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SKILLS INSTITUTE



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NATIONAL CERTIFICATE:

Business Administration Services :
23833 Level 2

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1. PURPOSE

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 organizations such as clubs and charitable organizations. 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 3.

The core component contains competencies in Information Handling, Communications, Enterprise/Customer Service, Technology, Organizational 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.

2. RATIONALE FOR THE LEARNING PROGRAM QUALIFICATION

The National Certificate in Business Administration Services: NQF Level 2 is designed to meet the needs of those learners who are already involved, or wish to become involved, in the field of Administration. 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 organizations across the entire spectrum, but have not had the opportunity to obtain a formal school Qualification beyond NQF level 1.

3. QUALIFICATION RULES

The Unit Standard "Demonstrate an understanding of the financial services Business Environment Level 4, 10 credits" is currently under review and cannot be used in its current form.

In keeping with SAQA requirements, the Qualification is made up of Unit Standards that are classified as Fundamental, Core and Elective for the purpose of this Qualification. A minimum of 130 credits is required to complete the Qualification. A minimum of 72 of the 120 credits must be at level 2 or above.

Credits for the Elective Component:

Learners are required to select electives that add up to at least 13 credits. Unit Standards may be selected from the Unit Standards indicated in the elective component.

LEARNER ACCESS:

Learners accessing this Qualification are assumed to be competent in:

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



Description of the modules, learning objectives and their relationship to the Unit Standards

Module 1: Computing Skills

Unit Standards: Operate a personal computer system (7547)

- Describe the hardware components of a personal computer
- Operate the hardware components of a personal computer
- Maintain the hardware components of a personal computer
- Perform personal computer operating system operations
- Describe personal computer software
- Describe computer data storage
- Manage computer files
- Operate a printer

Unit Standards: Operate personal computer peripherals (7566)

- Describe a range of computer peripherals
- Operate a range of personal computer peripherals
- Maintain the hardware components of personal computer peripherals



Description of the modules, learning objectives and their relationship to the Unit Standards *Cont.*

Unit Standards: Demonstrate knowledge of and produce word processing documents using basic functions (7568)

- Demonstrate basic knowledge of the uses and features of a word processing programme
- Demonstrate knowledge of the basic operations of a word processing program
- Adjust Basic Settings and document setup page orientation, page size, page margins, tabs, leaders (left, right, centered)
- Manipulate data in word processing document
- Format document and text in word processing document. Font type, font size, font style (italic, emboldened, underlined), colour, alignment, justification hyphenation, indented, line spacing
- Print document

Unit Standards: Demonstrate the ability to use electronic mail software to send and receive messages (7571)

- Demonstrate ability to log on to Internet and understand basic uses of electronic mail software
- Adjust Basic Settings
- Create and send a message
- Read and reply to a message
- Use addressing functions and manage messages

Module 2: The Business Environment

Unit Standards: Keep informed about current affairs related to one's own industry (14341)

- Identifying events in the physical environment, that could impact on a selected industry
- Identifying events in the social environment, that could impact on a selected industry
- Identifying events in the economic environment, that could impact on a selected business sector
- Identifying people and business trends from the news



Description of the modules, learning objectives and their relationship to the Unit Standards *Cont.*

Unit Standards: Investigate the structure of an organization as a workplace (14343)

- Understanding the basic concept of core business and support functions in an organization
- Explaining the role of a section or department in the organization
- Identifying different work roles and the contribution of each to the department or section

Unit Standards: Demonstrate an understanding of a selected business environment (14344)

- Understanding the basic concepts of a selected business environment
- Explaining the market position of a selected organization in relation to the industry

Unit Standards: Do basic research (8418)

- Plan a Research project
- Collate data using simple research techniques
- Analyze data using simple research techniques
- Prepare and present a brief report on the findings

Module 3: Literacy

Unit Standards: Maintain and adapt oral communication (8962)

- Use a variety of strategies to maintain communication
- Adapt speech to accommodate cultural sensitivities without losing own meaning
- Use knowledge of language structures and conventions to shape or decode meaning of unfamiliar vocabulary or constructions
- Organize and present information in a focused and coherent manner
- Identify and explain how speakers influence audiences

Unit Standards: Access and use information from texts (8963)

- Identify the main ideas in different text types
- Read and respond to texts for a variety of purposes
- Use a range of reading and viewing strategies to make meaning of texts
- Identify and discuss how language structures and features may influence a reader

Unit Standards: Write for a defined context (8964)

- Write for a specific purpose and audience
- Use grammatical structures and writing conventions to produce coherent and cohesive texts for specific contexts
- Adapt language to suit context

Unit Standards: Respond to literary text (8965)

- Identify main ideas in literary texts
- Identify and explain how readers/viewers/listeners are influenced in texts
- Use interpretation of literary texts

Description of the modules, learning objectives and their relationship to the Unit Standards *Cont.*

Module 4: Team Work

Unit Standards: Operate in a team (8420)

- Identify the structure and purpose of a particular team
- Describe and carry out the roles and responsibilities required to work in a team
- Identify factors affecting a team within workplace and learning environment and explain affect
- Describe the workplace and learning environment organization
- Review the effectiveness of a team

Unit Standards: Maintain effective working relationships with other members of staff (11235)

- State company procedures for resolving conflict within the department/organization
- Explain the importance of having an effective communication system within the department/organization
- Define own area of responsibility and work priorities
- Explain reporting levels and lines of authority within the department
- Describe the interrelationship between good working relationships and productivity

Unit Standards: Receive and execute instructions (14349)

- Explaining the process involved in receiving and executing instructions
- Presenting information based on instructions in a professional and accurate manner
- Managing administration tools effectively

Module 5: Safety in the Workplace

Unit Standards: Operate and take care of equipment in an office environment (8104)

- Following instructions when operating equipment
- Operating equipment used as part of own work activities
- Following instructions regarding the cleaning and day-to-day maintenance of equipment
- Replacing consumable items within own area of responsibility
- Monitoring and maintaining health and safety procedures when using equipment

Unit Standards: Contribute to the health, safety and security of the workplace (110064)

- Demonstrating an understanding of standards and procedures governing health, safety and security in the workplace
- Contributing to a safe and secure work environment

Unit Standards: Demonstrate knowledge and understanding of HIV/AIDS in the workplace, and its effects on a business sub-sector, own organization and a specific workplace (13915)

- Understanding the effects of HIV/AIDS on the immune system
- Describe attitudes towards HIV and AIDS in the workplace
- Identify factors influencing attitudes towards HIV/AIDS
- Knowing how HIV/AIDS is transmitted
- Knowing what behavior is safe and what behavior carries the risk of HIV/AIDS transmission
- Knowing what guidelines and assistance are available to support workers with HIV/AIDS and recognize own role in creating a caring work environment
- Understanding the implication of the HIV/AIDS pandemic to society, the economy, a business sub-sector, an organization and a specific workplace

Description of the modules, learning objectives and their relationship to the Unit Standards *Cont.*

Module 6: Numeracy 1

Unit Standards: Demonstrate understanding of rational and irrational numbers and number systems (7480)

- Use and analyze computational tools and strategies, and make estimates and approximations
- Demonstrate understanding of numbers and relationships among numbers and number systems, and represent numbers in different ways

Unit Standards: Work with a range of patterns and functions and solve problems (9007)

- Convert flexibly between and within various representations of functions
- Compare, analyze and describe the behavior of patterns and functions
- Represent situations mathematically in order to interpret and solve problems

Unit Standards: Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts (12444)

- Estimate, measure and calculate physical quantities in practical situations
- Explore transformations of two-dimensional geometric figures

Module 7: Numeracy 2

Unit Standards: Use mathematics to investigate and monitor the financial aspects of personal and community life (7469)

- Use mathematics to plan and control personal and/or household budgets and income and expenditure
- Use simple and compound interest to make sense of and define a variety of situations including investments, stokvels, inflation, appreciation and depreciation
- Investigate various aspects of financial transactions including costs, prices, revenue, cost price, selling price, loss and profit

Unit Standards: Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems (9009)

- Apply various techniques to organize and represent data in order to model situations for specific purposes
- Give opinions on the implications of the modeled data for the required purpose

Unit Standards: Conduct basic Financial transactions (1435)

- Explain and apply is the basic procedures for receiving and receipting payments
- Utilize a petty cash system to purchase office items
- Explain and apply the procedures for depositing monies and conducting basic banking transactions



Description of the modules, learning objectives and their relationship to the Unit Standards *Cont.*

Module 8: Office Information

Unit Standards: Identify and maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain confidentiality (14339) & Maintain an existing information system in a business environment (14340)

- Storing and retrieving information using an established storage system
- Filing paper-based or electronic documentation or books, magazines and other reference material
- Booking items in and out of the system and tracing missing items
- Classifying and cross-referencing simple information
- Understanding the significance of maintaining confidentiality

Unit Standards: Process numerical and text data in a business environment (14346)

- Identifying and accessing a database
- Processing and checking numerical data and text for input into the database
- Saving and storing information accurately using a computer keyboard and a range of familiar procedures



Module 9: Professional Behavior

Unit Standards: Behave in a professional manner in a business environment (14559)

- Behaving appropriately in a business environment
- Interpreting body language in the workplace
- Meeting people in a business setting

Unit Standards: Attend to customer enquiries in an office setting (14338)

- Greeting clients
- Attending to customer enquiries of a semi-routine and predictable nature
- Generating known solutions to a defined range of customer problems and queries

Unit Standards: Process incoming and outgoing telephone calls (14348)

- Employing effective telephone etiquette
- Answering telephone according to organizational standards
- Processing incoming calls according to organizational standards

Module 10: Reception Area

Unit Standards: Maintain a Reception area (14351) & Receive consult and direct visitors in a reception area (14350)

- Implementing security procedures according to organizational requirements
- Maintaining a clean and safe reception area according to organizational requirements

Unit Standards: Create a presentable reception area (14350)

- Receiving visitors
- Determining visitor requirements according to organizational procedures
- Directing visitors according to organizational requirements

Module 11: Manage Self

Unit Standards: Organize oneself in the workplace (8618)

- Maintain personal hygiene, grooming and dress code
- Decide whether to interact with people and follow company procedure when absent due to illness
- Identify possible unforeseen circumstances to plan alternative action in advance
- Evaluate own skills and areas for development
- Set measurable, achievable objectives for own skills development
- Prioritize objectives and plan activities to achieve objectives
- Review progress made and reschedule activities at regular intervals

Unit Standards: Manage time and work processes within a business environment (14342)

- Creating, maintaining and using a task list to follow up and assist in completing tasks
- Receiving and capturing diary information on line, or process it manually
- Scheduling time to complete tasks according to specific deadlines and reporting incomplete activities timely

Module	US No.	Core/ Fundamental/ Elective	Unit Standard Name	Level	Credits
Computer Skills Module 1	7547	Core	Operate a personal computer system	2	6
	7566	Core	Operate personal computer peripherals	2	3
	7568	Core	Demonstrate knowledge of and produce word processing documents using basic functions	2	3
	7571	Core	Demonstrate the ability to use electronic mail software to send and receive messages	2	3
Business Environment Module 2	14341	Core	Keep informed about current affairs related to one's own industry	2	4
	14343	Core	Investigate the structure of an organization as a workplace	2	8
	14344	Core	Demonstrate an understanding of a selected business environment	2	10
	8418	Elective	Do basic research	2	4
Literacy Module 3	8962	Fundamental	Maintain and adapt oral communication	2	5
	8963	Fundamental	Access and use information from texts	2	5
	8964	Fundamental	Write for a defined context	2	5
	8965	Fundamental	Respond to literary text	2	5
Teamwork Module 4	8420	Core	Operate in a team	2	4
	11235	Core	Maintain effective working relationships with other members of staff	3	1
	14349	Core	Receive and execute instructions	2	2
Safety At The Workplace Module 5	8104	Core	Operate and take care of equipment in an office environment	2	2
	110064	Core	Contribute to the health, safety and security of the workplace	2	4
	13915	Elective	Demonstrate knowledge and understanding of HIV/AIDS in the workplace, and its effects on a business sub-sector, own organization and a specific workplace	3	4

Module	US No.	Core/ Fundamental/ Elective	Unit Standard Name	Level	Credits
Numeracy 1 Module 6	7480	Fundamental	Demonstrate understanding of rational and irrational numbers and number systems	2	3
	9007	Fundamental	Work with a range of patterns and functions and solve problems	2	5
	12444	Fundamental	Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts	2	3
Numeracy 2 Module 7	7469	Fundamental	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
	9009	Fundamental	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	2	3
	14353	Core	Conduct basic Financial transactions	2	3
Office Information Module 8	14339	Core	Identify and maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain confidentiality	2	5
	14340	Core	Maintain an existing information system in a business environment	2	4
	14346	Core	Process numerical and text data in a business environment	2	2
Professional Behavior Module 9	14359	Core	Behave in a professional manner in a business environment	2	5
	14388	Core	Attend to customer enquiries in an office setting	2	2
	14348	Core	Process incoming and outgoing telephone calls	2	3
The Reception Area Module 10	14351	Elective	Main a reception area	2	5
	14350	Elective	Receive consult and direct visitors in a reception area	2	5
Organize Self Module 11	8618	Core	Organize oneself in the workplace	2	3
	14342	Core	Manage time and work processes within a business environment	2	4
Total Credits					134

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