National Certificate: Business Administration Services NQF 3

PURPOSE

Business administration is for any individual who is, or wishes to be, involved in the administration function in any organisation or business in any sector or field as well as in non-commercial organisations such as clubs and charitable organisations.

COURSE CONTENT

Module 1: Professional Behaviour

- Maintain a secure working environment
- Function in a business environment
- Operate in a team
- Use communication skills to handle and resolve conflict in the workplace

Module 2: Computer Literacy

- MS Word Level 1
- MS Excel Level 1
- Internet
- Plan, monitor, and control an information system in a business environment

Module 3: Communication Skills

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

Module 4: Business Skills

- Apply basic business principles
- Plan and conduct basic research in an office environment
- Demonstrate an understanding of a selected business environment
- Interpret basic financial statements

Module 5: Human Resources

- Introduce new staff to the workplace
- Demonstrate understanding of employment relations in an organisation

COURSE CONTENT

Module 6: Office Administration ▾

- 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 7: Business Mathematics ▾

- 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
- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Perform basic business calculations

DELIVERY

- Duration: 12 Months
- Delivery: Classroom/Online/Blended

ENTRY LEVEL REQUIREMENTS

- Grade 10
- Computer Literacy

CAREER POSSIBILITIES

- 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

ACCREDITATION

- National Certificate: Business Administration Services
- Accreditation: Services SETA
- SAQA ID: 67465
- NQF Level: 3
- Credits: 120

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