



# BCONSULT

Occupational Certificate

## **BUSINESS ADMINISTRATION SERVICES**

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NQF Level 4 | SAQA ID 61595 | 140 Points | 12 Months

Occupational Certificate:

## **Business Administration Services – NQF Level 4**

**SAQA ID:** 61595 | **Credits:** 140 | **Duration:** 12-month | QCTO Learnership

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### **1. Course Overview**

The Further Education and Training Certificate: Business Administration Services (NQF Level 4) is designed for individuals currently working in, or aspiring to enter, the administrative field across all sectors commercial, non-commercial, and public service.

This qualification develops critical administrative knowledge and competencies, including records management, business communication, problem solving, ethics, cultural awareness, teamwork, and self-management. Learners also have the option to specialise in focused areas such as reception, financial administration, human resources, call centre operations, project support, or employee wellness.

The programme provides learners with practical, industry-relevant skills that improve productivity, efficiency, and service standards in administrative roles. It also enables access to further education and lifelong learning opportunities at higher NQF levels.

### **2. Learning Outcomes**

On completion of this programme, learners will be able to:

- Apply business communication skills in two South African languages.
- Manage records, stock, and fixed asset control systems.
- Develop and maintain administrative and operational systems.
- Present business information and reports accurately and on time.
- Plan, organise, and manage personal and team tasks effectively.
- Demonstrate cultural awareness, ethical practices, and service excellence.
- Manage service providers and procurement processes.
- Identify, prevent, and respond to fraud risks in the workplace.
- Apply problem-solving, time management, and teamwork strategies to enhance organisational efficiency.
- Conduct basic research and demonstrate knowledge-worker competencies.

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### **3. A Qualified Learner Will Be Able To:**

- Perform essential administrative tasks across sectors.
- Provide effective secretarial, reception, and switchboard services.
- Deliver support in financial, human resources, and project administration.
- Supervise and monitor administrative processes for quality and efficiency.
- Contribute to employee wellness, relations, and training initiatives.
- Enhance the image and productivity of the organisation through ethical, professional, and customer-focused practices.

#### **Entry Requirements**

Learners accessing this qualification should be competent in:

- Communication at NQF Level 3
- Mathematical Literacy at NQF Level 3
- Computer Literacy at NQF Level 3

#### **Recognition of Prior Learning (RPL):**

Learners with prior formal, informal, or non-formal experience may gain credits or full qualification recognition through RPL processes, subject to ETQA quality assurance requirements.

### **4. International Comparability**

This qualification has been benchmarked against international best practices in Australia, New Zealand, England, and Scotland.

It is most comparable to the New Zealand Certificate 3 in Business (Administration) Code BSA 30197, while maintaining a contextualised South African framework that ensures relevance to local industry and labour market needs.

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### **5. Occupational Trainer – NQF Level 4 Certification**

This is a **Further Education and Training Certificate at NQF Level 4** on the Occupational Qualifications Sub-framework (OQSF).

It provides foundational entry into higher-level programmes, including the **National Certificate in Business Administration Services (NQF Level 5)**.

### **6. Potential Career Opportunities**

Graduates of this qualification can pursue roles such as:

- Receptionist / Front Office Supervisor
- Secretary / Personal Assistant / Executive Assistant
- Data Capturer / Typist
- Financial Administrator / Banking Administrator
- HR Administrator / Employee Relations Assistant
- Call Centre Administrator
- Records or Contracts Administrator
- Project Coordinator / Change Administrator
- Legal Secretary / Administrative Supervisor

### **7. Learning Options**

This qualification may be obtained through:

- **Full-time study** at accredited training providers.
- **Part-time or distance learning** for employed learners.
- **Learnership agreements** combining structured workplace experience with formal training.
- **Recognition of Prior Learning (RPL)** for experienced administrators without formal qualifications.

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