

? WHAT IS BLENDED LEARNING

Blended learning comprises of any learning intervention which is done on mobile, computer and hand-held gadgets. DigiAssist is an assistive tool that aids in learning through digitally presented activities hosted on our site. The blended approach does not replace contact sessions but reduces them to a minimum of one contact session per Cluster. Benefits include the opportunity to explore and experience training in a distance learning environments, reduced classroom time and independently taking charge of your own educational experience.



LEARNER REQUIREMENTS

- Access to a Computer at Work and Home
 - Internet access without Limitations
 - Committed to Self Study
- Computer Literacy at NQF Level 2:
 - Ability to use browser,
- Ability to Convert and Upload attachments,
- Ability to understand basic radio button functionality,
- Ability to use media player.

NATIONAL CERTIFICATE BUSINESS ADMINISTRATION

NQF



3

SAQA



67465
(LP 23655)

CONTACT
DAYS



9

DURATION



12 MONTHS

CREDITS



125

SETA



SERVICES SETA

PURPOSE

This qualification is for any individual who is, or wishes to be, involved in the Administration function in any organization or business in any sector, or field as well as in non-commercial organisations such as clubs and charitable organisations. This qualification is intended to enhance the provision of service within the field of Administration within all sectors.

ENTRY CRITERIA

- Communication at NQF Level 2.
- Mathematical Literacy at NQF Level 2.

MARKET INFORMATION

- **Target Market:** Administrators • Receptionists • Secretaries • Admin Clerks • Operations staff • Managers
- **Target Industries:** All industries that have an administration and or operations aspect.

SKILLS OUTCOMES

- Gather and report information
- Plan, monitor and control and information system
- Maintain booking systems
- Participate in meetings and process documents and communication related thereto
- Utilise technology to produce information
- Plan and conduct basic research in an office environment
- Coordinate meetings, minor events and travel arrangements
- Set personal goals
- Function in a team and overall business environment
- Demonstrate an understanding of employment relations

For more information about DigiAssist and how it can benefit your organisation, contact Training Force

☎ 011 974 6633 ✉ info@trainingforce.co.za 🌐 www.trainingforce.co.za

UNIT STANDARDS

Cluster 1 - Communication Skills

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	9533	Use communication skills to handle and resolve conflict in the workplace	3
Fundamental	8968	Accommodate audience and context needs in oral communication	5
Fundamental	9960	Communicate verbally and non-verbally in the workplace	8

Cluster 2 – Business Writing Skills – Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	8969	Interpret and use information from texts	5
Fundamental	8970	Write texts for a range of communicative contexts	5

Cluster 3 – HR Skills

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	8420	Operate in a team	4
Core	7860	Introduce new staff to the workplace	1
Core	10170	Demonstrate understanding of employment relations in an organisation	3

Cluster 4 – Customer Service

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	13928	Monitor and control reception area	4
Elective	13930	Monitor and control the receiving and satisfaction of visitors	4

Cluster 5 – Administration Skills

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7785	Function in a business environment	4
Core	7796	Maintain a secure working environment	1
Core	13937	Monitor and control office supplies	2
Core	13931	Monitor and control the maintenance of office equipment	4
Core	13933	Plan, monitor and control an information system in a business environment	3

Cluster 6 – Organisation Skills

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7706	Maintain a booking system	3
Core	13934	Plan and prepare meeting communications	4
Core	13929	Coordinate meetings, minor events and travel arrangements	3

Cluster 7 - Numeracy and Research Skills

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	13935	Plan and conduct basic research in an office environment	6
Fundamental	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	2
Fundamental	9012	Investigate life and work related problems using data and probabilities	5
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and-3-dimensional space in different contexts	4

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UNIT STANDARDS

Cluster 8 –IT Skills

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7573	Demonstrate ability to use the World Wide Web	3
Core	7567	Produce and use spreadsheets for business	5
Core	7570	Produce word processing documents for business	5

Cluster 9 - General Business Skills

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	8000	Apply basic business principles	3
Core	14357	Demonstrate an understanding of a selected business environment	10
Elective	13932	Prepare and process documents for financial and banking processes	5
Fundamental	11241	Perform basic business calculations	6

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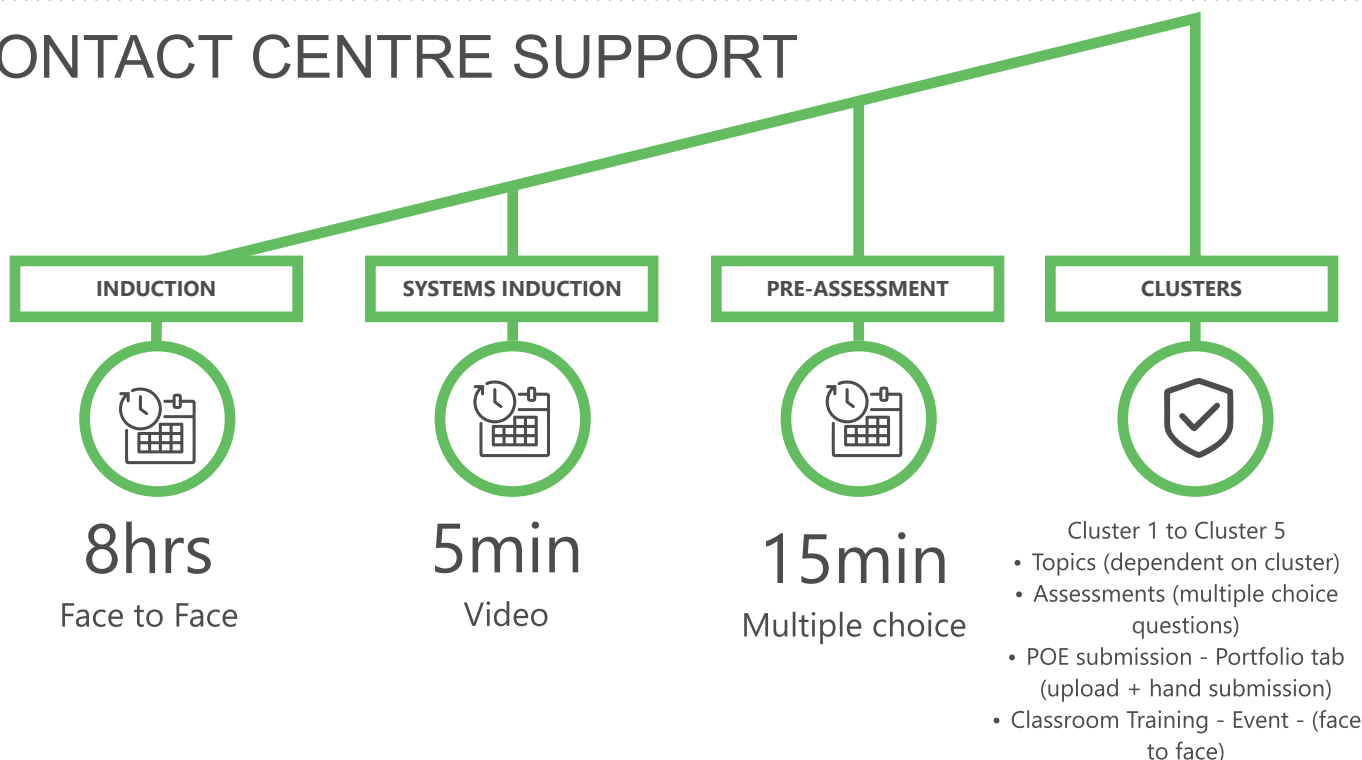
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CONTACT CENTRE SUPPORT



Complete Duration of online instructional
5 hours 22 mins

Complete Duration of face to face time
48 hours

Complete Duration of Program
600 hours 15 mins