

# Administration Learnerships



Business  
Administration  
Services NQF 3

Business  
Administration  
Services NQF 4

# National Certificate: Business Administration Services NQF 3

SAQA ID: 67465 | NQF LEVEL: 3 | CREDITS: 120 | Entry Level Requirement: Grade 10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

## Purpose of this Qualification

Any individual who is or wishes to be involved in an administrative role in any organisation or business, regardless of sector, field or non-profit organisation.

## Exit Level Outcomes

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

- Gather and report information
- Plan, monitor, and control and information system
- Maintain booking systems
- Participate in meetings and process documents and communications related to it
- 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
- Demonstrate an understanding of employment relations

## Possible Careers on Completion

**Qualifying learners could follow a career in:**

- Secretarial services
- Reception services
- Switchboard operations
- Financial administration
- Banking administration
- Personal/executive assistant services
- Data capturing/typing
- Human Resources administration
- Basic contracts administration
- Legal secretarial services
- Reception supervision
- Project coordination

## Modules and Courses

### Module 1: Business Communication

- Accommodate audience and context needs in oral communication
- Communicate verbally and non-verbally in the workplace
- Interpret and use information from texts
- Write texts for a range of communicative contexts

### Module 2: Numerical Skills

- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Perform basic business calculations
- Use mathematics to investigate and monitor the financial aspects of personal, business and national issues
- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Investigate life and work-related problems using data and probabilities

### Module 3: Introduction to the Business Environment

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

### Module 4: Office Management

- Monitor and control the maintenance of office equipment
- Maintain a booking system
- Co-ordinate meetings, minor events, and travel arrangements
- Monitor and control office supplies
- Plan and prepare meeting communications

### Module 5: Business Communication and Public Relations

- Demonstrate ability to use the World Wide Web
- Maintain a booking system
- Plan and prepare meeting communications
- Produce and use spreadsheets for business
- Produce word processing documents for business
- Use communication skills to handle and resolve conflict in the workplace

### Module 6: Administration Support Services

- Introduce new staff to the workplace
- Plan and conduct basic research in an office environment
- Demonstrate understanding of employment relations in an organisation



# Further Education and Training Certificate: Business Administration Services NQF 4

SAQA ID: 61595 | NQF LEVEL: 4 | CREDITS: 140 | Entry Level Requirement: Grade 11/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

## Purpose of this Qualification

This qualification is for any individual who is or wishes to be involved in the administration function within any industry or non-commercial venture/organisation. The qualification offers the learner knowledge and skills in the Management of Records, comprehension of written and verbal texts, Business Writing, Problem Solving, Ethics, Cultural Awareness, Self-Management, and Self Development, Project Teamwork, and Business Policies and Procedures. The qualification also enables the learner to specialise in administration areas such as Reception, Executive Administration, Financial Literacy, Relationship Management, Legal Knowledge, Communication, Project Administration and Support, Call Centre Administration, and Human Resources.

## Exit Level Outcomes

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

- Know the procedures for stock and fixed asset control
- Develop administrative systems
- Improve organisational effectiveness
- Present information that is routinely and regularly required, as well as specific information that is requested from time-to-time
- Manage service providers
- Be an effective employee in the administrative section of an organisation
- Be aware of how fraud can be present in an office environment and assist in its control
- Display cultural awareness in dealing with customers and colleagues and utilising the differences positively to enhance the effectiveness and image of the organisation
- Identify and solve work-related problems together with others
- Apply efficient time management processes, procedures, and techniques
- Be an effective member of a team
- Become a knowledge worker
- Identify information sources to be able to access information when it is required quickly
- Liaise with clients (internal and external) to verify that the format used for reports serves the purpose
- Make amendments to report format and writing style, if necessary.

## Possible Careers on Completion

**Qualifying learners could follow a career in:**

- Secretarial services
- Reception services
- Switchboard operations
- Financial administration
- Banking administration
- Personal/executive assistant services
- Data capturing/typing
- Human Resources administration
- Basic Contracts administration
- Legal secretarial services
- Reception supervision
- Project coordination

## Modules and Courses

### Module 1: Work and Career Orientation

- Achieve personal effectiveness in a business environment
- Comply with organisational ethics
- Work as a project team member
- Apply efficient time management to the work of a department/division/section
- Apply knowledge of self and team to develop a plan to enhance team performance
- Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace
- Apply the Batho Pele principles to your work role and context

### Module 2: Maths Literacy

- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
- Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life-related problems
- Measure, estimate and calculate physical quantities and explore, critique and prove geometrical relationships in 2 and 3-dimensional space in the life and workplace of an adult with increasing responsibilities

### Module 3: Business Communication

- Present information in report format
- Interpret a variety of literary texts
- Engage in sustained oral communication and evaluate spoken texts
- Read, analyse and respond to a variety of texts
- Write for a wide range of contexts
- Use the writing process to compose texts required in the business environment
- Accommodate audience and context needs in oral communication
- Interpret and use information from texts
- Write/present/sign texts for a range of communicative contexts

### Module 4: Finance for Office Administrators

- Developments that could impact on a business sector
- Management of stock and fixed assets
- Control of fraud in an office environment
- Manage expenditure against a budget

### Module 5: Administration Skills

- Develop administrative procedures in an organisation
- Manage administration records

### Module 6: Customer Care

- Contract service providers
- Cultural awareness in the workplace
- Manage service providers in a selected organisation

# Registered Skills Provider for:

MICT SETA

SERVICES SETA

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