

National Certificate in Business Administration

SAQA Qualification 67465 | NQF Level 3 | 120 credits

Overview

The South African Qualification's Authority (SAQA) has identified the core competencies which are essential for today's top office professionals. It is these core skills which form the foundation of this National Certificate: Business Administration.

The core component of this qualification offers the learner skills in Information Handling, Communications, Enterprise/customer service, Technology, Organisation skills, Self-development, Teamwork and Business policies and procedures.

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.

This qualification is ideal for candidates who have been working in an administrative position for a minimum of 1 year as the sessions cover gap-training of concepts and principles relating to the specific topics and outcomes of this qualification. These sessions will also facilitate understanding of the evidence required to be collected for the delegates Portfolio of Evidence. Delegates are required to complete a Portfolio of Evidence.

Entry Requirements

Learners accessing this qualification are assumed to be competent in:

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

Qualification Objectives

- 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

Qualification Outline

Module 1: The Business Environment

- Demonstrate an understanding of a selected business environment
- Function in a business environment
- Maintain a secure working environment

Module 2: Business Communication

- Communicate verbally and non-verbally in the workplace
- Accommodate audience and context needs in oral communication

Module 3: Business Reception

- Monitor and control a reception area
- Monitor and control the receiving and satisfaction of visitors
- Process incoming and outgoing telephone calls

Module 4: Business Writing Skills

- Interpret and use information from texts
- Write texts for a range of communicative contexts

Module 5: Numeracy Skills

- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of errors in the context of relevant calculations
- Investigate life and work related problems using data and probabilities
- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts

Module 6: Financial Administration

- Use mathematics to investigate and monitor the financial aspects of personal business and national issues
- Perform Basic Business Calculations

Module 7: PC Skills

- Produce and use spreadsheets for business
- Produce word processing documents for business

Module 8: Teamwork Skills

- Demonstrate understanding of employment relations in an organisation
- Operate in a team
- Introduce new staff to the workplace
- Use communication skills to handle and resolve conflict in the workplace

Module 9: Meeting Administration

- Co-ordinate meetings, minor events and travel arrangements
- Plan and prepare meeting communications

Module 10: Business Administration

- Monitor and control office supplies
- Monitor and control the maintenance of office equipment
- Plan, monitor and control an information system in a business environment
- Maintain a Booking System

Module 11: Business Research

- Plan and conduct basic research in an office environment
- Demonstrate ability to use the World Wide Web