations aspect.

COURSE INFORMATION

- **Mentor Requirements:** Mentor must have at least 5 years' experience in a Business Administration or similar environment.
- **Workplace Approval:** Not Applicable
- **Workplace Requirements:** Learners must be exposed to all Outcomes related to this qualification.

SKILLS OUTCOMES

- Gather and report information
- Plan, monitor and control and information system
- Maintain booking systems
- Participate in meetings and process documents and communication 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

GENERAL INFORMATION



Credit Accumulation Transfer (CAT): 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 Part 1 and Part 2 of every Cluster.



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



Recognition of Prior Learning (RPL): RPL is not available for this qualification.

BUSINESS



UNIT STANDARDS

Cluster 1 (Part 1) – Communication Skills

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	9533	Use communication skills to handle and resolve conflict in the workplace	3

Cluster 1 (Part 2) – Communication Skills – Credit Accumulation Transfer is applicable to the highlighted unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	8968	Accommodate audience and context needs in oral communication	5
Fundamental	9960	Communicate verbally and non-verbally in the workplace	8

- Recommended training days for Cluster 1 without Digiassitant = 3 days
- Recommended training days for Cluster 1 with Digiassitant = 1.5 days

Cluster 2 – Business Writing Skills – Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	8969	Interpret and use information from texts	5
Fundamental	8970	Write texts for a range of communicative contexts	5

- Recommended training days for Cluster 2 without Digiassitant = 2 days
- Recommended training days for Cluster 2 with Digiassitant = 1 day

Cluster 3 – HR Skills

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	8420	Operate in a team	4
Core	7860	Introduce new staff to the workplace	1
Core	10170	Demonstrate understanding of employment relations in an organisation	3

- Recommended training days for Cluster 3 without Digiassitant = 1.5 days
- Recommended training days for Cluster 3 with Digiassitant = 0.5 day

Cluster 4 – Customer Service

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	13928	Monitor and control reception area	4
Elective	13930	Monitor and control the receiving and satisfaction of visitors	4

- Recommended training days for Cluster 4 without Digiassitant = 1.5 days
- Recommended training days for Cluster 4 with Digiassitant = 0.5 day

BUSINESS



Cluster 5 – Administration Skills

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7785	Function in a business environment	4
Core	7796	Maintain a secure working environment	1
Core	13937	Monitor and control office supplies	2
Core	13931	Monitor and control the maintenance of office equipment	4
Core	13933	Plan, monitor and control an information system in a business environment	3

- Recommended training days for Cluster 5 without Digiassitant = 3 days
- Recommended training days for Cluster 5 with Digiassitant = 1.5 days

Cluster 6 – Organisation Skills

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7706	Maintain a booking system	3
Core	13934	Plan and prepare meeting communications	4
Core	13929	Coordinate meetings, minor events and travel arrangements	3

- Recommended training days for Cluster 6 without Digiassitant = 2 days
- Recommended training days for Cluster 6 with Digiassitant = 1 day

Cluster 7(Part 1) – Numeracy and Research Skills

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

Cluster 7 (Part 2) – Numeracy and Research Skills – Credit Accumulation Transfer is applicable to the unit standards below

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

- Recommended training days for Cluster 7 without Digiassitant = 4 days
- Recommended training days for Cluster 7 with Digiassitant = 2 days

Cluster 8 – IT Skills

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



BUSINESS

- Recommended training days for Cluster 8 without Digiassitant = 3 days
- Recommended training days for Cluster 8 with Digiassitant = 1.5 days

Cluster 9 (Part 1) – General Business Skills

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	8000	Apply basic business principles	3
Core	14357	Demonstrate an understanding of a selected business environment	10
Elective	13932	Prepare and process documents for financial and banking processes	5

Cluster 9 (Part 2) – General Business Skills – Credit Accumulation Transfer is applicable to the highlighted unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	11241	Perform basic business calculations	6

- Recommended training days for Cluster 9 without Digiassitant = 5 days
- Recommended training days for Cluster 9 with Digiassitant = 2.5 days