



National Certificate:

Business Administration Services

Purpose and Outcomes of the Learning Programme

- This qualification is for any individual who is, or wishes to be, involved in the 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 is applicable to employed and unemployed learners. It is particularly suited to those learners who are performing secretarial / administrative tasks, in commercial and non-commercial organisations across the entire spectrum,
- 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 or in the field in which the learner is employed.

Learning assumed to be in place and recognition of prior learning

- Communication at NQF level 1
- Mathematical Literacy at NQF level 1

This programme consists of NINE MODULES /SKILLS PROGRAMS/and will be covered over a period of one year:

Module 1: Basic Mathematics (18 credits)

Module 2: Business Communication (20 credits)

Module 3: Computer Literacy (15 credits)

Module 4: Office Administration (13 credits)

Module 5: Professional Behaviour (16 credits)

Module 6: Team Building (5 credits)

Module 7: Business Skills (26 credits)

Module 8: Financial Management (5 credits)

Module 9: Secretarial Services (16 credits)

The National Certificate: Business Administration Services is based on SAQA qualification ID: 23833 (MIN 130 CREDITS) Registered Learnership with Dept. Labour

