



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This National Certificate, at an NQF Level 3, is the second in a learning pathway for individuals seeking a career path in the field of business administration.

It is a generic programme that builds on the entry-level NC: Business Administration Services, NQF 2. It is suitable for those with some work experience in administrative positions in any type of business or non-profit organisation, in any sector.

You will acquire more in-depth knowledge and skills in business administration including communication, information handling, customer service, self development and business policies and procedures.

Target Audience

The qualification is aimed at anyone wanting to develop further as an administrator and receive a SAQA accredited qualification. It covers all the competencies and skills needed for entry to the NQF level 4 FETC in Business Administration Services.

It is suitable for individuals progressing with their learning, who are already involved in or wish to become more involved in the field of administration.

Entry Requirements

- Competency in Communication (English) at NQF Level 2.
- Competency in Mathematical Literacy at NQF Level 2.

Additional Requirements

- Access to a PC, software and the internet for course work.
- Internet and bandwidth to accommodate virtual facilitator-led sessions.

Business Administration

NC: Business Administration Services

SERVICE SETA Certification

SAQA ID: 67465

NQF Level: 3

Credits: 120

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive facilitated training sessions, group activities, assessment and self study to embed skills.

You will need to:

- Attend all lectures and sessions
- Demonstrate theoretical and practical understanding of content
- Compile and submit a Portfolio of Evidence (PoE)

To receive your National Certificate: Business Administration Services, SAQA Level 3, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the qualification, you will be able to:

- Plan, monitor and maintain record keeping using information systems.
- Ensure office equipment is maintained.
- Participate in meetings and produce relevant meeting documentation.
- Use technology and related software programmes to produce, transmit and process information.
- Set personal goals prioritise own development.
- Work effectively in a team.
- Conduct basic research projects in relation to administrative functions.
- Demonstrate an overall understanding of the business environment.





Course Content

NC: Business Administration Services

Accreditation Body: SERVICES SETA

SAQA ID: 67465 | Learning Programme ID: 23655

NQF Level: 3 | Credits : 120

Module 1: The Business Environment

- Demonstrate an understanding of a selected business environment
- Function in a business environment
- Maintain a secure working environment

Module 2: Business Communication

- Communicate verbally and non-verbally in the workplace
- Accommodate audience and context needs in oral communication

Module 3: Business Reception

- Monitor and control a reception area
- Monitor, control and offer visitor/customer service
- Process incoming and outgoing telephone calls

Module 4: Business Writing Skills

- Interpret and use information from texts
- Write texts for a range of communicative contexts

Module 5: Numeracy Skills

- Understand the use of different number bases and measurement units and identify errors in the context of relevant calculations
- Investigate life and work related problems using data and probabilities
- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts

Module 6: Financial Administration

- Use mathematics to investigate and monitor the financial aspects of business and national issues
- Perform basic business calculations

Module 7: PC Skills

- Produce and use spreadsheets for business
- Produce word processing documents for business

Module 8: Teamwork Skills

- Demonstrate understanding of employment relations in an organisation
- Operate in a team
- Introduce new staff to the workplace
- Use communication skills to handle and resolve conflict in the workplace

Module 9: Meeting Administration

- Co-ordinate meetings, minor events and travel arrangements
- Plan and prepare meeting communications

Module 10: Business Administration

- Monitor and control office supplies
- Monitor and control the maintenance of office equipment
- Plan, monitor and control an information system in a business environment
- Maintain a Booking System

Module 11: Business Research

- Plan and conduct basic research in an office environment
- Demonstrate ability to use the World Wide Web



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