

National Certificate: Business Administration Services



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 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.

Campus delivering the Qualification:
384-386 West Street, Durban, 4001

Offered Online/Remote Learning: Yes
Blended (Remote and Contact): Yes

Minimum Entry Requirements: None

Delivery Mode: Contact and Distance

Language Policy: English

Duration: Full-Time: 12 months or Part-Time: 15 months

Delivery Days:

Full Time: Monday – Friday (8:30am -12:00pm & 12:00pm – 3:30 pm)

Part-Time: Only on Saturday (8:30am -12:30pm)

NQF Level: 3

SAQA ID# 67465

Credits: 120

Accrediting ETQA: Services Seta



Course Outline

Semester I

Module 1: Introduction into Business Skills

Module 2: Office Administration

Module 3: Human Resource Management

Module 4: Microsoft Word

Module 5: Microsoft Excel

Semester II

Module 6: Internet Services

Module 7: Email Services

Module 8: Business Numeracy/Mathematics

Module 9: Language and Business Communication
