



Executive Summary

Qualification	National Certificate: Business Admin. 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 is to provide a theoretical and practical grounding in the field of business administration and empower participants to play a key role in driving efficiency and productivity in any organisation in any business sector.
Entry Requirements	<ul style="list-style-type: none">▪ Communication at NQF Level 2▪ Mathematical Literacy at NQF Level 2



EMPOWERED

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Qualification Outcomes

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

- Monitor and control the reception area
- Receive and direct visitors
- Process incoming and outgoing phone calls
- Plan, monitor, and control an information system
- Maintain booking systems
- Participate in meetings and process meeting documents and communications
- Utilise technology to produce information
- Plan and conduct basic research in an office environment
- Coordinate meetings, minor events, and travel arrangements
- Set and achieve personal goals
- Function in a team and overall business environment

The KLM Empowered X-Perience



X-Cite

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-Plore

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-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-Tend

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-Cel

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

1

Business Communication

ID	Unit Standard Title	Level	Credits
8968	Accommodate audience and context needs in oral communication	3	5
9960	Communicate verbally and non-verbally in the workplace	3	8
8969	Interpret and use information from texts	3	5
8970	Write texts for a range of communicative contexts	3	5
Total			23

2

Numerical Skills

ID	Unit Standard Title	Level	Credits
9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4
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
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
9012	Investigate life and work-related problems using data and probabilities	3	5
Total			22

3

Introduction to the Business Environment

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
Total			19

4

Office Management and Support Services

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 in an office environment	3	6
10170	Demonstrate understanding of employment relations in an organisation	3	3
Total			22

5

Providing Administration Services

ID	Unit Standard Title	Level	Credits
7573	Demonstrate ability to use the World Wide Web	2	3
7706	Maintain a Booking System	3	3
13934	Plan and prepare meeting communications	3	4
7567	Produce and use spreadsheets for business	3	5
7570	Produce word processing documents for business	3	5
9533	Use communication skills to handle and resolve conflict in the workplace	3	3
Total			23

6

Reception Services

ID	Unit Standard Title	Level	Credits
13928	Monitor and control reception area	3	4
13930	Monitor and control the receiving of visitors	3	4
7790	Process incoming and outgoing telephone calls	3	3
10025	Handle a range of customer complaints	4	4
Total			15



The Greatness Effect

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