



WORKSAFE ACADEMY



**National Certificate - Business Administration
(23833, NQF Level 2)**

Course Title:		
Business Administration (National Certificate)		
Credits:	NQF Level:	Qualification ID:
130	Level 2	23833
Duration:		
12 Months to complete course		

Course Summary:

Business Administration is essential in each organisation. This course will promote an understanding of planning, organisation and control in order to achieve a coordinated effort among all the elements in the organisation. If you are interested in being involved in the daily running and implementation of office tasks and enhancing operational performance, this course is for you.

Course Minimum Requirements:

Grade 9 (Std. 7) or equivalent
Communication at NQF level 1
Mathematical Literacy at NQF level 1

QUALIFICATION BREAKDOWN

Unit Standard	Learning Unit / Module	Credits
Module 1:		
Exit level outcome		
<ul style="list-style-type: none"> • Process numerical and text data 		
8963	Access and use information from texts	5
9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	3
7480	Demonstrate understanding of rational and irrational numbers and number systems	3
8962	Maintain and adapt oral communication	5
12444	Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts	3
8965	Respond to literary texts	5
7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	3
9007	Work with a range of patterns and functions and solve problems	5
8964	Write for a defined context	5
Total Credits:		36

QUALIFICATION BREAKDOWN

Unit Standard	Learning Unit / Module	Credits
Module 2:		
Exit level outcome		
<ul style="list-style-type: none"> • Identify and maintain records, • Maintain an information system, • Receive, distribute and dispatch mail in an office environment, • Operate and take care of equipment in an office environment 		
14339	Identify and maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain confidentiality	5
14340	Maintain an existing information system in a business environment	4
7566	Operate personal computer peripherals	3
7568	Demonstrate knowledge of and produce word processing documents using basic functions	3
7571	Demonstrate the ability to use electronic mail software to send and receive messages	3
7547	Operate a personal computer system	6
14346	Process numerical and text data in a business environment	2
14353	Conduct basic financial transactions	3
8104	Operate and take care of equipment in an office environment	2
14355	Order and distribute office supplies	2
Total Credits:		33

QUALIFICATION BREAKDOWN

Unit Standard	Learning Unit / Module	Credits
Module 3:		
Exit level outcome		
<ul style="list-style-type: none"> • Receive and execute instructions, • Behave in a professional manner in a business environment, • Attend to customer enquiries, • Process incoming and outgoing telephone calls 		
14359	Behave in a professional manner in a business environment	5
14338	Attend to customer enquiries in an office setting	2
110064	Contribute to the health, safety and security of the workplace	4
14344	Demonstrate an understanding of a selected business environment	10
8420	Operate in a team	4
14348	Process incoming and outgoing telephone calls	3
14349	Receive and execute instructions	2
Total Credits:		30

QUALIFICATION BREAKDOWN		
Unit Standard	Learning Unit / Module	Credits
Module 4:		
Exit level outcome		
<ul style="list-style-type: none"> • Manage time and work processes within a business environment, • Investigate the structure of an organisation, • Demonstrate an understanding of the business environment, • Keep informed about current affairs relating to one`s own industry 		
14343	Investigate the structure of an organization as a workplace	8
14341	Keep informed about current affairs related to one`s own industry	4
14342	Manage time and work processes within a business environment	4
8618	Organise oneself in the workplace	3
11235	Maintain effective working relationships with other members of staff	1
120308	Apply knowledge of self in order to make a personal decision	3
14352	Manage a diary for self and others	4
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	4
Total Credits:		31