



Purpose of the qualification:

The National Certificate in Business Administration Services: NQF Level 3 is designed to meet the needs of those learners who are already involved, or who wish to become involved, in the field of administration. Administration is an essential field of learning as the competences required by people doing administrative tasks are generic in nature and apply to all businesses in all sectors.

Administrative tasks and administration are done at various levels depending upon the nature and size of the organisation and its management structure. People involved in administration are known by such terms as secretaries, administrative assistants, administrators and clerks depending on the organisation in which they are employed. There is therefore an on-going need for highly skilled administration personnel and a need for a well-developed learning pathway to cater for administrative personnel at the various levels at which they operate.

National Certificate in Business administration NQF 3

Business awareness

14357 Understand a selected business environment

Meeting employer expectations

7785 Function in a business environment

10170 Demonstrate understanding of employment relations

7860 Introduce new staff to the workplace

7796 Maintain a secure working environment

Basic research

13935 Plan & conduct basic research in an office environment

9012 Investigate work related problems using data & probabilities

Business communication

8969 Interpret & use information from texts

8970 Write texts for a range of communicative contexts

Office maintenance & reporting

13937 Monitor & control office supplies

13931 Monitor the maintenance of office equipment

Team communication & functioning

9533 Use communication skills to handle & resolve conflict in the workplace

8420 Operate in a team

8968 Accommodate audience & context needs in oral communication

9960 Communicate verbally & non-verbally in the workplace

Meeting coordination & communication

7706 Maintain a Booking System

13934 Plan & prepare meeting communications

13929 Co-ordinate meetings, minor events & travel arrangements

Business calculations

9010 Understand the different number bases & measurement units

9013 Describe, apply, analyse & calculate shape & motion in 2-d & 3-d

11241 Perform Basic Business Calculations

7456 Use mathematics to investigate financial aspects of issues

Banking electives

- 13936** Outline the legal environment of a selected industry
- 8000** Apply basic business principles
- 117111** Apply knowledge of basic accounting principles
- 7177** Attend to customer enquiries face-to-face & on the telephone

Finance electives

- 117156** Interpret basic financial statements
- 242810** Manage expenditure against a budget
- 114738** Perform financial planning & control functions
- 7798** Process cheque, credit card & bank transactions

Computer literacy

- 7567** Produce & use spreadsheets for business
- 7570** Produce word processing documents for business
- 13933** Plan, monitor & control an information system
- 7573** Demonstrate ability to use the World Wide Web

Reception electives

- 13928** Monitor & control reception area
- 13930** Monitor & control the receiving & satisfaction of visitors
- 7790** Process incoming & outgoing telephone calls
- 10025** Handle a range of customer complaints

Delivery options:

This national qualification can be earned either through traditional training or recognition of prior learning (RPL). Details are as follows:

Traditional training:

Training is best suited to new entrants to the sector. Prior Learning Centre can either deliver this qualification as a learnership, which will qualify the sponsoring employer for a tax deduction, or it can be offered as a training programme without the learnership documentation. The duration of the training will be 18 full days, which can be scheduled to suit the employers' schedule.

Recognition of prior learning (RPL):

RPL is ideal for employees with some relevant work experience. Prior Learning Centre offers two RPL options:

- **Pure RPL:** which is best suited for employees with at least five years relevant working experience who are self-motivated and committed to work alone. Contact time is limited to one full day of RPL orientation followed by limited, on-demand contact sessions.
- **High touch RPL (8 days):** this model suits those employees who have at least three years relevant work experience but who may be less motivated to complete their work on their own and they may be unsure of some aspects of the qualification. In this model Prior Learning Centre spends eight full days assisting employees with the theory of the qualification and supervises the completion of their evidence collection. This model generally gives good submission and competency rates.