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SKILLS INSTITUTE



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NATIONAL CERTIFICATE:

**Business Administration Services :
23655 Level 3 (SAQA Qualification 67465)**

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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 4.

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

2. RATIONALE FOR THE LEARNING PROGRAM QUALIFICATION

The National Certificate in Business Administration Services: NQF Level 3 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. Administration is an essential field of learning as the competences required by people doing administrative tasks are generic in nature and apply to all businesses in all sectors and to many non-business organizations such as sports and cultural clubs and the like. Administrative tasks and administration are done at various levels depending upon the nature and size of the organization and its management structure. People involved in administration are known by such terms as Secretaries, Administrative Assistants, Administrators and Clerks depending on the organization in which they are employed. There is therefore an on-going need for highly skilled administration personnel and a need for a well developed learning pathway to cater for administrative personnel at the various levels at which they operate.

The National Certificate in Business Administration Services at NQF: Level 3 is the second Qualification in a learning pathway that starts with the National Certificate in Business Administration level 2 and ends, at present, with the National Certificate in Administration Level 5. It is planned to develop degrees in Administration at levels 6, 7 and 8 as the final steps in the learning pathway.

3. QUALIFICATION RULES

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 120 credits is required to complete the Qualification.

Fundamental component:

All Unit Standards totaling 45 credits are compulsory.

Core component:

All Unit Standards totaling 64 credits are compulsory.

Elective component:

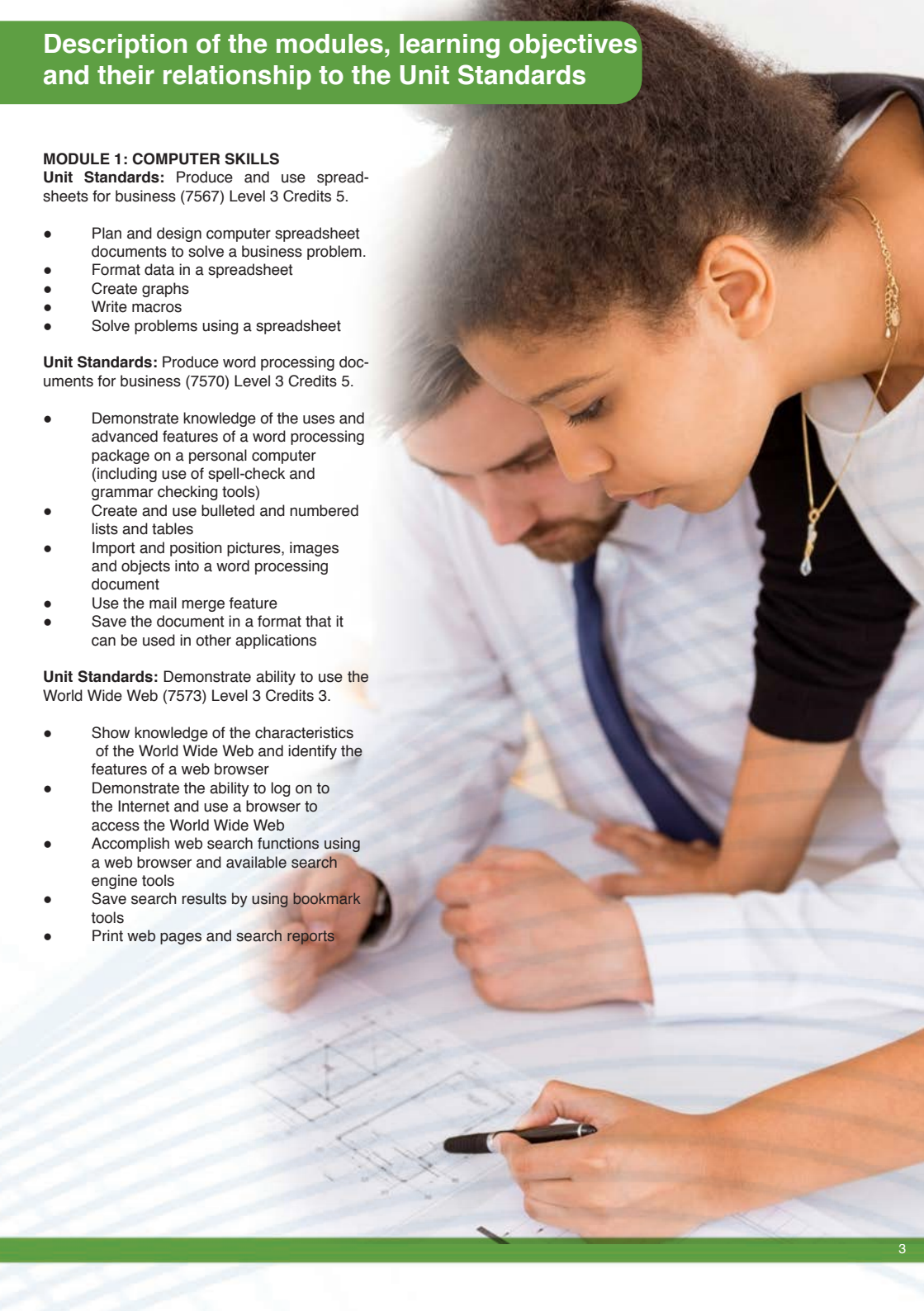
Learners are to choose Unit Standards totaling a minimum of 11 credits.

LEARNER ACCESS:

Learners accessing this Qualification are assumed to be competent in:

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

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



MODULE 1: COMPUTER SKILLS

Unit Standards: Produce and use spreadsheets for business (7567) Level 3 Credits 5.

- Plan and design computer spreadsheet documents to solve a business problem.
- Format data in a spreadsheet
- Create graphs
- Write macros
- Solve problems using a spreadsheet

Unit Standards: Produce word processing documents for business (7570) Level 3 Credits 5.

- Demonstrate knowledge of the uses and advanced features of a word processing package on a personal computer (including use of spell-check and grammar checking tools)
- Create and use bulleted and numbered lists and tables
- Import and position pictures, images and objects into a word processing document
- Use the mail merge feature
- Save the document in a format that it can be used in other applications

Unit Standards: Demonstrate ability to use the World Wide Web (7573) Level 3 Credits 3.

- Show knowledge of the characteristics of the World Wide Web and identify the features of a web browser
- Demonstrate the ability to log on to the Internet and use a browser to access the World Wide Web
- Accomplish web search functions using a web browser and available search engine tools
- Save search results by using bookmark tools
- Print web pages and search reports



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

MODULE 2: COMMUNICATION

Unit Standards: Write texts for a range of communicative contexts (8970) Level 3 Credits 5; Interpret and use information from texts (8969) Level 3 Credits 5; Communicate verbally and non-verbally in the workplace (9960) Level 3 Credits 8; and Accommodate audience and context needs in oral communication (8968) Level 3 Credits 5.

- Write for a specified audience and purpose
- Use language structures and features to produce coherent and cohesive texts for a wide range of contexts
- Draft own writing and edit to improve clarity and correctness
- Use a range of reading and viewing strategies to understand the literal meaning of specific texts
- Use strategies for extracting implicit messages in texts
- Respond to selected texts in a manner appropriate to the context
- Explore and explain how language structures and features may influence a reader
- Select a method of communication
- Communicate with subordinates
- Communicate with clients
- Interact successfully with audience in oral communication
- Use strategies that capture and retain the interest of an audience
- Identify and respond to manipulative use of language

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

MODULE 3: NEW STAFF, RESEARCH & SECURITY

Unit Standards: Introduce new staff to the workplace (7860) Level 3 Credits 1; Plan and conduct basic research in an office environment (13935) Level 3 Credits 6; Maintain a secure working environment (7796) Level 3 Credits 1.

- The importance of introducing new staff to the workplace
- Making decisions about practice and to act accordingly
- Learning from own actions and to adapt performance
- Plan a simple research project
- Gather and collate data relevant to the research question of problem
- Evaluate the effectiveness and utility of the research
- Describe and maintain a secure environment by following the security procedure in accordance with organizational requirements
- Secure customer, staff and storage areas from unauthorised access in accordance with organizational requirements

MODULE 4: Maths Literacy 1

Unit Standards: Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations (US No. 9010) Level 3 Credits 2; Investigate life and work related problems using data and probabilities (US No. 9012) Level 3 Credits 5.

- Convert numbers between the decimal number system and binary number system
- Work with numbers in different ways to express size/magnitude
- Demonstrate the effect of error in calculations
- Pose questions, collect and organize data
- Represent, analyze and interpret data using various techniques
- Use random events to explore and apply, probability concepts in simple life





Invoice

Mr. Customer Name
Street Name, 1
75000 City Name

Dear Mr. Customer Name
I authorize myself to take following Invoice

Item	Qty	Units	Article No.	Description	Unit Price	Price
T	23	Box		27311€		27311€
T	1	Box		1680€		1680€
T				8314€		8314€
T				2020€		2020€
T				27311€		27311€
T				1680€		1680€
T				38820€		38820€

Total Amount Payable

Invoice No: 12345678
Date: 2021
Client Name: Mr. Customer Name

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

MODULE 5: Maths Literacy 2

Unit Standards: Describe, apply, analyze and calculate shape and motion in 2- and 3-dimensional space in different contexts (9013) Level 3 Credits 4.

- Measure, estimate, and calculate physical quantities in practical situations relevant to the adult in life or the workplace
- Explore describe and represent, interpret and justify geometrical relationships and conjectures to solve problems in two and three dimensional geometrical situations

MODULE 6 - Personal & Business Maths

Unit Standards: Use mathematics to investigate and monitor financial aspects of personal, business and national issues (7456) Level 3 Credits 5; Perform basic business calculations (11241) Level 3 Credits 6.

- 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
- Perform routine financial transactions and calculations within a business situation

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

MODULE 7: Office Equipment & Supplies

Unit Standards: Function in a Business Environment (7785) Level 3 Credits 4; Monitor and Control the maintenance of office equipment (13931) Level 3 Credits 4; Monitor and Control office supplies (13937) Level 3 Credits 2; Plan, monitor and control an information system in a business environment (13933) Level 3 Credits 2.

- Function in a Business Environment
- Monitor and control office supplies
- Monitor and control maintenance of office equipment
- Plan, monitor and control an information system in a business environment

MODULE 8: Reception and Visitors

Unit Standards: Monitor and Control Reception Area (13928) Level 3 Credits 4; Monitor and Control the receiving and satisfaction of visitors (13930) Level 3 Credits 4.

- Monitoring the maintenance of a clean and safe reception area as per organizational standards
- Monitoring presentation of reception area
- Control the monitoring and maintenance of stationery levels
- Overseeing the reception of visitors
- Ensuring that visitors are consulted according to organizational requirements
- Monitoring visitors' satisfaction

MODULE 9: Understanding the Business Environment

Unit Standards: Understanding you Business Environment (US No. 14357) Level 4 Credits 10.

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

MODULE 10: Working Relations: Teams, Conflict & Employment

Unit Standards: Operate in a Team (8420) Level 2 Credits 4; Use communication skills to handle and resolve conflict in the workplace (9533) Level 3 Credits 3; Demonstrate Understanding of Employment Relations in an Organization (10170) Level 3 Credits 3.

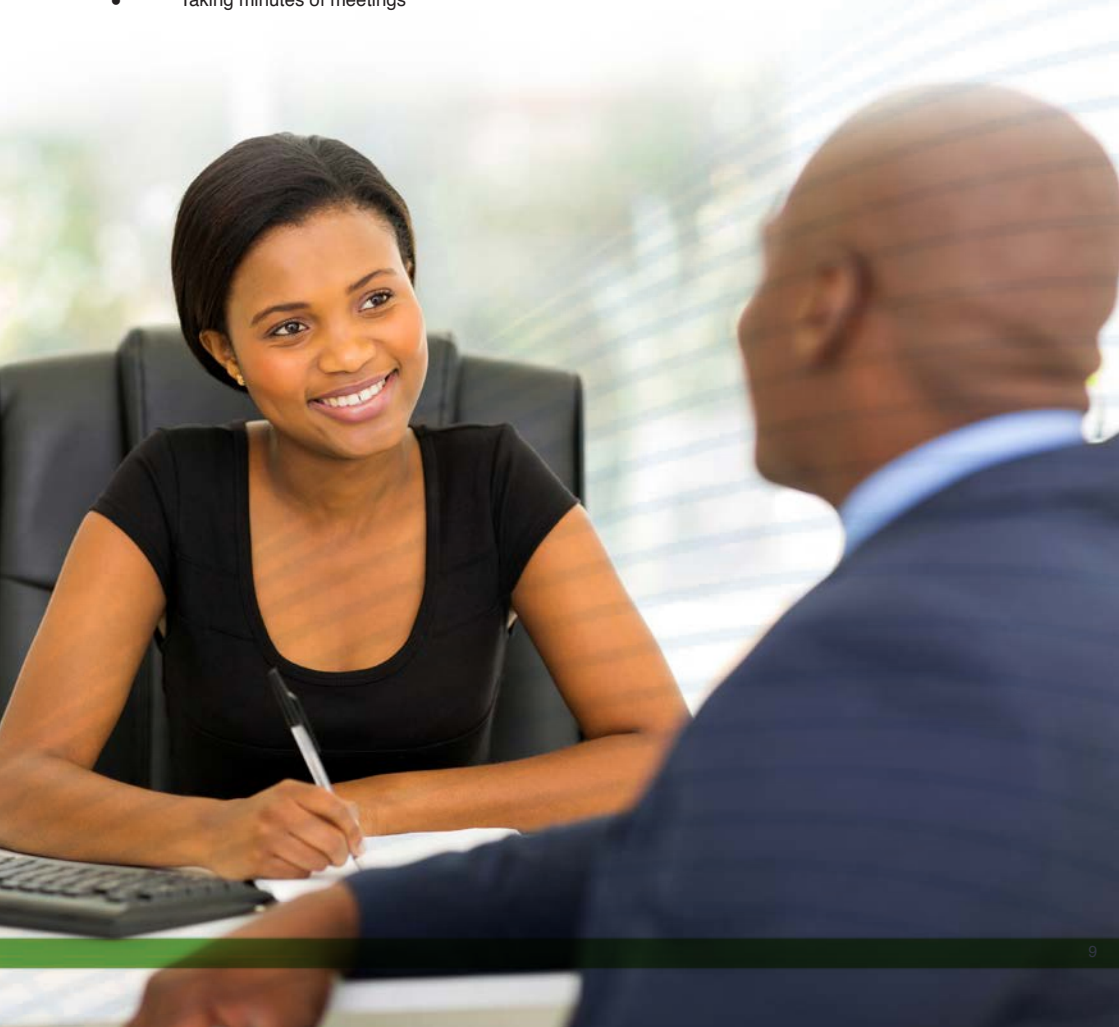
- Operate in a team, understanding the structure of the team, and the roles and responsibilities of each team member
- The learner will be able to identify and take into account external (environmental) factors that influence the workings and success of the team; and evaluate the success of the team
- This competence will enhance the ability of learners and workers to participate in teams. It will also contribute to ensuring that teamwork is more effective in workplaces and in provider organizations, as well as contribute to transforming workplaces into sites of learning
- Identify a conflict situation and communicate in such a way that the conflict can be resolved in a constructive manner
- Persons credited with this Unit Standard are able to contribute to the effective functioning of an organization by understanding the roles of various stakeholders in the organization, and understanding agreements, policies and procedures related to employment in the organization

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

MODULE 11: Dealing with Customers and Meetings

Unit Standards: Attend customer enquiries face-to-face and on a telephone in a bank environment (7177) Level 3 Credits 4; Maintain a Booking System (7706) Level 3 Credits 4; Co-ordinate meetings, minor events and travel arrangements (13929) Level 3 Credits 3; Plan and prepare meeting communications (13934) Level 3 Credits 3.

- Demonstrate personal skills required for positions involving customer contact
- Greet and attend to customer enquiries face-to-face
- Attend to customer requests over the phone
- Explain and maintain, determine, record and confirm bookings on a manual and computer system
- Identifying a date, venue and time for meeting or event
- Liaising or negotiating with meeting attendees regarding availability
- Booking venues and catering
- Finalizing meeting room arrangements
- Making travel, car hire and accommodation arrangements
- Notifying and confirming arrangements with attendees or stakeholders
- Processing and distributing all documentation required for the meeting or event
- Demonstrating an understanding of the agenda of meetings
- Explaining the purpose and objective of minutes of meetings
- Taking minutes of meetings



	Module Name	US No.	US Title	Level	Core/ Fundamental/ Elective	Credits
1	Computer Skills [13]	7567	Produce and use spreadsheets for business	3	Core	5
		7570	Produce word processing documents for business	3	Core	5
		7573	Demonstrate ability to use the World Wide Web	2	Core	3
2	Communication [23]	8970 (119465)	Write texts for a range of communicative contexts	3	Fundamental	5
		8969 (119457)	Interpret and use information from texts	3	Fundamental	5
		9960	Communicate verbally and non-verbally in the workplace	3	Fundamental	8
		8968 (119472)	Accommodate audience and context needs in oral communication	3	Fundamental	5
3	New Staff, Research & Security [8]	7860	Introduce new staff to the workplace	3	Core	1
		13935	Plan and conduct basic research in an office environment	3	Core	6
		7796	Maintain a secure working environment	3	Core	1
4	Maths Literacy 1 [7]	9010	Demonstrate understanding of use of different number bases and measure units as well as awareness of error in context of relevant calculations	3	Fundamental	2
		9012	Invest life and work related problems using data and probabilities	3	Fundamental	5
5	Maths Literacy 2 [4]	9013	Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	3	Fundamental	4
6	Personal & Business Maths [11]	7456	Use mathematics to invest and monitor financial aspects of personal, business, national issues	3	Fundamental	5
		11241	Perform basic business calculations	3	Fundamental	6
7	Office Equipment & Supplies [13]	7785	Function in a business environment	3	Core	4
		13931	Monitor and control the maintenance of office equipment	3	Core	4
		13933	Plan, monitor and control an info system in business environment	3	Core	3
		13937	Monitor and control office supplies	3	Core	2

	Module Name	US No.	US Title	Level	Core/ Fundamental/ Elective	Credits
8	Reception and Visitors [8]	13928	Monitor and control the reception area	3	Elective	4
		13930	Monitor and control the receiving and satisfaction of visitors	3	Elective	4
9	Understanding the Business Environment [10]	14357	Demonstrate an understanding of a selected business environment	4	Core	10
10	Working Relations: Teams, Conflict & Employment [10]	8420	Operate in a team	2	Core	4
		9533	Use communication skills to handle and resolve conflict in workplace	3	Core	3
		10170	Demonstrate understand of employment relations in an organisation	3	Core	3
11	Dealing with Customers and Meetings [14]	7177	Attend customer enquiries face-to-face and on tel. in bank environment	3	Core	4
		13934	Plan and prepare meeting communications	3	Core	4
		13929	Co-ordinate meetings, minor events and travel arrangements	3	Core	3
		7706	Maintain a booking system	3	Core	3
Total Credits						121

Visit www.siyayaskills.co.za for any further information
or contact us directly on 0861 00 99 04.

Level 1 B-BBEE Company