



NATIONAL CERTIFICATE: BUSINESS ADMINISTRATION SERVICES

NQF



3

SAQA



67465

TRAINING DAYS



28

DURATION



12 months

CREDITS



120

SETA



Services SETA

AVAILABLE DELIVERY METHODOLOGY



Online

Online interface training with occasional support



Instructor Led

100% Trainer led methodology in order for learners to achieve applied competence



Blended

Variety of learning methodologies used for learners to achieve applied competence

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. 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.

Fundamental Component: All unit standards totaling 45 credits are compulsory.

Core Component: All unit standards totaling 64 credits are compulsory.

Elective Component: Chosen unit standards totaling a minimum of 11 credits.

ENTRY CRITERIA

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

SKILLS OUTCOMES

- 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.

MARKET INFORMATION

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

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

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 with CAT requirements will need to complete all Clusters in full. | : FISA Requirements: Final Integrated Summative Assessment is a requirement for the successful completion of this learnership. | : Recognition of Prior Learning: Application for RPL may allow for accelerated success to further learning. |
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For more information on how your organisation can benefit, contact Training Force:

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BUSINESS

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 |

Recommended training days for Cluster 1 Part 1 = 1 day.

Cluster 1 -Part 2 ; Communication Skills - Credit Accumulation Transfer is applicable to the unit standards below:

| Outcome | SAQA ID | Name of Unit Standard | Credits |
|-------------|-------------|---|---------|
| Fundamental | 8968/119472 | 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 Part 2 = 2 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 | 8969/119457 | Interpret and use information from texts. | 5 |
| Fundamental | 8970/119465 | Write texts for a range of communicative contexts. | 5 |

Recommended training days for Cluster 2 = 2 days.

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 = 2 days.

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 = 2 days.

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 = 4 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 = 3 days.

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 |

Recommended training days for Cluster 7 Part 1 = 1 day.

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. | 3 |
| 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 Part 2 = 3 days.

BUSINESS

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 |

Recommended training days Cluster 8 = 3 days.

Cluster 9 - Part 1: General Business Skills

| Outcome | SAQA ID | Name of Unit Standard | Credits |
|----------|---------|--|---------|
| Elective | 8000 | Apply basic business principles. | 9 |
| Core | 14357 | Demonstrate an understanding of a selected business environment. | 10 |
| Elective | 13932 | Prepare and process documents for financial and banking processes. | 5 |

Recommended training days for Cluster 9 Part 1 = 4 days.

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 Part 2 = 1 day.