



NATIONAL CERTIFICATE: BUSINESS ADMINISTRATION SERVICES (NQF LEVEL 3)

Qualification ID 67465 – 120 Credits

INTRODUCTION

The National Certificate in Business Administration Services at NQF: Level 3 is the second qualification in a learning pathway that starts with the National Certificate in Business Administration level 2 and ends, at present, with the National Certificate in Administration Level 5.

The core component contains competencies in Information handling, communications, enterprise/customer service, technology, organisation skills, self-development, teamwork and business policies and procedures.

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.
- Release the potential of people.
- Provide opportunities for people to move up the value chain.

Qualifying learners could follow a career in:

- | | | |
|---|----------------------------------|--|
| ▪ Secretarial services | ▪ Technical assistance | ▪ Legal secretarial services |
| ▪ Reception services | ▪ Typing | ▪ Reception supervision |
| ▪ Switchboard operations | ▪ Data capturing | ▪ Change administration and management |
| ▪ Financial administration | ▪ Systems administration | ▪ Relationship management |
| ▪ Banking administration | ▪ Human Resources administration | ▪ Project coordination |
| ▪ Personal/executive assistant services | ▪ Basic contracts administration | |

TARGET AUDIENCE

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.

DURATION: 12 Months / 30 Contact Days

ENTRY LEVEL REQUIREMENTS: Communication NQF Level 2, Mathematical Literacy NQF Level 2

LEARNING PROGRAMMES

| The Business Environment (3 days) | |
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| 14357 | Demonstrate an understanding of a selected business environment. NQF4, 10 Credits |
| 7785 | Function in a business environment. NQF3, 4 Credits |
| 7796 | Maintain a secure working environment. NQF3, 1 Credit |

| Business Communication (3 days) | |
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| 9960 | Communicate verbally and non-verbally in the workplace. NQF3, 8 Credits |
| 8968 | Accommodate audience and context needs in oral communication. NQF3, 5 Credits |

| Numeracy Skills (3 days) | |
|---------------------------------|--|
| 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. NQF3, 2 Credits |
| 9012 | Investigate life and work-related problems using data and probabilities. NQF3, 5 Credits |
| 9013 | Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts. NQF3, 4 Credits |

| PC Skills (2 days) | |
|---------------------------|---|
| 7567 | Produce and use spreadsheets for business. NQF3, 5 Credits |
| 7570 | Produce word processing documents for business. NQF3, 5 Credits |

| Teamwork Skills (3 days) | |
|---------------------------------|---|
| 10170 | Demonstrate understanding of employment relations in an organisation. NQF3, 3 Credits |
| 8420 | Operate in a team. NQF2, 4 Credits |
| 7860 | Introduce new staff to the workplace. NQF3, 1 Credit |
| 9533 | Use communication skills to handle and resolve conflict in the workplace. NQF3, 3 Credits |

| Business Research (2 days) | |
|-----------------------------------|---|
| 13935 | Plan and conduct basic research in an office environment. NQF3, 6 Credits |
| 7573 | Demonstrate ability to use the World Wide Web. NQF2, 3 Credits |

| Business Reception (3 days) | |
|------------------------------------|---|
| 13930 | Monitor and control the receiving and satisfaction of visitors. NQF3, 4 Credits |
| 13928 | Monitor and control reception area. NQF3, 4 Credits |
| 7790 | Process incoming and outgoing telephone calls. NQF3, 3 Credits |

| Business Writing Skills (2 days) | |
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| 8969 | Interpret and use information from texts. NQF3, 5 Credits |
| 8970 | Write texts for a range of communicative contexts. NQF3, 5 Credits |

| Financial Administration (3 days) | |
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| 7456 | Use mathematics to investigate and monitor the financial aspects of personal, business and national issues. NQF3, 5 Credits |
| 11241 | Perform Basic Business Calculations. NQF3, 6 Credits |
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| Meeting Administration (2 days) | |
|--|---|
| 13929 | Co-ordinate meetings, minor events and travel arrangements. NQF3, 3 Credits |
| 13934 | Plan and prepare meeting communications. NQF3, 4 Credits |

| Business Administration (3 days) | |
|---|--|
| 13937 | Monitor and control office supplies. NQF3, 2 Credits |
| 13931 | Monitor and control the maintenance of office equipment. NQF3, 4 Credits |
| 7706 | Maintain a Booking System. NQF3, 3 Credits |
| 13933 | Plan, monitor and control an information system in a business environment. NQF3, 3 Credits |

OPTIONAL SERVICES



RECRUITMENT UNEMPLOYED LEARNERS

Let Kwelanga take the stress out of sourcing, screening and nominating suitable candidates for your learnership. Our service includes:

- Sourcing candidates.
- Collect required documents.
- Verify disability (if applicable).
- Screen for suitability.
- shortlist top-matched candidates.
- Scheduling of interviews/assessments



WELLNESS PROGRAMMES PEOPLE WITH DISABILITIES (PWD)

This involves meeting identified candidates to ensure they are adapting well to the new programme and environment. We will provide guidance on how to better settle in and flag potential concerns to the Client.

Sessions can be booked as and when deemed necessary. However, we have made the following recommendation as a guideline: *1 hour per learner every second month.*

The rate will depend on the number of Learners accommodated in a day. Ask your Kwelanga relationship manager for further details.



OUR COMMITMENT TO YOU

To develop and inspire each individual to be the best that they can be.

To assist clients in the transfer of skills and positive behaviour change.



WORKPLACE READINESS

Learners need to understand exactly what the organisation expects from them. They need to develop a highly professional image and positive attitude, learning to be consistent and dependable. Select any number of the following modules to ensure learners are optimally integrated into their work environment:

- The Workplace Professional
- Managing Time for Results
- Modern Business Writing
- WOW Service – Adding Value
- E-mail Etiquette
- Essential Assertiveness Skills
- Managing Workplace Relationships
- Powerful Presentations
- The Administration Architect
- Competency Based Interviewing Skills (unemployed learners)



GRADUATION CEREMONY

Never underestimate the significance of your role in developing South Africa's talent. The importance of the graduation for our delegates signifies the recognition of their hard work and achievement in improving and growing their skills.

This is your opportunity to recognise and celebrate with all the successful candidates and establish a firm foundation in their future development. Don't miss out on this meaningful opportunity!

For more information contact us on:

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