



NATIONAL CERTIFICATE: BUSINESS ADMINISTRATION QUALIFICATION ID 67465 - NQF LEVEL 3 - 120 CREDITS

Fundamental Component:

The Fundamental Component consists of Unit Standards to the value of 45 credits all of which are compulsory

Core Component:

The Core Component consists of Unit Standards to the value of 64 credits all of which are compulsory

Elective Component:

The Elective Component consists of individual unit standards from which the learner must choose unit standards totalling a minimum of 11 credits.

OUTLINE OF LEARNING PROGRAMME

Module 1: HR for Office Administrators

Type	US ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Core	8420	Operate in a team	NQF 2	4
Core	10170	Demonstrate understanding of employment relations in an Organisation	NQF 3	3
Core	7860	Introduce new staff to the workplace	NQF 3	1

Module 2: Communication Skills for Office Administrators

Type	US ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Core	9533	Use communication skills to handle and resolve conflict in the workplace	NQF 3	3
Fundamental	8968	Accommodate audience and context needs in oral Communication	NQF 3	5
Fundamental	9960	Communicate verbally and non-verbally in the workplace	NQF 3	8

Module 3: Administration Skills for Office Administrators

Type	US ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Core	7785	Function in a business environment	NQF 3	4
Core	7796	Maintain a secure working environment	NQF 3	1
Core	13937	Monitor and control office supplies	NQF 3	2
Core	13931	Monitor and control the maintenance of office equipment	NQF 3	4
Core	13933	Plan, monitor and control an information system in a business environment	NQF 3	3

Module 4: Business Writing for Office Administrators

Type	US ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Fundamental	8969	Interpret and use information from text	NQF 3	5
Fundamental	8970	Write texts for a range of communicative contexts	NQF 3	5

Module 5: Organisational Skills for Office Administrators

Type	US ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Core	13929	Co-ordinate meetings, minor events and travel arrangements	NQF 3	3
Core	7706	Maintain a Booking System	NQF 3	3
Core	13934	Plan and prepare meeting communications	NQF 3	4

Module 6: Research Skills for Office Administrators

Type	US ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Core	13935	Plan and conduct basic research in an office environment	NQF 3	6
Fundamental	9012	Investigate life and work related problems using data and probabilities	NQF 3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	NQF 3	4
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 3	2

Module 7: IT Skills for Office Administrators

Type	US ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Core	7573	Demonstrate ability to use the World Wide Web	NQF 2	3
Core	7567	Produce and use spread sheets for business (excel)	NQF 3	5
Core	7570	Produce word processing documents for business (word)	NQF 3	5

Module 8: Front Line and Customer Service for Office Administrators

Type	US ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Elective	13928	Monitor and control reception area	NQF 3	4
Elective	13930	Monitor and control the receiving and satisfaction of visitors	NQF 3	4
Elective	7790	Process incoming and outgoing telephone calls	NQF 3	3

Module 9: Business Appreciation for Office Administrators

Type	US ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Core	14357	Demonstrate an understanding of a selected business environment	NQF 4	10
Elective	8000	Apply basic business principles	NQF 3	9
Fundamental	11241	Perform Basic Business Calculations	NQF 3	6
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	NQF 3	5

QUALIFICATION OUTCOMES

On achieving this qualification, the learner will be able to:

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

INTERNATIONAL COMPARABILITY

This qualification was compared with qualifications and standards in administration in:

- Australia
- New Zealand
- England
- Scotland

A direct comparison of the title, specific outcomes, assessment criteria, exit level outcomes and embedded knowledge was undertaken with each. However, it was borne in mind that this qualification was developed for the South African context, while at the same time requiring international comparability.

It was decided that this qualification equated favourably, in terms of the components looked at and in terms of the overall competencies in the qualification, with the administration qualifications in all the countries mentioned. The qualification that best equates with this one is the Australian Certificate 2 in Business (Office Administration) Code BSA 20197.

ARTICULATION OPTIONS

This qualification articulates with the following qualifications:

- The National Certificate in Business Administration: Level 4
- The National Certificate in Management: Level 3 & 4
- The National Certificate in Public Administration: Level 4

It should also articulate with any other qualification at level 3 in the following fields:

- Banking administration
- Data capturing
- Financial administration
- Personal/executive secretarial services
- Reception services
- Secretarial services
- Switchboard operations