



NATIONAL CERTIFICATE: BUSINESS ADMINISTRATION SERVICES

QUALIFICATION ID 23833 - NQF LEVEL 2 - 130 CREDITS

INTRODUCTION

Administration is an essential field of learning applying to business in all sectors. Administrative tasks are conducted at various levels depending upon the nature and size of the organisation. There is an on-going need for highly skilled administration personnel. To ensure this the **National Certificate in Business Administration Services** provides a well-developed learning pathway, catering for administrative personnel at the various levels in which they operate.

This qualification will enhance the provision of entry-level service within the field of administration. The core component focuses on skills in information handling, time management, communications, customer service, technology, organisational skills, teamwork and business policies and procedures.

COURSE OBJECTIVES

- Identify and maintain records
- Maintain an information system
- Process numerical and text data
- Receive, distribute and dispatch mail in an office environment
- Receive and execute instructions
- Process incoming and outgoing telephone calls
- Behave in a professional manner in a business environment
- Attend to customer enquiries
- Operate and take care of equipment in an office environment
- Manage time and work processes within a business environment
- Investigate the structure of an organisation
- Demonstrate an understanding of the business environment
- Keep informed about current affairs relating to one`s own industry

TARGET AUDIENCE

The National Certificate in Business Administration Services, NQF Level 2, is designed to meet the needs of those learners who are already involved, or wish to become involved, in the field of administration. It is particularly suited to those learners who are performing administrative, clerical and secretarial tasks but have not had the opportunity to obtain a formal qualification beyond NQF level 1.

COURSE CONTENT

Module 1: Team and Time Management

- Operating in a team
- Maintain effective working relationships
Manage time and work process within a business environment
- Manage a diary for self and others

Module 2: Health and Safety

- Contribute to the health, safety and security of the workplace

Module 3: Banking

- Conduct basic financial transactions

Module 4: Numeracy

- Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems
- Demonstrate understanding of rational and irrational numbers and number systems
- Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts
- Use mathematics to investigate and monitor the financial aspects of personal and community life
- Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts
- Work with a range of patterns and functions and solve problems

Module 5: Computer Skills

- Demonstrate knowledge of and produce word processing documents using basic functions
- Demonstrate the ability to use electronic mail software to send and receive messages
- Identify and maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain confidentiality
- Maintain an existing information system in a business environment
- Operate a personal computer system
- Operate personal computer peripherals

Module 6: Communication

- Access and use information from texts
- Respond to a literary texts
- Respond to a selected literary text
- Use language and communication in occupational Learning
- Write for a defined context
- Maintain and adapt oral communication
- Write for a wide range of contexts

Module 7: Office Administration

- Attend to customer enquiries in the office
- Behave in a professional manner
- Keep informed about current affairs related to one's own industry
- Investigate the structure of an organisation
- Organise oneself in the workplace
- Process incoming and outgoing telephone calls
- Receive and execute instructions
- Receive, consult and direct visitors
- Maintain reception area

COURSE DURATION

- RPL Learnership for employed delegates (7 days)
- Full Learnership for employed delegates (14 days)
- Full Learnership for unemployed delegates (20 days - includes bridging classes)