



CURRICULUM	
NC: BUSINESS ADMINISTRATION SERVICES	ID 67465
NQF LEVEL 03	121 CREDITS
CONTACT SESSION TIME: 30 DAYS OVER A PERIOD OF 12 MONTHS	WORKPLACE EXPERIENTIAL LEARNING

SKILLS PROGRAMME 1: COMPUTER SKILLS						
US Title	NQF Level	Credits	Notional hours	US Type	Duration of Contact session	Duration of Workplace Experience
7567 : Produce and use spreadsheets for business	3	5	50	Core	2 Days	14 Days
7570 : Produce word processing documents for business	3	5	50	Core		
7573 : Demonstrate ability to use the World Wide Web	2	3	30	Core		
Total Credits		13				



SKILLS PROGRAMME 2: MEETINGS & MINUTES

US Title	NQF Level	Credits	Notional hours	US Type	Duration of Contact session	Duration of Workplace Experience
13934: Plan and prepare meeting communications	3	4	40	Core	2 Days	14 Days
13929: Co-ordinate meetings, minor events & travel arrangements	3	3	30	Core		
Total Credits		7				

SKILLS PROGRAMME 3: EVENTS MANAGEMENT

US Title	NQF Level	Credits	Notional hours	US Type	Duration of Contact session	Duration of Workplace Experience
7706: Maintain a booking system	3	3	30	Core	2 Days	14 Days
13933: Plan, monitor and control an information system in a business environment	3	3	30	Core		
Total Credits		6				



SKILLS PROGRAMME4: THE OFFICE ENVIRONMENT

US Title	NQF Level	Credits	Notional hours	US Type	Duration of Contact session	Duration of Workplace Experience
14357 : Demonstrate an understanding of a selected business environment	4	10	100	Core	2 Days	Continual and integrated into learning
10170 : Demonstrate understanding of employment relations in an organisation	3	3	30	Core		
Total Credits		13				

SKILLS PROGRAMME 5: OFFICE RESOURCES

US Title	NQF Level	Credits	Notional hours	US Type	Duration of Contact session	Duration of Workplace Experience
13931 : Monitor and control the maintenance of office equipment	3	4	40	Core	3 Days	5 Days
13937 : Monitor and control office supplies	3	2	20	Core		
7785 : Function in a business environment	3	4	40	Core		
Total Credits		10				



SKILLS PROGRAMME 6: CUSTOMER SERVICE

US Title	NQF Level	Credits	Notional hours	US Type	Duration of Contact session	Duration of Workplace Experience
13928 : Monitor and control reception area	3	4	40	Elective	2 Days	14 Days
13930 : Monitor and control the receiving and satisfaction of visitors	3	4	40	Elective		
7177 : Attend to customer enquiries face-to-face and on the telephone in a banking environment	3	4	40	Elective		
Total Credits		12				
61 CREDIT REMEDIATION					2 Days	

SKILLS PROGRAMME 7: TEAMWORK

US Title	NQF Level	Credits	Notional hours	US Type	Duration of Contact session	Duration of Workplace Experience
8420 : Operate in a team	2	4	40	Core	3 Days	Continual and integrated into learning
7860 : Introduce new staff to the workplace	3	1	10	Core		
9533 : Use communication skills to handle and resolve conflict in the workplace	3	3	30	Core		
Total Credits		8				



SKILLS PROGRAMME 8: OFFICE SAFETY

US Title	NQF Level	Credits	Notional hours	US Type	Duration of Contact session	Duration of Workplace Experience
13935: Plan and conduct basic research in an office environment	3	6	60	Core	2 Days	20 Days
7796: Maintain a secure working environment	3	1	10	Core		
Total Credits		7				

SKILLS PROGRAMME 9: BUSINESS COMMUNICATION

US Title	NQF Level	Credits	Notional hours	US Type	Duration of Contact session	Duration of Workplace Experience
8968 : Accommodate audience and context needs in oral communication	3	5	50	Fundamental	3 Days	Continuous and integrated
8969 : Interpret and use information from texts	3	5	50	Fundamental		
8970 : Write texts for a range of communicative contexts	3	5	50	Fundamental		
9960 : Communicate verbally and non-verbally in the workplace	3	8	80	Fundamental		
Total Credits		23				



SKILLS PROGRAMME 10: BUSINESS CALCULATIONS						
US Title	NQF Level	Credits	Notional hours	US Type	Duration of Contact session	Duration of Workplace Experience
7456 : Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	3	5	50	Fundamental	2 Days	5 Days
11241 : Perform basic business calculations	3	6	60	Fundamental		
Total Credits		11				

SKILLS PROGRAMME 11: MATHEMATICAL LITERACY						
US Title	NQF Level	Credits	Notional hours	US Type	Duration of Contact session	Duration of Workplace Experience
9010 : Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	3	2	20	Fundamental	2 Days	Continual and integrated into learning
9012 : Investigate life and work-related problems using data and probabilities	3	5	50	Fundamental		
9013 : Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4	40	Fundamental		
Total Credits		11				
121 CREDITS REMEDIATION					2 Days	

