

Further Education and Training Certificate

Business Administration Services



Qualification Details

SAQA QUALIFICATION ID	61595 LP 35928
QUALIFICATION TYPE	Further Education and Training Certificate
QUALIFICATION TITLE	Business Administration Services
NQF LEVEL	4
DURATION	12 Months
MINIMUM CREDITS	142



Entry Requirements

To enroll in this qualification, a learner must possess one of the following:
A Grade 12 National Senior Certificate (NSC) or National Certificate (Vocational) (NCV) at NQF Level 4.
An equivalent NQF Level 4 qualification, demonstrating proven proficiency in Communication and Mathematical Literacy.

Purpose of the Qualification

The primary purpose of the National Certificate in Business Administration Services: NQF Level 4 is to equip learners with the broad knowledge, skills, and values required for efficient administrative functions across all commercial and non-commercial environments in South Africa.

A qualified learner will be able to:

- **Manage records, budgets, and stock** within an administrative function.
- **Execute effective** business writing, reporting, and communication (written and oral).
- **Apply time management** and self-management skills, including ethical and cultural awareness.
- **Handle service provider** contracts and assist in fraud control.
- **Apply basic mathematical principles** (statistics, finance, measurement) to business issues.
- **Contribute effectively** as a team member while monitoring customer satisfaction.

Curriculum and Module Breakdown

The programme is heavily geared towards application, with the following allocation:

1. 70% Practical (including 75% workplace implementation and 25% assessment activities).
2. 30% Theory (formal learning/workshop time).



Formative Assessment: Used throughout the 360 hours of formal learning to check understanding of the theoretical components

Summative Assessment: Conducted predominantly during the **hours of workplace practice**. This includes practical demonstrations, observation checklists, and portfolio of evidence submissions to verify the specialised cleaning skills

Workplace Sign-Off: Verification by the workplace mentor/supervisor that the learner has consistently demonstrated the required competencies in a real-world setting.

Module **Self-management in Business**

32 Credits

The focus area of their module is Personal Effectiveness, Ethics, Teamwork, and Context Analysis

Module 2 **Business Administration**

31 Credits

The focus area of their module is Budgets, Stock Management, Record Management, and Procedure Development

Module 3 **Business Management**

24 Credits

The focus area of their module is Reporting, Time Management, Reception Control, and Customer Relations

Module 4 **Business Calculations**

16 Credits

The focus area of their module is Statistics, Geometry, and Financial Mathematics Application

Module 5 **Business Communication 1**

20 Credits

The focus area of their module is Foundational Writing, Reading, and Oral Communication Processes

Module 6 **Business Communication 2**

20 Credits

The focus area of their module is Advanced Oral Communication, Text Interpretation, and Contextual Writing



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