

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:
386/408 West Street, Durban

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)

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

NQF Level: 3
SAQA ID# 67465
Credits: 120
Accrediting ETQA: Services Seta



Course Outline

Semester I

Module 1: Introduction into Business Information Services
Module 2: Office Administration Services
Module 3: Fundamentals of Human Resource Administration
Module 4: Business Numeracy
Module 5: Microsoft Word

Semester II

Module 6: Microsoft Excel
Module 7: Internet Services {Internet Explorer/Chrome/Firefox}
Module 8: Microsoft Outlook {Email}
Module 9: Language and Communication Skills
