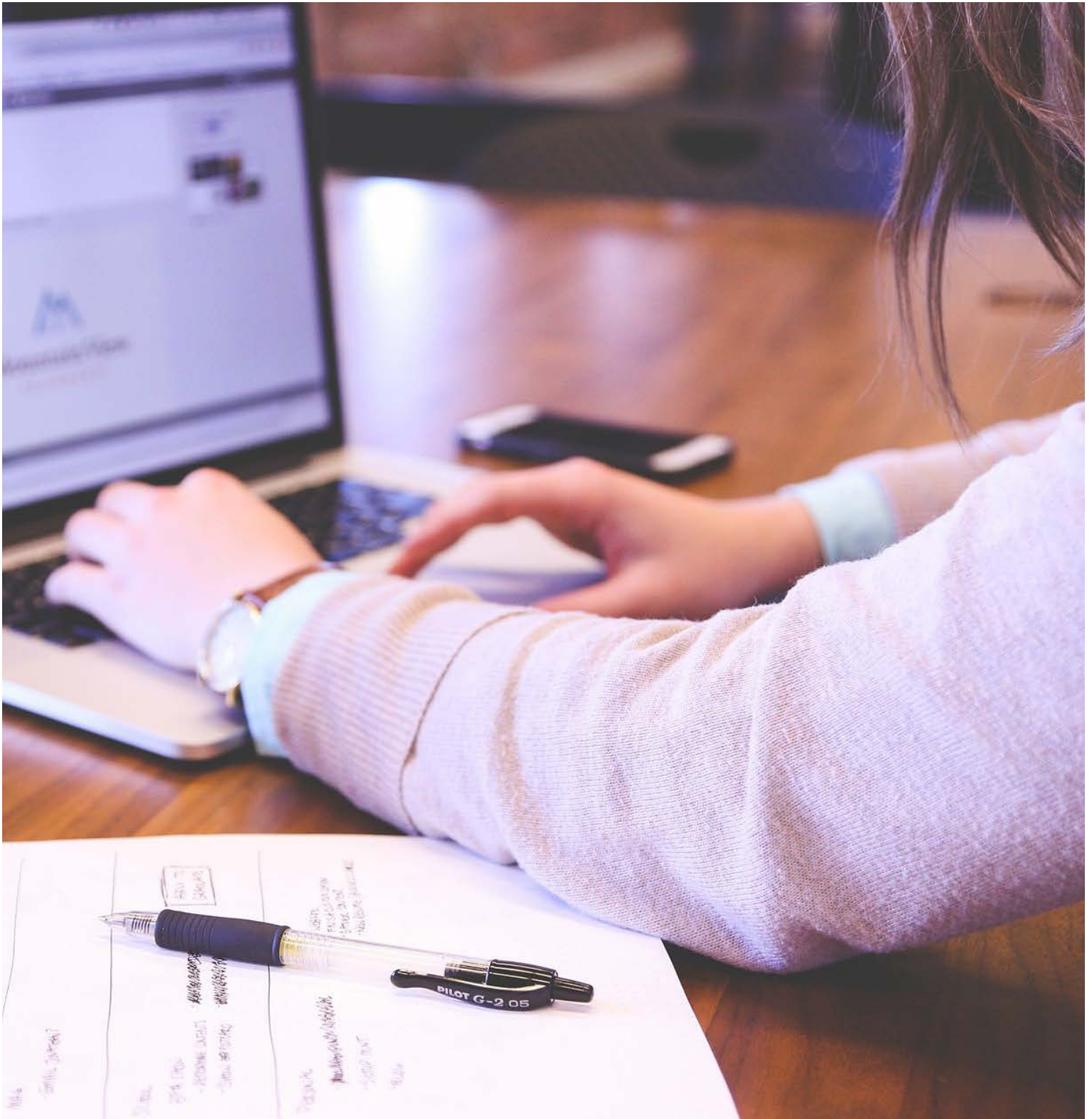




# BUSINESS ADMINISTRATION SERVICES

LEVEL 3

SAQA ID - 67465



ADDING VALUE  
CHANGING LIVES

WE SOLVE  
BEE RELATED  
SKILLS DEVELOPMENT CHALLENGES  
IN A MEANINGFUL WAY



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# NATIONAL CERTIFICATE: BUSINESS ADMINISTRATION SERVICES

**SAQA ID - 67465**  
**CREDITS - 125**  
**NQF LEVEL - 3**

## **ENTRY REQUIREMENTS:**

Learners accessing this qualification are assumed to be competent in:

- Communication at NQF level 2
- Mathematical Literacy at NQF level 2

A basic understanding of the workplace, project processes as well as operations and competence in National Certificate at Level 2 in Business Administration or Project Support Services or equivalent is preferable.

## **OBJECTIVE:**

This qualification is for any individual who is, or wishes to be, involved in an Administration function in any organization or business in any sector or field as well as in non-commercial organisations such as clubs and charitable organisations. It contains all the competencies, skills and values required by a learner who wishes to access the National Certificate in Business Administration Services at NQF: Level 4.

The core component contains competencies in Information Handling, Communications, Enterprise/Customer Service, Technology, Organisation Skills, Self-development, Teamwork and Business Policies and Procedures. The elective component allows the learner to gain specialist knowledge, skills and insight in the areas of Reception, Executive Administration, Financial Services and Banking, Legal Administration and Human Resources.

Learners working towards this qualification will find that the acquisition of competence in the unit standards, which make up the qualification, will add value to their work performance. This qualification is intended to enhance the provision of service within the field of Administration within all sectors.

Through building day-to-day administration skills, as well as general operational competencies, the qualification ensures progression of learning, enabling the learner to meet standards of service excellence required within the Administration field.



## QUALIFICATION OUTCOME:

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

- Plan, monitor and maintain record keeping via appropriate information systems
- Participate in meetings and process documents and communications related thereto
- Utilise technology to produce information
- Plan and conduct basic research in an office environment
- Co-ordinate meetings, minor events and travel arrangements
- Set personal goals
- Function in a team and overall business environment
- Demonstrate an understanding of employment relations

Learners exiting this qualification before completion, retain the credits for Unit Standards successfully completed and may carry them over to other qualifications to which they are applicable.

Learners may also retain the credits until a later stage should studies be recommended, provided the Unit Standards are still relevant to the qualification.



## **RESPONSIBILITIES:**

### *Edge Training will provide:*

- Full project management of learnership
- Monthly progress reports, quarterly reports to the SETA and handling of SETA site visits and the external verification visit at the end of the learnership
- Course material, pens, and workbooks
- Training, using a Qualified Facilitator
- Assessments and moderation
- Uploading of learners on learner registration database and learner achievements
- Certificates of completion and competence
- SETA certificate of competence
- Venue suitable for the number of delegates and required refreshments
- Email access for learners
- Workplace provision

### *Combined responsibilities of Edge Training and Client:*

- Ensure successful completion of the learnerships
- Quarterly project steering committee meeting



## QUALIFICATION STRUCTURE AND OUTLINE:

### Skills Programme 1:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	8420	Operate in a team	Level 2	4
Core	7785	Function in a business environment	Level 3	4
Core	13933	Plan, monitor and control an information system in a business environment	Level 3	3
Fundamental	9960	Communicate verbally and non-verbally in the workplace	Level 3	8
Elective	8000	Apply basic business principles	Level 3	9
Total Credits				28

### Skills Programme 2:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	13934	Plan and prepare meeting communications	Level 3	4
Core	9533	Use communication skills to handle and resolve conflict in the workplace	Level 3	3
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	5
Fundamental	8969	Interpret and use information from texts	Level 3	5
Fundamental	8970	Write texts for a range of communication contexts	Level 3	5
Total Credits				22



## QUALIFICATION STRUCTURE AND OUTLINE:

### Skills Programme 3:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	7860	Introduce new staff to the workplace	Level 3	1
Core	7796	Maintain secure working environment	Level 3	1
Core	14357	Demonstrate an understanding of a selected business environment	Level 4	10
Elective	13928	Monitor and control reception area	Level 3	4
Elective	7790	Process incoming and outgoing telephone calls	Level 3	3
Total Credits				19

### Skills Programme 4:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	7573	Demonstrate ability to use the World Wide Web	Level 2	3
Core	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	3
Core	7706	Maintain a Booking system	Level 3	3
Core	7567	Produce and use spread sheets for business	Level 3	5
Core	7570	Produce word processing documents for business	Level 3	5
Total Credits				19



## QUALIFICATION STRUCTURE AND OUTLINE:

### Skills programme 5:

US Type	NLRD	Unit Standard Type	Level	Credits
Fundamental	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	Level 3	2
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2- and 3-Dimensional space in different contexts	Level 3	4
Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Fundamental	11241	Perform Basic Business Calculations	Level 3	6
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal,business and national issues	Level 3	5
Total Credits				22

### Skills programme 6:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	10170	Demonstrate understanding of employment relations in an organisation	Level 3	3
Core	13937	Monitor and control office supplies	Level 3	2
Core	13931	Monitor and control the maintenance of office equipment	Level 3	4
Core	13935	Plan and conduct basic research in an office environment	Level 3	6
Total Credits				15





## NOTIONAL HOURS MATRIX:

The roll out strategy below indicates the relationship between theory, practical, workplace and FSA component:

Skills Programmes	Credits	Notional Hours	Contact Session 30% (Hours)	Experiential Learning 70%(Hours)	TOTAL Notional Hours
1	28	280	84	196	280
2	22	220	66	154	220
3	19	190	57	133	190
4	19	190	57	133	190
5	22	220	66	154	220
6	15	150	45	105	150
<b>TOTALS</b>	<b>125</b>	<b>1250</b>	<b>375</b>	<b>875</b>	<b>1250</b>

**EDGE TRAINING CONSULTANCY (PTY) LTD**



[www.edgetraining.co.za](http://www.edgetraining.co.za)



+ 27 (0)87 13 555 43



[info@edgetraining.co.za](mailto:info@edgetraining.co.za)



+27 (0)86 72 507 32

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BEE Level 1

SSETA Accreditation #1135

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