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**SOUTH AFRICAN QUALIFICATIONS AUTHORITY  
REGISTERED QUALIFICATION:**

**National Certificate: Business Administration Services**

SAQA QUAL ID		QUALIFICATION TITLE		
67465		National Certificate: Business Administration Services		
ORIGINATOR				
SGB Administration				
PRIMARY OR DELEGATED QUALITY ASSURANCE FUNCTIONARY			NQF SUB-FRAMEWORK	
The individual Primary or Delegated Quality Assurance Functionary for each Learning Programme recorded against this qualification is shown in the table at the end of this report.			The individual NQF Sub-framework for each Learning Programme recorded against this qualification is shown in the table at the end of the qualification report.	
QUALIFICATION TYPE	FIELD		SUBFIELD	
National Certificate	Field 03 - Business, Commerce and Management Studies		Office Administration	
ABET BAND	MINIMUM CREDITS	PRE-2009 NQF LEVEL	NQF LEVEL	QUAL CLASS
Undefined	120	Level 3	NQF Level 03	Regular-Unit Stds Based
REGISTRATION STATUS		SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE
Reregistered		SAQA 10105/14	2015-07-01	2018-06-30
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT		
2019-06-30		2022-06-30		

*In all of the tables in this document, both the pre-2009 NQF Level and the NQF Level is shown. In the text (purpose statements, qualification rules, etc), any references to NQF Levels are to the pre-2009 levels unless specifically stated otherwise.*

This qualification does not replace any other qualification and is not replaced by any other qualification.

**PURPOSE AND RATIONALE OF THE QUALIFICATION**

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.

Learners working towards this qualification will find that the acquisition of competence in the unit standards, which make up the qualification, will add value to their work performance. This qualification is intended to enhance the provision of service within the field of Administration within all sectors.

Through building day-to-day administration skills, as well as general operational competencies, the qualification ensures progression of learning, enabling the learner to meet standards of service excellence required within the administration field of learning.

The qualification will provide the broad knowledge, skills and values needed in the administration field in all sectors and will facilitate access to, and mobility and progression within, education and training for learners who:

- Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training.
- Have worked in this field for many years, but have no formal qualifications and would like to achieve this qualification through the process of RPL (Recognition of Prior Learning) and/or formal study
- Wish to extend their range of skills and knowledge of administration within their respective industries so that they can extend their competency levels.

The qualification has building blocks that can be developed further in qualifications at a higher level. It also focuses on the skills, knowledge, values and attitudes required to progress further. The intention is:

- To promote the development of knowledge, skills and values that are required for service excellence within the field of administration.
- To release the potential of people.
- To provide opportunities for people to move up the value chain.

Rationale for the 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.

The National Certificate in Business Administration Services at NQF: Level 3 supports the objectives of the NQF in that it gives the learner access to a registered qualification. It will ensure that the quality of education and training in the sub-field is enhanced and of a world-class standard. The qualification will allow learners not only to develop their knowledge and skills in the field of Administration but will also enable them to benchmark their competence against international standards.

## **LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING**

Learners accessing this qualification are assumed to be competent in:

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

Recognition of prior learning:

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible. If the learner is able to demonstrate competence in the knowledge, skills, values and attitudes implicit in this qualification the appropriate credits should be assigned to the learner. Recognition of Prior Learning will be done by means of Integrated Assessment as mentioned in the previous paragraph.

This Recognition of Prior Learning may allow:

- For accelerated access to further learning at this or higher levels on the NQF
- Gaining of credits towards a unit standard
- Obtaining of this qualification in part or in whole

## **RECOGNISE PREVIOUS LEARNING?**

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## **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.

## **EXIT LEVEL OUTCOMES**

Exit level outcomes:

On achieving this qualification, the learner will be able to:

- Gather and report information
- Plan, monitor and control an information system
- Maintain booking systems
- Participate in meetings and process documents and communications related thereto
- Utilise technology to produce information
- Plan and conduct basic research in an office environment
- Coordinate meetings, minor events and travel arrangements
- Set personal goals
- Function in a team and overall business environment
- Demonstrate an understanding of employment relations

Learners exiting this qualification before completion, retain the credits for Unit Standards successfully completed and may carry them over to other qualifications to which they are applicable.

Learners may also retain the credits until a later stage should studies be recommended, provided the Unit Standards are still relevant to the qualification

### **ASSOCIATED ASSESSMENT CRITERIA**

In particular assessors should check that the learner can demonstrate an ability to apply learned competencies, skills and knowledge in an integrated way, as well as an ability to consider a range of options and make decisions about:

- Planning, monitoring and maintaining record keeping via appropriate information systems
- Producing all relevant meeting documentation
- Ensuring that all related office equipment is maintained
- Utilising appropriate technology and related software programmes to produce, transmit and process information
- Setting personal goals and demonstrate an ability to develop self and employment prospects
- Working effectively in a team
- Conducting basic research projects in relation to administrative function
- Demonstrating an overall understanding of the business environment

Integrated Assessment:

Because assessment practices must be open, transparent, fair, valid, and reliable and ensure that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated into the qualification.

Learning, teaching and assessment are inextricably linked. Whenever possible, the assessment of knowledge, skills, attitudes and values shown in the unit standards should be integrated.

Assessment of communication and mathematical literacy should be integrated as far as possible with other aspects and should use authentic administration contexts wherever possible. A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working or will work. Where it is not possible to assess the learner in the workplace or on-the-job, simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term `Integrated Assessment` implies that theoretical and practical components should be assessed together and that more than one competency, assessment criterion and specific outcome should be assessed together, where possible. During integrated assessments the assessor should make use of formative and summative assessment methods and assess combinations of practical, applied, foundational and reflective competencies.

Assessors should assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience.

Assessment should ensure that all specific outcomes, embedded knowledge and critical cross-field outcomes are evaluated. The assessment of the critical cross-field outcomes should be integrated with the assessment of specific outcomes and embedded knowledge.

### **INTERNATIONAL COMPARABILITY**

International Comparability:

This qualification was compared with qualifications and standards in administration in:

- Australia
- New Zealand
- England
- Scotland

A direct comparison of the title, specific outcomes, assessment criteria, exit level outcomes and embedded knowledge was undertaken with each. However, it was borne in mind that this qualification was developed for the South African context, while at the same time requiring international comparability.

It was decided that this qualification equated favourably, in terms of the components looked at and in terms of the overall competencies in the qualification, with the administration qualifications in all the countries mentioned. The qualification that best equates with this one is the Australian Certificate 2 in Business (Office Administration) Code BSA 20197.

### **ARTICULATION OPTIONS**

This qualification articulates with the following qualifications:

The National Certificate in Business Administration: Level 4  
The National Certificate in Management: Level 3 & 4  
The National Certificate in Public Administration: Level 4

It should also articulate with any other qualification at level 3 in the following fields:

- Secretarial services
- Reception services
- Switchboard operations
- Financial administration
- Banking administration
- Personal/executive secretarial services
- Data capturing

### **MODERATION OPTIONS**

- Anyone assessing a learner or moderating the assessment of a learner against this Qualification must be registered as an assessor with a relevant Education, Training, Quality, Assurance (ETQA) Body or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.
- Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider with the relevant ETQA or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.
- Moderation of assessment will be overseen by the relevant ETQA or by an ETQA that has a Memorandum of Understanding with the relevant ETQA, according to the ETQA`s policies and guidelines for assessment and moderation.
- Moderation must include both internal and external moderation of assessments at exit points of the qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual unit standards as well as in the exit level outcomes described in the qualification.

### **CRITERIA FOR THE REGISTRATION OF ASSESSORS**

For an applicant to register as an assessor for this qualification, the applicant should:

- hold a similar qualification to this at NQF level 4 or above
- be declared competent in all the outcomes of the National Assessor Unit Standards as stipulated by South African Qualifications Authority (SAQA)

### **REREGISTRATION HISTORY**

As per the SAQA Board decision/s at that time, this qualification was Reregistered in 2012; 2015.

### **NOTES**

Level, credits and learning components assigned to the qualification:

The certificate is made up of a planned combination of learning outcomes that have a defined purpose and will provide qualifying learners with applied competence and a basis for further training. It is a building block for the National Certificate in Administration: NQF Level 4.

### **UNIT STANDARDS:**

	<b>ID</b>	<b>UNIT STANDARD TITLE</b>	<b>PRE-2009 NQF LEVEL</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Core	<a href="#">7573</a>	Demonstrate ability to use the World Wide Web	Level 2	NQF Level 02	3
Core	<a href="#">8420</a>	Operate in a team	Level 2	NQF Level 02	4
Core	<a href="#">13929</a>	Co-ordinate meetings, minor events and travel arrangements	Level 3	NQF Level 03	3
Core	<a href="#">10170</a>	Demonstrate understanding of employment relations in an organisation	Level 3	NQF Level 03	3
Core	<a href="#">7785</a>	Function in a business environment	Level 3	NQF Level 03	4
Core	<a href="#">7860</a>	Introduce new staff to the workplace	Level 3	NQF Level 03	1
Core	<a href="#">7706</a>	Maintain a Booking System	Level 3	NQF Level 03	3
Core	<a href="#">7796</a>	Maintain a secure working environment	Level 3	NQF Level 03	1
Core	<a href="#">13937</a>	Monitor and control office supplies	Level 3	NQF Level 03	2
Core	<a href="#">13931</a>	Monitor and control the maintenance of office equipment	Level 3	NQF Level 03	4
Core	<a href="#">13935</a>	Plan and conduct basic research in an office environment	Level 3	NQF Level 03	6
Core	<a href="#">13934</a>	Plan and prepare meeting communications	Level 3	NQF Level 03	4
Core	<a href="#">13933</a>	Plan, monitor and control an information system in a business environment	Level 3	NQF Level 03	3
Core	<a href="#">7567</a>	Produce and use spreadsheets for business	Level 3	NQF Level 03	5
Core	<a href="#">7570</a>	Produce word processing documents for business	Level 3	NQF Level 03	5
Core	<a href="#">9533</a>	Use communication skills to handle and resolve conflict in the workplace	Level 3	NQF Level 03	3
Core	<a href="#">14357</a>	Demonstrate an understanding of a selected business environment	Level 4	NQF Level 04	10

Fundamental	<a href="#">8968</a>	Accommodate audience and context needs in oral communication	Level 3	NQF Level 03	5
Fundamental	<a href="#">9960</a>	Communicate verbally and non-verbally in the workplace	Level 3	NQF Level 03	8
Fundamental	<a href="#">9010</a>	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	Level 3	NQF Level 03	2
Fundamental	<a href="#">9013</a>	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	NQF Level 03	4
Fundamental	<a href="#">8969</a>	Interpret and use information from texts	Level 3	NQF Level 03	5
Fundamental	<a href="#">9012</a>	Investigate life and work related problems using data and probabilities	Level 3	NQF Level 03	5
Fundamental	<a href="#">11241</a>	Perform Basic Business Calculations	Level 3	NQF Level 03	6
Fundamental	<a href="#">7456</a>	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	NQF Level 03	5
Fundamental	<a href="#">8970</a>	Write texts for a range of communicative contexts	Level 3	NQF Level 03	5
Elective	<a href="#">8000</a>	Apply basic business principles	Level 3	NQF Level 03	9
Elective	<a href="#">117111</a>	Apply knowledge of basic accounting principles to financial services	Level 3	NQF Level 03	4
Elective	<a href="#">7177</a>	Attend to customer enquiries face-to-face and on the telephone in a banking environment	Level 3	NQF Level 03	4
Elective	<a href="#">7911</a>	Manage the float	Level 3	NQF Level 03	4
Elective	<a href="#">13928</a>	Monitor and control reception area	Level 3	NQF Level 03	4
Elective	<a href="#">13930</a>	Monitor and control the receiving and satisfaction of visitors	Level 3	NQF Level 03	4
Elective	<a href="#">13936</a>	Outline the legal environment of a selected industry	Level 3	NQF Level 03	2
Elective	<a href="#">13932</a>	Prepare and process documents for financial and banking processes	Level 3	NQF Level 03	5
Elective	<a href="#">7798</a>	Process cheque, credit card and bank transactions	Level 3	NQF Level 03	14

Elective	<a href="#">7790</a>	Process incoming and outgoing telephone calls	Level 3	NQF Level 03	3
Elective	<a href="#">10025</a>	Handle a range of customer complaints	Level 4	NQF Level 04	4
Elective	<a href="#">117156</a>	Interpret basic financial statements	Level 4	NQF Level 04	4
Elective	<a href="#">242810</a>	Manage Expenditure against a budget	Level 4	NQF Level 04	6
Elective	<a href="#">114738</a>	Perform financial planning and control functions for a small business	Level 4	NQF Level 04	6

#### LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION:

LP ID	Learning Programme Title	Originator	Pre-2009 NQF Level	NQF Level	Min Credits	Learning Prog End Date	Quality Assurance Functionary	NQF Sub-Framework
67515	National Certificate: Business Administration Services	Damelin	Level 3	NQF Level 03	120		SERVICES	OQSF
23655	National Certificate: Business Administration Services	Generic Provider - Field 03	Level 3	NQF Level 03	120		SERVICES	OQSF

#### PROVIDERS CURRENTLY ACCREDITED TO OFFER THESE LEARNING PROGRAMMES:

*This information shows the current accreditations (i.e. those not past their accreditation end dates), and is the most complete record available to SAQA as of today. Some Primary or Delegated Quality Assurance Functionaries have a lag in their recording systems for provider accreditation, in turn leading to a lag in notifying SAQA of all the providers that they have accredited to offer qualifications and unit standards, as well as any extensions to accreditation end dates. The relevant Primary or Delegated Quality Assurance Functionary should be notified if a record appears to be missing from here.*

**NONE**

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