



NQF Level 2 | Services SETA

# New Venture Creation (SMME)

Develop essential customer service skills and techniques to deliver exceptional client experiences. This qualification prepares you for entry-level customer service roles across various industries.

**138**  
Credits

**12**  
Months

**NQF 2**  
Level



# Qualification Overview

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This qualification is designed to provide a foundation for structured programmes for potential and existing entrepreneurs to capitalise on opportunities to start and grow sustainable businesses. The qualification aims to develop skills for establishing and developing enterprises while addressing barriers to starting and sustaining businesses, creating long-term solutions for job creation and SMME development.

## Learning Outcomes

Upon completion of this qualification, learners will be able to:

-  Developing skills for establishing new business ventures and entrepreneurial enterprises
-  Building competencies to identify and capitalise on business opportunities
-  Understanding how to start and sustain small, micro, and medium enterprises (SMMEs)
-  Addressing barriers to business creation and sustainability
-  Creating long-term solutions for job creation through entrepreneurship
-  Developing entrepreneurial mindset and business acumen
-  Learning to tender for business opportunities in public and private sectors
-  Building foundational business management and operational skills
-  Understanding basic financial management for small businesses
-  Developing marketing and sales skills for new ventures
-  Learning to manage resources effectively in small business contexts
-  Building confidence to operate as an entrepreneur

## Core Modules

## Module 1: Communication

- Access and use information from texts
- Co-ordinate meetings, minor events and travel arrangements
- Write for a defined context
- Maintain and adapt oral communication
- Use language and communication in occupational learning programmes

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## Module 2: Market Requirements

- Identify and demonstrate entrepreneurial ideas and opportunities
- Match new venture opportunity to market needs
- Manage marketing and selling processes of a new venture
- Apply the basic skills of customer service

## Module 3: Business Sector and Industry

- Identify the composition of a selected new venture's industry/sector and its procurement systems
- Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace
- Tender for business or work in a selected new venture
- Administer contracts for a selected new venture

## Module 4: Financial Requirement

- Determine financial requirements of a new venture
- Produce a business plan for a new venture
- Manage finances for a new venture

## Module 5: Business Operations

- Manage business operations
- Prepare and process documents for financial and banking processes
- Behave in a professional manner in a business environment
- Monitor and control the receiving and satisfaction of visitors

- Apply basic business ethics in a work environment

## Module 6: Numeracy





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- Demonstrate understanding of rational and irrational numbers and number systems
- Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts
- Use mathematics to investigate and monitor the financial aspects of personal and community life
- Work with a range of patterns and functions and solve problems
- Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems

## Qualification Details

SETA	Services SETA
NQF Level	<b>Level 2</b>
Credits	<b>138 Credits</b>
Duration	<b>12 Months</b>
SAQA ID	<b>49648</b>

## Career Opportunities

-  Entrepreneur starting and managing own small business
-  Small Business Owner operating micro-enterprises
-  SMME Operator in various industries
-  Self-employed Business Person providing goods or services

-  Freelance Service Provider in specialised areas
-  Small Business Manager overseeing operations
-  Micro-enterprise Developer creating sustainable ventures

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### Need Help?

Contact our qualification specialists for guidance.

[help@speccon.co.za](mailto:help@speccon.co.za)

## Related Qualifications

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NQF Level 3

**Management**



NQF Level 3

**Business Administration**



NQF Level 5

**Office Supervision**



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Email: [help@speccon.co.za](mailto:help@speccon.co.za)

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