

NATIONAL CERTIFICATE: BUSINESS ADMINISTRATION SERVICES (NQF 3)

SAQA QUALIFICATION ID: 49648

SAKHISISIZWE
PROJECTS

EMPOWERED
EDUCATION



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This qualification is for anyone who is, or wishes to be, involved in the administration function in any organisation or business in any sector, or field as well as non-commercial organisation 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.

Programme Outcomes

At the end of this qualification learners will be able to:

- ⇒ Gather and report information
- ⇒ Plan, monitor and control and information system
- ⇒ Maintain booking systems
- ⇒ Utilize technology to produce information
- ⇒ Participate in meetings and process documents and communications related thereto
- ⇒ Coordinate meetings, minor events and travel arrangements
- ⇒ Set personal goals
- ⇒ Function in a team and overall business environment
- ⇒ Demonstrate an understanding of employment relations



NATIONAL CERTIFICATE: BUSINESS

ADMINISTRATION SERVICES (NQF 3)

The Business Administration Services Certificate consists of 32 unit standards worth 155 credits:

UNIT STANDARDS:

FUNDAMENTALS			
UNIT CODE	UNIT STANDARD TITLE	LEVEL	CREDITS
119472	Accommodate audience and context needs in oral communication	NQF 3	5
9960	Communicate verbally and non-verbally in the work place	NQF 3	8
119457	Interpret and use information from texts	NQF 3	5
119465	Write texts for a range of communicative contexts	NQF 3	5
119471	Use language and communication in occupational learning programmes	NQF 3	5
119462	Engage in sustained oral communication and evaluate spoken texts	NQF 3	5
119469	Read, analyse and respond to a variety of texts	NQF 3	5
119459	Write for a wide range of contexts	NQF 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	NQF 3	2
252435	Perform Basic Business Calculations	NQF 3	6
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	NQF 3	5
9012	Investigate life and work related problems using data and probabilities	NQF 3	5
9013	Describe, apply, analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts	NQF 3	4



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CORE			
UNIT CODE	UNIT STANDARD TITLE	LEVEL	CREDITS
13933	Plan, monitor and control an information system in a business environment	NQF 3	3
7706	Maintain a Booking System	NQF L3	3
13937	Monitor and control office supplies	NQF 3	2
13931	Monitor and control the maintenance of office equipment	NQF 3	4
116940	Produce and use spread sheets for business	NQF 3	5
117924	Produce word processing documents for business	NQF 3	5
116931	Demonstrate ability to use the World Wide Web	NQF 2	3
13935	Plan and conduct basic research in an office environment	NQF 3	6
13929	Co-ordinate meetings, minor events and travel arrangements	NQF 3	3
13934	Plan and prepare meeting communications	NQF 3	4
9533	Use communication skills to handle and resolve conflict in the workplace	NQF 3	3
7785	Function in a business environment	NQF 3	4
14357	Demonstrate an understanding of a selected business environment	NQF 4	10
8420	Operate in a team	NQF 2	4



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ELECTIVES			
UNIT CODE	UNIT STANDARD TITLE	LEVEL	CREDITS
8000	Apply basic principles	NQF 3	9
7177	Attend to customer enquiries face-to-face and on the telephone in a banking environment	NQF 3	4
13936	Monitor and control reception area	NQF 3	4
13936	Outline the legal environment of a selected industry	NQF 3	2
7790	Process incoming and outgoing telephone calls	NQF 3	3

