

National Certificate: Business Administration Services

SAQA ID: 67465 LP 23655

NQF Level: 3

Credits: 120

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.

Qualification Unit Standards

No.	SAQA ID	SAQA Title	NQF Level	Credits	Learning Outcomes (Concepts/Content Covered)
1	7573	Demonstrate ability to use the World Wide Web	2	3	<ul style="list-style-type: none"> • 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 <p>Accomplish web search functions using a web browser and available search engine tools</p>
2	8420	Operate in a team	2	4	<ul style="list-style-type: none"> • 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 organisation. • Review the effectiveness of a team.

No.	SAQA ID	SAQA Title	NQF Level	Credits	Learning Outcomes (Concepts/Content Covered)
3	13929	Co-ordinate meetings, minor events and travel arrangements	3	3	<ul style="list-style-type: none"> Identifying a date, venue and time for meeting or event Liaising or negotiating with meeting attendees regarding availability Booking venues and catering Finalising 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
4	10170	Demonstrate understanding of employment relations in an organisation	3	3	<ul style="list-style-type: none"> Demonstrate understanding of the various stakeholders and their roles in an organisation Demonstrate understanding of organisational policies and procedures related to employment
5	7785	Function in a business environment	3	4	<ul style="list-style-type: none"> Develop a strategy for maintaining office equipment in accordance with organisational requirements. Complete the work for which you are responsible in accordance with organisational procedures, requirements and priorities.
6	7860	Introduce new staff to the workplace	3	1	<ul style="list-style-type: none"> Demonstrate knowledge and understanding of the importance of introducing new staff to the workplace. Demonstrate ability to make decisions about practice and to act accordingly. Demonstrate ability to learn from own actions and to adapt performance.
7	13935	Plan and conduct basic research in an office environment	3	6	<ul style="list-style-type: none"> Using simple techniques to plan, conduct and evaluate their research To pose and answer questions in their workplace through a structured process Reflecting on and improving the approach they have taken to carrying out their research
8	7796	Maintain a secure working environment	3	1	<ul style="list-style-type: none"> Describe and maintain a secure environment by following the security procedure in accordance with organisational requirements. Secure customer, staff and storage areas from unauthorised access in accordance with organisational requirements.

No.	SAQA ID	SAQA Title	NQF Level	Credits	Learning Outcomes (Concepts/Content Covered)
9	7706	Maintain a Booking System	3	3	<ul style="list-style-type: none"> • Demonstrate maintaining a booking service. • Explain the importance of giving accurate information to customers and the need to be aware of time. • Explain the reasons for providing an efficient service in terms of company profitability and repeat guest business. • Explain the need to meet customer expectations in terms of knowledge of services and facilities. • Explain the importance of taking deposits in terms of 'no shows' • Explain the reasons for keeping bookings up to date and following up on unconfirmed bookings. • Explain the importance of keeping other departments informed of current and future bookings. • Given a range of customers, deal with customers politely and efficiently. • Promote the establishment's services and facilities at all appropriate times and explain why. • Determine the availability of services and facilities correctly and communicate this clearly to the guest • Offer alternative facilities to customers and explain the importance of doing so. • Given a range of bookings, take down the details and record the booking. • Provide customers with confirmations of bookings and all relevant information. • Confirm the bookings and request deposits from customers • Given a range of amendments, choose a procedure and give reasons for the method chosen. • Given a system failure or error in manual systems, decide what action to take. • Carry out all work in an organised and efficient manner taking account of priorities. • Describe situations where a guest's booking has been cancelled incorrectly. • Describe how performance would be adapted in a different type of establishment.

No.	SAQA ID	SAQA Title	NQF Level	Credits	Learning Outcomes (Concepts/Content Covered)
10	13937	Monitor and control office supplies	3	2	<ul style="list-style-type: none"> Monitoring office supplies levels Maintaining office supplies processes and procedures Monitoring and controlling the distribution of office supplies
11	13931	Monitor and control the maintenance of office equipment	3	4	<ul style="list-style-type: none"> Demonstrating and understanding of office equipment maintenance procedures and processes Conducting routine maintenance on designated office equipment
12	13934	Plan and prepare meeting communications	3	4	<ul style="list-style-type: none"> Demonstrating an understanding of the agenda of meetings Explaining the purpose and objective of minutes of meetings Taking minutes of meetings
13	13933	Plan, monitor and control an information system in a business environment	3	3	<ul style="list-style-type: none"> Planning and implementing a storage and retrieval system Monitoring the booking of items in and out of systems Classifying and cross-referencing complex information Updating storage and retrieval systems
14	7567	Produce and use spreadsheets for business	3	5	<ul style="list-style-type: none"> 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
15	7570	Produce word processing documents for business	3	5	<ul style="list-style-type: none"> 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
16	9533	Use communication skills to handle and resolve conflict in the workplace	3	3	<ul style="list-style-type: none"> Demonstrate an understanding of different conflict situations in the workplace State and explain the difference between feelings and actual problem (contents) Handle and resolve a conflict in the workplace

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17	14357	Demonstrate an understanding of a selected business environment	4	10	<ul style="list-style-type: none"> Explain the structure and roles of different types of organisations within their own industry in SA Demonstrate an understanding of the concept of a market as applied to a selected business sector Identify and describe the role of professional bodies in a selected business sector Discuss the market position of a selected organization in the relevant sub-sector
18	8968	Accommodate audience and context needs in oral communication	3	5	<ul style="list-style-type: none"> 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
19	9960	Communicate verbally and non-verbally in the workplace	3	8	<ul style="list-style-type: none"> Select method of communication. Communicate with subordinates. Communicate with clients.
20	9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	3	2	<ul style="list-style-type: none"> Convert numbers between the decimal number system and the binary number system. Work with numbers in different ways to express size and magnitude. Demonstrate the effect of error in calculations.
21	9013	Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	3	4	<ul style="list-style-type: none"> 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
22	8969	Interpret and use information from texts	3	5	<ul style="list-style-type: none"> 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
23	9012	Investigate life and work related problems using data and probabilities	3	6	<ul style="list-style-type: none"> Pose questions, collect and organise data. Represent, analyse and interpret data using various techniques. Use random events to explore and apply, probability concepts in simple life.

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24	11241	Perform Basic Business Calculations	3	6	<ul style="list-style-type: none"> • Distinguish between items of expenditure and revenue • Differentiate between fixed and variable costs. • Perform invoicing operations and post amounts to the appropriate accounts • Reconcile individual transactions with statements of accounts. • Identify the items disbursed on behalf of the organisation to be recovered in the invoicing process. • From source documents, identify items of disbursement and revenue • Demonstrate an understanding of the effect of costs relative to the transaction. • Identify the circumstances in which cost items can be fixed and/or variable • From source documents, allocate cost items to the appropriate accounts and apply relevant client tariffs for the calculation of revenue and prepare invoices in a predetermined format. • Compare transaction amounts which have been recorded in the company's books with those reflected on third party statements, and initiate the recovery of shortfalls and the refunding of excesses.
25	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	3	5	<ul style="list-style-type: none"> • Use mathematics to plan and control personal, regional and/or national budgets and income and expend • Use simple and compound interest to make sense of and define a variety of situations. • Use mathematics to debate aspects of the national economy.
26	8970	Write texts for a range of communicative contexts	3	5	<ul style="list-style-type: none"> • 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
27	13928	Monitor and control reception area	3	4	<ul style="list-style-type: none"> • Monitoring the maintenance of a clean and safe reception area as per organisational standards • Monitoring presentation of reception area • Control the monitoring and maintenance of stationery levels

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28	13930	Monitor and control the receiving and satisfaction of visitors	3	4	<ul style="list-style-type: none"> Overseeing the reception of visitors Ensuring that visitors are consulted according to organisational requirements Monitoring visitors` satisfaction
29	8000	Apply basic business principles	3	9	<ul style="list-style-type: none"> Utilise machinery, equipment, materials and time. Identify and apply goals aligned to the work situation which reflect the organisational goals. Maintain and enhance organisational image and customer service (both internal and external) Identify and anticipate customer's requirements. Select and implement the most effective business solution. Describe the impact of new technologies on the budget of an organisation.
30	117156	Interpret basic financial statements	4	4	<ul style="list-style-type: none"> Analysing the basic elements of an income and expenditure statement. Analysing the basic elements of a balance sheet. Compiling a personal assets and liabilities statement. Using the evidence in financial statements to make a financial decision.
31	114738	Perform financial planning and control functions for a small business	4	6	<ul style="list-style-type: none"> Prepare a business plan. Monitor actual performance against a budget. Make decisions on purchasing of fixed assets. Understand the importance of financial reporting.
32	242810	Manage Expenditure against a budget	4	6	<ul style="list-style-type: none"> Explaining the concept of budgeting pertinent to an area of responsibility. Determining the elements of a budget relevant to an area of responsibility. Monitoring and controlling actual expenses (and revenue), against projected budget.