



## **NATIONAL CERTIFICATE: BUSINESS ADMINISTRATION SERVICES**

### **QUALIFICATION ID 67465 - NQF LEVEL 3 - 120 CREDITS**

#### **INTRODUCTION**

Through building day-to-day administration skills, as well as general operational competencies, this qualification ensures progression of learning, enabling the delegate to meet standards of service excellence required within the administration field. It has building blocks that can be developed further in qualifications at a higher level.

This qualification focuses on the skills, knowledge, values and attitudes to provide opportunities for people to move up the value chain. The core component contains competencies in information handling, communication, customer service, technology, organisation skills, self-development, teamwork and business policies and procedures.

#### **COURSE OBJECTIVES**

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

#### **TARGET AUDIENCE**

The qualification is suited to those learners who wish to extend their range of skills and knowledge within the administration field so that they can extend their competency levels. It is the second qualification in the administration learning pathway and is particularly suited to those learners who are performing secretarial, administrative and clerical tasks.

## COURSE CONTENT

### Module 1: Events Management

- Co-ordinate meetings, events and travel arrangements
- Maintain a booking system
- Plan and prepare meeting communications

### Module 2: Team Management

- Operate in a team
- Introduce new staff to the workplace
- Use communication skills to handle and resolve conflict in the workplace

### Module 3: Numeracy

- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Investigate life and work related problems using data and probabilities
- Perform basic Business Calculations
- Use mathematics to investigate and monitor the financial aspects of personal, business and national issues

### Module 4: Computer and Document Management

- Demonstrate ability to use the World Wide Web.
- Plan, monitor and control an information system in a business environment
- Produce and use spreadsheets for business
- Produce business word processing documents

### Module 5: Business Communication

- Accommodate audience and context needs in oral communication
- Verbal and non-verbal communication
- Interpret and use information from texts
- Write texts for a range of communicative contexts

### Module 6: Office Management

- Understanding of employment relations
- Maintain a secure working environment
- Control maintenance of office equipment
- Monitor and control office supplies
- Conduct research in an office environment
- Function in a business environment
- Monitor and control reception area
- The receiving and satisfaction of visitors
- Attend to customer enquiries face-to-face and on the telephone

## 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)