

NATIONAL CERTIFICATE: BUSINESS ADMINISTRATION (NLRD 23655)

Duration:	1 Year
Certification:	National Certificate
NQF Level:	Level 3
Minimum Credits:	120
SAQA ID:	23655
Registration End Date:	2012-06-30
Last Date for Enrolment:	2013-16-30
SGB:	NSB 03-Business, Commerce and Management Studies
Field:	Business, Comm. and Management Studies
Sub-field:	Office Administration

TARGET GROUP

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.

PURPOSE AND RATIONALE

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. 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.

ENTRY LEVEL REQUIREMENTS:

It is assumed that the person who is registered for this qualification has the following:

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

CAREER OPPORTUNITIES:

This qualification lays the foundation for a career in any organization within the field of Administration.

The qualification introduces key terms, rules, concepts, principles and practices of business administration in any field.



EXIT LEVEL OUTCOMES

On achieving this Qualification, the learner will:

- Gather and report information
- Plan, monitor and control and information system
- Maintain booking systems
- Participate in meetings and process documents and communications related thereto
- Utilize 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

METHODOLOGY

Training Programme Duration: Minimum 1200 hours

Qualification: Minimum 120 credits

Assessment and Registration: On-site assessment of 2 hours per candidate



1. Communication Skills

ID	UNIT STANDARD TITLE	LEVEL	CREDITS
8968	Accommodate audience and context needs in oral communication	3	5
9960	Communicate verbally and non-verbally in the workplace	3	8
8969	Interpret and use information from texts	3	5
8970	Write texts for a range of communicative contexts	3	5
TOTAL			23

2. Numerical Skills

ID	UNIT STANDARD TITLE	LEVEL	CREDITS
9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4
11241	Perform Basic Business Calculations	3	6
7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	3	2
9012	Investigate life and work related problems using data and probabilities	3	5
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	2
TOTAL			19

3. Introduction to Business

ID	UNIT STANDARD TITLE	LEVEL	CREDITS
14357	Demonstrate an understanding of a selected business environment	3	10
7785	Function in a business environment	3	4
7796	Maintain a secure working environment	3	1
8420	Operate in a team	2	4

8000	Applying basic business principles	3	9
TOTAL			28

4. Office Administration

ID	UNIT STANDARD TITLE	LEVEL	CREDITS
13937	Monitor and control office supplies	3	2
13931	Monitor and control the maintenance of office equipment	3	4
13933	Plan, monitor and control an information system in a business environment	3	3
13929	Co-ordinate meetings, minor events and travel arrangements	3	3
TOTAL			12

5. Business Communication

ID	UNIT STANDARD TITLE	LEVEL	CREDITS
7573	Demonstrate ability to use the World Wide Web	2	3
7706	Maintain a Booking System	3	3
13934	Plan and prepare meeting communications	3	4
7567	Produce and use spreadsheets for business	3	5
7570	Produce word processing documents for business	3	5
9533	Use communication skills to handle and resolve conflict in the workplace	3	3
TOTAL			23

6. Administration Support

ID	UNIT STANDARD TITLE	LEVEL	CREDITS
7860	Introduce new staff to the workplace	3	1
13935	Plan and conduct basic research in an office environment	3	6



10170	Demonstrate understanding of employment relations in an organisation	3	3
13928	Monitor and control reception area	3	4
13930	Monitor and control the receiving and satisfaction of visitors	3	4
	TOTAL		18

