



BUSINESS ADMINISTRATION SERVICES

NQF LEVEL 4

Overview: Skills Program

This qualification is for any individual who is or wishes to be involved in the Administration function within any industry, or non-commercial venture/organization. The qualification offers the learner knowledge and skills in the Management of Records, Comprehension of written and verbal texts, Business Writing, Problem Solving, Ethics, Cultural Awareness, Self- Management and Self Development, Project Teamwork and Business Policies and Procedures. This qualification is intended to enhance the provision of service within the field of Administration within all business and non-commercial sectors. It ensures progression of learning, enabling the learner to meet standards of service excellence required within the Administration field of learning, through building day-to-day Administration skills as well as general operational competencies. It will provide the broad knowledge, skills and values needed in the Administration field for all business and non-commercial sectors and will facilitate access to, and mobility and progression within, education and training. Qualifying learners could follow a career in:

- Secretarial services
- Reception services
- Switchboard operations
- Financial Administration
- Banking Administration
- Personal/executive assistant services
- Technical assistance
- Typing
- Data capturing
- Systems administration
- Human Resources administration
- Basic Contracts Administration
- Legal Secretarial services
- Reception supervision
- Change administration and management
- Relationship management
- Project coordination.

Program Modules

- Basic Mathematics
- Business Communications
- Personal Effectiveness
- Principles of Administration
- Organisational Development
- Organisational Ethics
- Service Provider Management

Specification and Duration:

Credits: 141 | Duration: 1 Year

Entry Requirements:

No formal experience required; and
Competence in communication and mathematical literacy NQF level 1

EQUIP!

EMPOWER!

EXCEL!