



Institute for Quality

Education, Training and Development

Empowerment through Education



NC: Business Administration Services

Course Information

NATIONAL CERTIFICATE :BUSINESS ADMINISTRATION SERVICES

SAQA ID : 67465 LP 23655

NQF LEVEL: 3

CREDITS 120

PURPOSE AND RATIONALE OF THE QUALIFICATION

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.

The core component contains competencies in Information Handling, Communications, Enterprise/customer service, Technology, Organisation skills, Self-development, Teamwork and Business policies and procedures. The elective component allows the learner to gain specialist knowledge, skills and insight in the areas of Reception, Executive Administration, Financial Services and Banking, Legal administration and Human Resources.

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 who:

Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training.

Have worked in this field for many years, but have no formal qualifications and would like to achieve this qualification through the process of RPL (Recognition of Prior Learning) and/or formal study

Wish to extend their range of skills and knowledge of administration within their respective industries so that they can extend their competency levels.

The qualification has building blocks that can be developed further in qualifications at a higher level. It also focuses on the skills, knowledge, values and attitudes required to progress further. The intention is: To promote the development of knowledge, skills and values that are required for service excellence within the field of administration.

To release the potential of people.

To provide opportunities for people to move up the value chain.

COURSE EXPECTATION

This is a learnership, and therefore has a theory and workplace component.

- Learners are expected to complete the theory at the training provider.
- The workplace component must be complete at a recognised workplace.
- The activities at the workplace will be determined by the workplace tasks that need to be completed.

Training Provider

Workplace

SELECTION OF WORKPLACE

Learners are required to ensure that they have secured a workplace. Whilst IQ supports learners in this endeavour, it is the learners responsibility.

The workplace selected must be in line with the course undertaken.

Learners will be provided with a pack that includes:

- Letter of request for placement
- Placement guidelines for Employer organisations

Training



YOUR COURSE COMPRISE OF THE FOLLOWING:

- Complete Learner orientation on the programme expectations.
- Mentor guidelines for the workplace mentors.
- Work integrated guidelines for the workplace.
- Learner orientation guide.
- Process meetings map with employers and mentors.
- Training plan including the schedule of assessments
- Process map for the qualification.
- Learner guides, workbooks and log books
- E-learning lessons/ PC Tablet (with audio voice lessons)
- Training videos to support lessons showing practical applications

ASSESSMENT

Assessments are an important part of your learning as it serves as a measure to identify if you have achieved the competencies required in this course.

Various assessment methods are used during the course of your programme. All these are collated into a Portfolio of Evidence which is used for the final summative assessment. Each module of your study will have an assessment of some form. The workplace is assessed through a logbook. This comprises a list of tasks which needs to be completed and signed off by your workplace mentor.

DELIVERY MODALITY

The delivery modality is flexible and designed according to the needs of the client. The following are some of the options:

Option 1

- Lessons are presented on a PC Tablet. These are recorded. All the learner guides and workbooks are on the PC Tablet.

Option 2

- E-learning. Lessons are on the e-learning platform and learners progress through them.

Option 3

- Face to face tuition according to a training plan.

Convenience ✓
Company inductions ✓
Better tracking ✓
Learner control ✓
Use of dead time ✓
Suits: learning styles ✓
Social learning ✓
Easy evidence ✓
Learner confidence ✓

Institute for Quality
Mobile Learning for the
workplace. Are you ready?

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PROGRAMME MODULES

CORE

FUNDAMENTAL

	ID	UNIT STANDARD TITLE	NQF LEVEL	CREDITS
Core	7573	Demonstrate ability to use the World Wide Web	NQF Level 02	3
Core	8420	Operate in a team	NQF Level 02	4
Core	13929	Co-ordinate meetings, minor events and travel arrangements	NQF Level 03	3
Core	10170	Demonstrate understanding of employment relations in an organisation	NQF Level 03	3
Core	7785	Function in a business environment	NQF Level 03	4
Core	7860	Introduce new staff to the workplace	NQF Level 03	1
Core	7706	Maintain a Booking System	NQF Level 03	3
Core	7796	Maintain a secure working environment	NQF Level 03	1
Core	13937	Monitor and control office supplies	NQF Level 03	2
Core	13931	Monitor and control the maintenance of office equipment	NQF Level 03	4
Core	13935	Plan and conduct basic research in an office environment	NQF Level 03	6
Core	13934	Plan and prepare meeting communications	NQF Level 03	4
Core	13933	Plan, monitor and control an information system in a business environment	NQF Level 03	3
Core	7567	Produce and use spreadsheets for business	NQF Level 03	5
Core	7570	Produce word processing documents for business	NQF Level 03	5
Core	9533	Use communication skills to handle and resolve conflict in the workplace	NQF Level 03	3
Core	14357	Demonstrate an understanding of a selected business environment	NQF Level 04	10
Fundamental	8968	Accommodate audience and context needs in oral communication	NQF Level 03	5
Fundamental	9960	Communicate verbally and non-verbally in the workplace	NQF Level 03	8
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	NQF Level 03	2
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	NQF Level 03	4
Fundamental	8969	Interpret and use information from texts	NQF Level 03	5

Fundamental	9012	Investigate life and work related problems using data and probabilities	NQF Level 03	5
Fundamental	11241	Perform Basic Business Calculations	NQF Level 03	6
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	NQF Level 03	5
Fundamental	8970	Write texts for a range of communicative contexts	NQF Level 03	5
Elective	8000	Apply basic business principles	NQF Level 03	9
Elective	7177	Attend to customer enquiries face-to-face and on the telephone in a banking environment	NQF Level 03	4
Elective	7911	Manage the float	NQF Level 03	4
Elective	13928	Monitor and control reception area	NQF Level 03	4
Elective	13930	Monitor and control the receiving and satisfaction of visitors	NQF Level 03	4
Elective	13936	Outline the legal environment of a selected industry	NQF Level 03	2
Elective	13932	Prepare and process documents for financial and banking processes	NQF Level 03	5
Elective	7798	Process cheque, credit card and bank transactions	NQF Level 03	14
Elective	7790	Process incoming and outgoing telephone calls	NQF Level 03	3