THE LEARNING DEVELOPMENT GROUP

NC: Business Administration Services

SERVICES SETA Certification

SAQA ID:	23833
NQF Level:	2
Credits:	130

Introduction

This National Certificate is an entry level qualification for individuals seeking a career path in the field of administration.

It is a generic programme that is suitable for those with little work experience or those with some work experience in administrative positions in any type of organisation, company or non-profit. It can also be used as a work readiness programme for school leavers needing to bridge the gap between school and work.

You will gain foundational competencies in the core areas of office administration such as communication, numeric literacy, information handling, operating a personal computer and peripherals, operating in a team and understanding the business environment.

Target Audience

This qualification is aimed at anyone wanting to become an administrator and receive a SAQA accredited qualification. It covers all the competencies and skills needed for entry to the NQF level 3 National Certificate in Business Administration Services.

It is suitable for school leavers as well as those performing basic secretarial and administrative duties in their existing role.

Entry Requirements

- Competency in Communication (English) at NQF Level 1.
- Competency in Mathematical Literacy at NQF Level 1.

Additional Requirements

- Access to a PC, software and the internet for course work.
- Internet and bandwidth to accommodate virtual facilitator-led sessions.

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive facilitated training sessions, group activities, assessment and self study to embed skills.

You will need to:

- Attend all lectures and sessions
- Demonstrate theoretical and practical understanding of content
- Compile and submit a Portfolio of Evidence (PoE)

To receive your National Certificate: Business Administration Services, SAQA L2, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the qualification, you will be able to:

- Identify and maintain records and use related systems and processes.
- Understand and operate information systems and use a personal computer and peripherals.
- Process different types of instructions.
- Process telephone calls.
- Maintain professional standards when handling customer enquiries, working in a team, applying business ethics and interacting in the work environment.
- Use and maintain office equipment.
- Manage time and work processes.
- Understand the structure of organisations and the business environment overall.

Course **Content**

NC: Business Administration Services
Accreditation Body: SERVICES SETA

SAQA ID: 23833 | **Learning Programme ID: NA**
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Module 1: Record Keeping
- Office administration
- Record management
- MS Word efficiency tools
- MS Excel efficiency tools

Module 2: Understanding the Business Environment
- Business sectors
- Supply chains and value chains
- Identify and monitor competitors
- Understand the macro environment

Module 3: Working in a Team
- Operate in a team
- Organisational structures
- Organisational functions
- Conflict resolution
- Personal productivity

Module 4: Professionalism
- Time management
- Professional workplace behaviour
- Workplace ethics
- Cultural diversity
- MS Outlook efficiency tools
- MS PowerPoint efficiency tools

Module 5: Customer Service Excellence
- Provide customer service
- Welcome visitors
- Manage reception

Module 6: Business Equipment
- Understand office technology
- Maintain and operate office equipment
- Health and safety guidelines

Module 7: Telephone and Mail Etiquette
- Telephone Skills
- Distribute business mail
- Administer office supplies

Module 8: Business Finance
- Financial Transactions – handle petty cash and banking
- Budgeting
- MS Access efficiency tools

Our **Accredited Organisations**

FACULTY TRAINING INSTITUTE

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