



NQF Level 3 | Services SETA

Business Administration

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.

120
Credits

12
Months

NQF 3
Level



Qualification Overview

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This qualification is designed for any individual who is, or wishes to be, involved in the administration function in any organisation or business across any sector or field, as well as in non-commercial organisations such as clubs and charitable organisations. The qualification provides core competencies in information handling, communication, technology use, and organisational skills.

Learning Outcomes

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

-  Building foundational knowledge and skills for administrative functions across various sectors
-  Promoting development of knowledge, skills, and values that release the potential of people
-  Providing opportunities for people to move up the value chain in administrative careers
-  Developing competencies in professional behaviour including teamwork, conflict resolution, and maintaining secure working environments
-  Building computer literacy skills including MS Word, MS Excel, Internet usage, and information system management
-  Enhancing communication skills for workplace interactions, text interpretation, and written communication
-  Understanding basic business principles, research methods, business environments, and financial statements
-  Learning human resources fundamentals including staff introduction and employment relations
-  Mastering office administration including equipment maintenance, booking systems, meeting coordination, supply control, and communication planning
-  Developing business mathematics skills for financial monitoring, data analysis, and calculations

This qualification is part of a learning pathway starting at Level 2 and potentially extending to degrees at Levels 6-8. It supports Recognition of Prior Learning (RPL) and articulates with several other qualifications at Level 3 and 4.

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Core Modules

Module 1: Professional Behaviour

- Maintain a secure working environment
- Function in a business environment
- Operate in a team
- Use communication skills to handle and resolve conflict in the workplace

Module 2: Computer Literacy

- MS Word Level 1
- MS Excel Level 1
- Internet
- Plan, monitor, and control an information system in a business environment

Module 3: Communication Skills

- Communicate verbally and non-verbally in the workplace
- Interpret and use information from texts
- Write texts for a range of communicative contexts
- Accommodate audience and context needs in oral communication

Module 4: Business Skills

- Apply basic business principles
- Plan and conduct basic research in an office environment
- Demonstrate an understanding of a selected business environment
- Interpret basic financial statements

Module 5: Human Resources

- Introduce new staff to the workplace
- Demonstrate understanding of employment relations in an organisation

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Module 6: Office Administration

- Monitor and control the maintenance of office equipment
- Maintain a booking system
- Co-ordinate meetings, minor events, and travel arrangements
- Monitor and control office supplies
- Plan and prepare meeting communications

Module 7: Business Mathematics

- Use mathematics to investigate and monitor the financial aspects of personal, business, and national issues
- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Investigate life and work-related problems using data and probabilities
- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Perform basic business calculations

Qualification Details

SETA

Services SETA

NQF Level

Level 3

Credits

120 Credits

Duration
















12 Months

SAQA ID

67465

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Career Opportunities

-  Secretary in various business sectors
-  Administrative Assistant supporting management teams
-  Administrator managing office operations
-  Clerk handling administrative tasks
-  Receptionist in business organisations
-  Switchboard Operator managing communications
-  Financial Administration Assistant
-  Banking Administration Clerk
-  Personal/Executive Assistant to senior staff
-  Data Capturer/Typist
-  Human Resources Administrator
-  Contracts Administrator
-  Legal Secretary
-  Reception Supervisor
-  Project Coordinator

Need Help?

Contact our qualification specialists for guidance.

help@speccon.co.za

Related Qualifications

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Explore other Services SETA qualifications



NQF Level 3

Management

Management fundamentals and team leadership skills.



NQF Level 4

Generic Management

First line management and supervisory skills.



NQF Level 5

Office Supervision

Office management and supervisory skills.



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