Executive Summary

Qualification	National Certificate: Business Administration Services
Qualification ID	67465
NQF Level	3
Minimum Credits	120
Duration	12 months
Field	Business, Commerce and Management Studies
Subfield	Office Administration
ETQA	Services SETA
Purpose	The purpose of this qualification will provide the broad knowledge, skills and values needed in the administration field in all sectors and will facilitate access to, and mobility and progression within, education and training for learners.
Entry Requirements	- Communication at Level 2 - Mathematical Literacy at Level 2

Exit Level Outcomes

- Gather and report information
- Plan, monitor and control an information system
- Maintain booking system
- 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

The KLM Empowered X-Perience

X-Ploration
For each of the SIX integrated learning blocks, learners explore content on their own before engaging with others. Guided by self-study plans and diagnostic self-assessment, they formulate their own insights to share.

X-Tension
Workplace application assignments allow learners to put their new learning to use on the job. Under the guidance of mentors, and with access to performance and wellness support, learners hone their skills and add value.

X-Citement
Learners receive a welcome letter and an X-Perience Map detailing the flow of their qualification. An orientation session helps them to understand the benefits and career options linked to the qualification.

X-Change
Learners attend facilitator-led sessions, either in class or online, to share their learning and refine their skills in a safe environment. Collaborative activities and peer feedback build learning synergy and allow learners to master specific skills.

X-Cellence
Each learner's progress is measured against learning outcomes through formative and summative assessment. Final examinations and presentations are used to obtain an accurate picture of overall understanding and mastery of the content.

Learning Blocks

Introduction into the Business Environment

1

ID	Unit Standard Title	Level	Credits
14357	Demonstrate an understanding of a selected business environment	4	10
7785	Function in a business environment	3	4
7796	Maintain a secure working environment	3	1
8420	Operate in a team	2	4
9533	Use communication skills to handle and resolve conflict in the workplace	3	3
		Total	22

Office Management

2

ID	Unit Standard Title	Level	Credits
13937	Monitor And Control Office Supplies	3	2
13931	Monitor And Control the Maintenance of Office Equipment	3	4
13933	Plan, Monitor and Control an Information System in a Business Environment	3	3
13929	Co-Ordinate Meetings, Minor Events and Travel Arrangements	3	3
7860	Introduce new staff to the workplace	3	1
13935	Plan and conduct basic research	3	6
10170	Demonstrate an understanding of employment relations in an organisation	3	3
9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4
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	3	2
		Total	28

Business Communication

3

ID	Unit Standard Title	Level	Credits
8970	Write texts for a range of communicative contexts	3	5
13934	Plan and prepare meeting communications	3	4
8969	Interpret and use information from texts	3	5
8968	Accommodate audience and context needs in oral communication	3	5
9960	Communicate verbally and non-verbally in the workplace	3	8
		Total	27

Financial Administration

4

ID	Unit Standard Title	Level	Credits
11241	Perform basic business calculations	3	6
7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	3	5
9012	Investigate life and work related problems using data and probabilities	3	5
		Total	16

PC Skills

5

ID	Unit Standard Title	Level	Credits
7573	Demonstrate ability to use the World Wide Web	2	3
7706	Maintain a Booking System	3	3
7567	Produce and use spreadsheets for business	3	5
7570	Produce word processing documents for business	3	5
		Total	16

General Support Function

ID	Unit Standard Title	Level	Credits
13928	Monitor and control reception area	3	4
13930	Monitor and control the receiving and satisfaction of visitors	3	4
		Total	8

Introduction to Business Management for the Administrative Environment

ID	Unit Standard Title	Level	Credits
8000	Applying basic business principles	3	9
13936	Outline the legal environment of a selected industry	3	2
		Total	11

Introduction to Office Financial Management

ID	Unit Standard Title	Level	Credits
7798	Process cheque, credit card and bank transactions	3	14
13932	Prepare and process documents for financial and banking processes	3	5
7911	Manage the float	3	4
7177	Attend to customer enquiries face-to-face and on the telephone in a banking environment	3	4
		Total	27

Financial Management

ID	Unit Standard Title	Level	Credits
117156	Interpret basic financial statements	4	4
242810	Manage expenditure against a budget	4	6
		Total	10

Customer Service

ID	Unit Standard Title	Level	Credits
7790	Process incoming and outgoing telephone calls	3	3
		Total	3

The Greatness Effect