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**SOUTH AFRICAN QUALIFICATIONS AUTHORITY
REGISTERED QUALIFICATION:**

Further Education and Training Certificate: Business Administration Services

SAQA QUAL ID		QUALIFICATION TITLE		
61595		Further Education and Training 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	
Further Ed and Training Cert	Field 03 - Business, Commerce and Management Studies		Office Administration	
ABET BAND	MINIMUM CREDITS	PRE-2009 NQF LEVEL	NQF LEVEL	QUAL CLASS
Undefined	140	Level 4	NQF Level 04	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 within any industry, or non-commercial venture/organization. It is also the building block to advance the learner into the National Certificate in Business Administration Services: NQF Level 5.

The Core Component of 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. The Qualification through its Elective Component enables the learner to specialize in areas of Administration such as Reception, Executive Administration, Financial Literacy, Relationship Management, Legal Knowledge, Communication, Project Administration and Support, Call Centre 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 jobs. This Qualification is intended to enhance the provision of service within the field of Administration within all business and non-commercial sectors. The Qualification 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.

Rationale:

The National Certificate in Business Administration Services: NQF Level 4 is designed to meet the needs of those learners both employed or unemployed, who are already involved or wish to become involved in the field of Administration. Administration is an essential field of learning as Administration competencies apply to all industries and to many non-commercial ventures such as sports/recreation clubs, religious groups, etc. This means that there is an on-going need for skilled Administrative people to carry out these functions both in the commercial and non-commercial sectors. There is also a need to develop career paths in this field so as to offer people involved in Administration the opportunity to continue with a programme of life-long learning, which will make them knowledgeable and skilled employees with enhanced employment opportunities.

The National Certificate in Business Administration Services: Level 4 is a generic Qualification which offers Administrative knowledge and skills to learners who:

- Have attained the National Certificate in Business Administration: Level 3 and wish to continue on a path of life-long learning in Administration
- Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training

- Have worked in Administration for many years, but have no formal Qualifications in their area of expertise
- Wish to extend their range of skills and knowledge of Administration so that they can become knowledge workers
- Are contracted in a learnership agreement
- Have recently taken up a position in Administration
- Have not yet acquired the skills and competencies required for learning in Administration at NQF level 5.

The skills, knowledge, values and attitudes reflected in the Qualification are building blocks that will be developed further in Level 5. The intention is:

- To promote the development of knowledge and skills that are required for the efficient performance of Administrative functions in any commercial or non-commercial environment
- To release the potential of people.
- To provide opportunities for people to move up the value chain.

The National Certificate in Business Administration Services: Level 4 should produce knowledgeable, multi-skilled workers who are able to contribute to improved productivity and efficiency within all commercial and non-commercial sectors. It should provide the means for current workers to receive recognition of prior learning, to upgrade their skills and achieve a nationally recognised Qualification. It should also assist new entrants to the industry.

It will ensure that the quality of education and training in Administration is enhanced and of a world-class standard.

The National Certificate in Business Administration Services at NQF Level 4 allows the learner to work towards a nationally recognised Qualification. The Qualification will allow both those in formal education and those already employed in organisations in the Administration field of learning in any business sector access to a Qualification that can be used as a benchmark to gauge their competence against local and international standards.

The Level 4 Certificate builds on the knowledge and skills already obtained in the Level 3 Certificate.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

Learners accessing this Qualification should be competent in:

- Communication at NQF level 3
- Mathematical Literacy at NQF level 3
- Computer Literacy at NQF Level 3.

Recognition of Prior Learning

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible. Learner and Assessor will jointly decide on methods to determine prior learning and competence in the knowledge, skills, values and attitudes implicit in the Qualification and the associated Unit Standards. Recognition of Prior Learning will be done by means of an 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 in this Qualification
- Obtaining this Qualification in whole or in part.

All recognition of Prior Learning is subject to quality assurance by the relevant ETQA or an ETQA that has a Memorandum of Understanding with the relevant ETQA.

RECOGNISE PREVIOUS LEARNING?

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QUALIFICATION RULES

The Qualification consists of a Fundamental, a Core and an Elective Component.

To be awarded the Qualification, learners are required to obtain a minimum of 140 credits as detailed below.

FUNDAMENTAL COMPONENT

The Fundamental Component consists of Unit Standards in:

- Mathematical Literacy at Level 4 to the value of 16 credits
- Communication at Level 4 in a First South African Language to the value of 20 credits
- Communication in a Second South African Language at Level 3 to the value of 20 credits

It is compulsory therefore for learners to do Communication in two different South African languages, one at Level 4 and the other at Level 3.

All Unit Standards in the Fundamental Component are compulsory.

CORE COMPONENT

The Core Component consists of Unit Standards to the value of 73 credits all of which are compulsory.

ELECTIVE COMPONENT

The Elective Component consists of Unit Standards to the value of 147 credits. Learners are to choose Unit Standards to the minimum of 11 credits.

Sports Administration Specialisation (Learning Programme ID 80767):

- ID 13912: Apply knowledge of self and team in order to develop a plan to enhance team performance, Level 3, 5 credits.
- ID 13915: Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace, Level 3, 4 credits.
- ID 114738: Perform financial planning and control functions for a small business, Level 4, 6 credits.
- ID 117111: Apply knowledge of basic accounting principles to financial services, Level 3, 4 credits.
- ID 117156: Interpret basic financial statements, Level 4, 4 credits.
- ID 242810: Manage Expenditure against a budget, Level 4, 6 credits.
- ID 242819: Motivate and Build a Team, Level 4, 10 credits.
- ID 243293: Promote sport activity in a community, Level 4, 4 credits.
- ID 243296: Apply values and ethics to a sport organization, Level 4, 3 credits.
- ID 243298: Apply administrative skills and knowledge in a sport organization, Level 4, 11 credits.
- ID 243300: Lead a community sport activity, Level 4, 12 credits.
- ID 243303: Create, improvise and organize sport activities, Level 4, 6 credits.

Employee Wellness Specialisation (Learning Programme ID 93567):

- ID 113907: Explain the impact of personal wellness on work performance, Level 3, 2 credits.
- ID 13915: Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace, Level 3, 4 credits.
- ID 377162: Explain the need for wellness awareness programmes, Level 4, 4 credits.
- ID 10980: Induct a new employee, Level 4, 4 credits.
- ID 246667: Demonstrate an understanding of Occupational Health, Safety and Environmental Legislations, Level 3, 4 credits.
- ID 242668: Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act, Level 4, 4 credits.
- ID 242860: Apply the Batho Pele principles to own work role and context, Level 3, 4 credits.

- ID 377160: Explain the fundamentals of the concepts of 'wellness', Level 4, 8 credits.

Employee Relation Specialisation (Learning Programme ID 93568):

- ID 10170: Demonstrate understanding of employment relations in an organisation, Level 3, 3 credits.
- ID 264374: Capture payroll data, Level 3, 6 credits.
- ID 264371: Demonstrate an understanding of the purpose of the payslip and its components, Level 3, 6 credits.
- ID 264377: Identify and demonstrate understanding of different types of employment contracts and how this impacts payroll administration, Level 3, 8 credits.
- ID 10980: Induct a new employee, Level 4, 4 credits.
- ID 10978: Recruit and select candidates to fill defined positions, Level 4, 10 credits.
- ID 11907: Draft an employment contract, Level 5, 3 credits.
- ID 114278: Demonstrate and apply an understanding of the Labour Relations Act (Act 66 of 1995), Level 5, 12 credits.
- ID 114274: Demonstrate and apply an understanding of the Basic Conditions of Employment Act (Act 75 of 1997), Level 5, 8 credits.

Training and Development Practices Specialisation (Learning Programme ID 93569):

- ID 117877: Perform one-to-one training on the job, Level 3, 4 credits.
- ID 116927: Apply the principles of employment equity to organisational transformation, Level 5, 10 credits.
- ID 123393: Carry out course administration, Level 3, 3 credits.
- ID 15227: Conduct skills development administration in an organisation, Level 4, 4 credits.
- ID 242819: Motivate and Build a Team, Level 4, 10 credits.
- ID 242817: Solve problems, make decisions and implement solutions, Level 4, 8 credits.
- ID 117865: Assist and support learners to manage their learning experiences, Level 4, 5 credits.
- ID 263976: Demonstrate understanding of the outcomes-based education and training approach within the context of a National Qualifications Framework, Level 5, 5 credits.
- ID 12544: Facilitate the preparation and presentation of evidence for assessment, Level 4, 4 credits.

EXIT LEVEL OUTCOMES

On achieving this Qualification, the learner will:

Have knowledge of the procedures for stock and fixed asset control and be able to:

- Apply such knowledge and maintain the appropriate registers
- Ensure that employees have the resources they need on an on-going basis through efficiently ordering and distributing stationery and other requirements.

Develop Administrative systems together with other employees to:

- Control and keep all information required by the organisation up to date
- Ensure the confidentiality of information
- Control the availability of resources information
- Develop administrative procedures relating to the systems and to write them into a manual for use by other employees.

Improve organisational effectiveness, by being able to:

- Manage all Administration records him/herself
- Assist others in the organisation to do so

Present information that is routinely and regularly required, as well as specific information that is requested from time-to-time:

- Appropriate report format
- On time
- Using listening, reading and writing skills.

The learner will also be able to:

- Identify information sources so as to be able to quickly access information when it is required
- Liaise with clients (internal and external) to verify that the format used for reports serves the purpose
- Make amendments to report format and writing style, if necessary.

Manage service providers in that the learner will be able to:

- Identify appropriate service providers
- Institute the appropriate provisioning procedures to secure the service of providers
- Draw up contracts for the provision of services and goods by suppliers
- Monitor the delivery of the service and/or goods in terms of quality, quantity and time schedules for delivery
- Take appropriate action when service providers fail to deliver as agreed.

Be an effective employee in the Administrative section of an organisation by being able to:

- Plan and organise own work
- Establish and maintain sound working relationships
- Comply with the organisation's ethics and code of conduct
- Maintain files and records as required
- Set personal goals and develop and manage him/herself in a business context.

Be aware of how fraud can be present in an office environment and assisting in its control by:

- Knowing what types of fraud can exist in an office environment
- Being aware of the legal and organisational implications surrounding fraud and either reporting it or failing to report it
- Analysing trends and the impact of fraud in the organisation/sector
- Being able to describe and be part of the implementation of fraud control measures as they relate to the level of authority of the learner.

Display Cultural awareness in dealing with customers and colleagues and utilising the differences in a positive way to enhance the effectiveness and image of the organisation.

Identify and solve work related problems together with others in the section so as to:

- Improve the working climate in the administration department
- Aid the effectiveness of the organisation

Apply efficient time management processes, procedures and techniques to:

- Improve his/her productivity
- Assist others in the administrative section to do likewise

Be an effective member of a team and be able to:

- Cooperate with others to carry out joint tasks
- Apply sophisticated teamwork skills
- Utilise diversity to its fullest capacity.

Become a knowledge worker and be able to:

- Monitor the media (newspapers, television, radio and magazines) and identify articles/news clips, etc that are applicable to Administration and/or the sector in which he/she works and see their implication for his/her organisation.
- Realise that he/she and his/her organisation are part of a larger system that is interdependent and dependant on other sectors
- Conduct basic research projects in relation to the Administrative function.

In particular, assessors should check that the learner can demonstrate an ability to consider a range of options and make decisions about the knowledge and skills demonstrated above so that the best option is chosen.

ASSOCIATED ASSESSMENT CRITERIA

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 the communication, language, literacy and numeracy should be conducted in conjunction 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. 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. 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 and moderators should make use of a range of formative and summative assessment methods. 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

Benchmarking was done by comparison to Unit Standards/Outcomes of learning against the Standards for Administration in:

- Australia
- New Zealand
- England
- Scotland

A direct comparison of the title, specific outcomes, assessment criteria and embedded knowledge was undertaken with those of each country and the best practice points were highlighted and incorporated into each Unit Standard. However the points incorporated were written in a South African context.

The qualification that best equates with this Qualification is the New Zealand, Certificate 3 in Business (Administration) Code BSA 30197.

ARTICULATION OPTIONS

This Qualification articulates horizontally with the following Qualifications:

- The National Certificate in Tourism: Reception: Level 4
- The National Certificate in Hospitality Reception: Level 4
- The National Certificate in Management: Level 4
- The National Certificate in Project Management: Level 4
- The National Certificate in Public Relations: Level 4.

Vertical articulation is possible with the following Qualifications:

- National Diploma in Accommodation Services: Level 5
- National Diploma in Service Management: Level 5
- National Certificate in Business Administration: Level 5
- National Certificate in Public Administration: Level 5.

MODERATION OPTIONS

- Anyone assessing a learner or moderating the assessment of a learner against this Qualification must be registered as an assessor with the Services Education, Training, Quality, Assurance (ETQA) Body, or with an ETQA that has a Memorandum of Understanding with the Services ETQA.
- Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider with the Services Education, Training, Quality, Assurance (ETQA) Body, or with an ETQA that has a Memorandum of Understanding with the Services ETQA.
- Assessment and moderation of assessment will be overseen by the Services Education, Training, Quality, Assurance (ETQA) Body, or by an ETQA that has a Memorandum of Understanding with the Services 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 the integrated competence described in the Qualification.

Anyone wishing to be assessed against this Qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

For an applicant to register as an assessor, the applicant needs:

- A minimum of 2 (two) years` practical, relevant occupational experience in Administration
- To be declared competent in all the outcomes of the National Assessor Unit Standards as stipulated by South African Qualifications Authority (SAQA)
- To be in possession of a Qualification in Administration at NQF Level 5 or higher.

REREGISTRATION HISTORY

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

NOTES

N/A

UNIT STANDARDS:

	ID	UNIT STANDARD TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Core	110021	Achieve personal effectiveness in business environment	Level 4	NQF Level 04	6
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	Level 4	NQF Level 04	10
Core	13941	Apply the budget function in a business unit	Level 4	NQF Level 04	5
Core	10022	Comply with organisational ethics	Level 4	NQF Level 04	4

Core	14552	Contract service providers	Level 4	NQF Level 04	3
Core	13945	Describe and apply the management of stock and fixed assets in a business unit	Level 4	NQF Level 04	2
Core	110026	Describe and assist in the control of fraud in an office environment	Level 4	NQF Level 04	4
Core	110003	Develop administrative procedures in a selected organisation	Level 4	NQF Level 04	8
Core	7791	Display cultural awareness in dealing with customers and colleagues	Level 4	NQF Level 04	4
Core	110009	Manage administration records	Level 4	NQF Level 04	4
Core	109999	Manage service providers in a selected organisation	Level 4	NQF Level 04	5
Core	110023	Present information in report format	Level 4	NQF Level 04	6
Core	10135	Work as a project team member	Level 4	NQF Level 04	8
Core	15234	Apply efficient time management to the work of a department/division/section	Level 5	Level TBA: Pre-2009 was L5	4
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	NQF Level 03	5
Fundamental	8972	Interpret a variety of literary texts	Level 3	NQF Level 03	5
Fundamental	8969	Interpret and use information from texts	Level 3	NQF Level 03	5
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	NQF Level 03	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	NQF Level 04	6
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	NQF Level 04	5
Fundamental	12417	Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities	Level 4	NQF Level 04	4
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	NQF Level 04	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	NQF Level 04	6
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	NQF Level 04	5
Fundamental	8976	Write for a wide range of contexts	Level 4	NQF Level 04	5
Elective	117111	Apply knowledge of basic accounting principles to financial services	Level 3	NQF Level 03	4
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	NQF Level 03	5

Elective	242860	Apply the Batho Pele principles to own work role and context	Level 3	NQF Level 03	4
Elective	264374	Capture payroll data	Level 3	NQF Level 03	6
Elective	123393	Carry out course administration	Level 3	NQF Level 03	3
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	NQF Level 03	3
Elective	246667	Demonstrate an understanding of Occupational Health, Safety and Environmental Legislations	Level 3	NQF Level 03	4
Elective	264371	Demonstrate an understanding of the purpose of the payslip and its components	Level 3	NQF Level 03	6
Elective	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	Level 3	NQF Level 03	4
Elective	10170	Demonstrate understanding of employment relations in an organisation	Level 3	NQF Level 03	3
Elective	244572	Describe how to manage workplace relationships	Level 3	NQF Level 03	2
Elective	113907	Explain the impact of personal wellness on work performance	Level 3	NQF Level 03	2
Elective	264377	Identify and demonstrate understanding of different types of employment contracts and how this impacts payroll administration	Level 3	NQF Level 03	8
Elective	13928	Monitor and control reception area	Level 3	NQF Level 03	4
Elective	13936	Outline the legal environment of a selected industry	Level 3	NQF Level 03	2
Elective	117877	Perform one-to-one training on the job	Level 3	NQF Level 03	4
Elective	7790	Process incoming and outgoing telephone calls	Level 3	NQF Level 03	3
Elective	10140	Apply a range of project management tools	Level 4	NQF Level 04	8
Elective	243298	Apply administrative skills and knowledge in a sport organisation	Level 4	NQF Level 04	11
Elective	12154	Apply comprehension skills to engage oral texts in a business environment	Level 4	NQF Level 04	5
Elective	12155	Apply comprehension skills to engage written texts in a business environment	Level 4	NQF Level 04	5
Elective	243296	Apply values and ethics to a sport organisation	Level 4	NQF Level 04	3
Elective	117865	Assist and support learners to manage their learning experiences	Level 4	NQF Level 04	5
Elective	15227	Conduct skills development administration in an organisation	Level 4	NQF Level 04	4
Elective	243303	Create, improvise and organize sport activities	Level 4	NQF Level 04	6
Elective	242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	Level 4	NQF Level 04	4

Elective	10324	Describe features, advantages and benefits of a range of products or services	Level 4	NQF Level 04	6
Elective	377160	Explain the fundamentals of the concepts of 'wellness'	Level 4	Level TBA: Pre-2009 was L4	8
Elective	377162	Explain the need for wellness awareness programmes	Level 4	Level TBA: Pre-2009 was L4	4
Elective	14319	Explore strategies to retain or expand existing business in the insurance/investment industry	Level 4	NQF Level 04	3
Elective	12544	Facilitate the preparation and presentation of evidence for assessment	Level 4	NQF Level 04	4
Elective	10331	Identify and analyse customer and market related trends impacting on Contact Centres	Level 4	NQF Level 04	10
Elective	10026	Identify expertise and resources	Level 4	NQF Level 04	3
Elective	10023	Identify internal and external stakeholders	Level 4	NQF Level 04	4
Elective	10139	Implement project administration processes according to requirements	Level 4	NQF Level 04	5
Elective	10980	Induct a new employee	Level 4	NQF Level 04	6
Elective	10388	Interpret basic financial statements	Level 4	NQF Level 04	3
Elective	117156	Interpret basic financial statements	Level 4	NQF Level 04	4
Elective	243300	Lead a community sport activity	Level 4	NQF Level 04	12
Elective	7869	Maintain a preventative maintenance programme	Level 4	NQF Level 04	3
Elective	242840	Make oral presentations	Level 4	NQF Level 04	2
Elective	242810	Manage Expenditure against a budget	Level 4	NQF Level 04	6
Elective	13443	Manage service providers in a micro-lending institution	Level 4	NQF Level 04	5
Elective	7836	Monitor customer satisfaction	Level 4	NQF Level 04	3
Elective	242819	Motivate and Build a Team	Level 4	NQF Level 04	10
Elective	10983	Participate in the implementation and utilisation of equity related processes	Level 4	NQF Level 04	5
Elective	114738	Perform financial planning and control functions for a small business	Level 4	NQF Level 04	6
Elective	9244	Plan and conduct meetings	Level 4	NQF Level 04	4
Elective	7825	Process financial transactions	Level 4	NQF Level 04	16
Elective	243293	Promote sport activity in a community	Level 4	NQF Level 04	4
Elective	10978	Recruit and select candidates to fill defined positions	Level 4	NQF Level 04	10

Elective	242817	Solve problems, make decisions and implement solutions	Level 4	NQF Level 04	8
Elective	8607	Support event co-ordination	Level 4	NQF Level 04	20
Elective	116927	Apply the principles of employment equity to organisational transformation	Level 5	Level TBA: Pre-2009 was L5	10
Elective	114274	Demonstrate and apply an understanding of the Basic Conditions of Employment Act (Act 75 of 1997)	Level 5	Level TBA: Pre-2009 was L5	8
Elective	114278	Demonstrate and apply an understanding of the Labour Relations Act (Act 66 of 1995)	Level 5	Level TBA: Pre-2009 was L5	12
Elective	263976	Demonstrate understanding of the outcomes-based education and training approach within the context of a National Qualifications Framework	Level 5	Level TBA: Pre-2009 was L5	5
Elective	11907	Draft an employment contract	Level 5	Level TBA: Pre-2009 was L5	3
Elective	10171	Manage the capture, storage and retrieval of human resources information using an information system	Level 5	Level TBA: Pre-2009 was L5	3
Elective	10149	Support the project environment and activities to deliver project objectives	Level 5	Level TBA: Pre-2009 was L5	14

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
75263	Further Education and Training Certificate: Administration	Damelin Correspondence College	Level 4	NQF Level 04	140		QCTO	OQSF
67353	Further Education and Training Certificate: Administration	Intec College	Level 4	NQF Level 04	140		QCTO	OQSF
35928	Further Education and Training Certificate: Business Administration Services	Generic Provider - Field 03	Level 4	NQF Level 04	140		SERVICES	OQSF

93568	Further Education and Training Certificate: Business Administration Services: Employee Relation	Generic Provider - Field 03	Level 4	NQF Level 04	140		SABPP	OQSF
93567	Further Education and Training Certificate: Business Administration Services: Employee Wellness	Generic Provider - Field 03	Level 4	NQF Level 04	140		SABPP	OQSF
80767	Further Education and Training Certificate: Business Administration Services: Sport Administration	Generic Provider - Field 03	Level 4	NQF Level 04	140		CATHSSETA	OQSF
93569	Further Education and Training Certificate: Business Administration Services: Training and Development Practices	Generic Provider - Field 03	Level 4	NQF Level 04	140		SABPP	OQSF
59909	Further Education and Training Certificate: Secretarial Studies	Boston City Campus and Business College (PTY) Ltd	Level 4	NQF Level 04	140		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.

LP ID	Learning Programme Title	Accredited Provider
67353	Further Education and Training Certificate: Administration	1. Damelin Correspondence College 2. Intec College
93567	Further Education and Training Certificate: Business Administration Services: Employee Wellness	Business Management Training College of Southern Africa
59909	Further Education and Training Certificate: Secretarial Studies	Boston City Campus and Business College (PTY) Ltd

All qualifications and part qualifications registered on the National Qualifications Framework are public property. Thus the only payment that can be quoted, the South African Qualifications Authority (SAQA) should be acknowledged as the source.