

Business Administration Services (NQF 3)

Service SETA Accredited Qualification

SAQA ID: 23655(67465)

1. Business Administration Services (NQF 3)

Service SETA Accredited Qualification

2. Purpose of Qualification

This qualification is intended for junior managers of small organisations, junior managers of business units in medium and large organisations, or those aspiring to these positions. Junior managers include team leaders, supervisors, foremen and section heads.

3. Career Focus

Executive Secretary, Receptionist, Personal Assistant, Banking Administration, Secretarial Services, Switchboard Operator, Customer Service Assistant, Data Capturer.

4. Regulatory Compliance

Accredited by	SERVICES SETA (SAQA ID:67465)
Registered by	Department of Higher Education & Training
Registered on	National Qualification Framework by the South African Qualifications Authority
Admission Requirements	Communication NQF level2 and Mathematical literacy NQF level 2
Minimum Requirements to move from one semester to another semester :	A pass in all modules - Learner allowed to carry only two modules from one semester to the next semester
Minimum Requirements to complete the Degree :	Competent in all unit standards achieving the minimum requirement
Minimum Completion time:	1 year
Maximum Completion time:	18 months
Articulation Possibilities	The National Certificate in Business Administration: Level 4 The National Certificate in Management: Level 3 & 4 The National Certificate in Public Administration: Level 4

5. Foreign Students

All Foreign Students must submit their SAQA evaluation documents.

SAQA contact details: +27-(0)12 431-5070 or visit <http://www.saqa.org.za>

6. Recognition of Prior Learning Applications (RPL)

Applications for RPL must be submitted to the office of the Chief Academic Officer.

7. Curriculum: Business Administration Services

YEAR 1

ALL THESE MODULES ARE COMPULSORY

MODULE - SEMESTER 1	SAQA ID	CREDITS	MODULES - SEMESTER 2	SAQA ID	CREDITS
Communicating Effectively	9960, 8968	13	What is Business	7785, 7796, 14357	15
Writing for Success	8969, 8970, 13934	14	The role of the Business Administrator	13929, 13937, 13931, 7706	12
Your role in the team	8420, 9533, 7860, 10170	11	Effective Research in the Workplace	7573, 13935, 13933	15
Mathematical Literacy	9010, 9013, 9012, 7456	16	Office Management	11241, 7911, 13932	15
Computer Literacy	7567, 7570	10	Frontline Customer Service	13928, 13930, 7177	12

8. Further Education & Training: Business Administration Services Level 4: Learning Outcomes

The Business Administration Services will enable learners to master the scarce and essential skills required to:

- Plan, monitor and control and information system
- Maintain booking systems
- Participate in meetings and process documents and communications related thereto
- Utilize 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
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9. Duration of Study

You may register for a minimum is 5 modules per semester. This will ensure that you complete your qualification within the required time frame (providing that you pass the modules you registered for). You may register for a maximum of 10 modules.

10. Minimum and maximum number of modules per semester

You may register for a minimum is 5 modules per semester. This will ensure that you complete your qualification within the required time frame (providing that you pass the modules you registered for).

11. Application for Credits

PC Training & Business College (PTY)Ltd allow students who achieved the requirements of the unit standards at other recognized Higher Education Institutions, to apply for credits. Applications for Credits must be accompanied by the statement of results for which the learner wishes to apply for credits.

12. Requirements to Pass a Module

Students are required to complete all modules and answer all the activities correct to pass a module. Students, who do not pass any module, will be granted another opportunity to rewrite the examination, at an additional fee. Students will be provided with further support in any module which they find challenging.

13. How is the Final mark calculated?

The learners will be assessed in a formative assessment, summative assessment and work place assessment and as per our assessment policy the learner has to meet all the assessment Criteria as per unit standard

14. Language of delivery of Teaching for Learning

English is the language of communication, instruction and assessment at PCT & BC.

15. Mode of delivery

The mode of delivery is Distance Learning. This mode of delivery is supported by access to our national Tuition Centers / Campuses

16. What is a Tuition Centre / Campus?

PCT & BC tuition centres grants Distance learners access to computers, free WiFi, online assessments, Technology Based Training material, electronic and physical library facilities, examination venues and administrative services. It is recommended that you select a tuition centre / campus nearest to you, and are encouraged to make use of these facilities for the duration your studies. Students who do not make use of their selected tuition centre / campus will not be able to take advantage of these facilities that are offered for free.

17. Materials required to Study

Students will be given a Tablet PC with all study guides preloaded, as well as a data bundle for internet access. It is imperative that you familiarize yourself with the Tablet PC so that you are able to make the most of this technology for your study.

Additionally, PCT & BC also provides you with prescribed e-textbooks, timetables, sample assessments, and videos for each module.

18. Completion of Assessments

All students must select a tuition centre / campus for the purpose of assessments. Formative Assessments (tests excluding assignments) and Summative assessments (final examinations) will be conducted at the selected tuition centre / campus.

The venue will depend on the specific module requirements.

- Formative assessment and Workplace Integrated Learning material (WIL) will be uploaded onto our online student portal which can be done from home or at the selected tuition centre / campus.
- Tests will be conducted at tuition centres only.

19. Provision of Academic and Tuition Support

PCT & BC has appointed qualified and experienced facilitators / tutors / lecturers and academics to provide support to our learners. Students can contact facilitators / tutors / lecturers and academics via e-mail, telephonically, or face-to- face appointments.

20. Certification

On successful completion of this qualification, you will graduate with Further Education & Training: Business Administration Services, NQF Level 3 (minimum Credits 133) from PC Training & Business College.

21. Further studies on completion of the Further Education & Training: Business Administration Services Level 3

On successfully completing the Further Education & Training: Business Administration Services Level 3 Qualification, you may articulate into a NQF Level 4 qualification. The learner receive a Service Provider Certificate as well a Service SETA Certificate with Statement of results. .

22. Application dates and Registration Fees

Applications will open on 7 January 2014. Application fees are R250.
The closing date for applications for Semester 1 is at 12h00 on Friday 1st February 2014.
The closing date for applications for Semester 2 is at 12h00 on Friday 5th July 2014.

23. Application process

Students may choose to apply in one of the following ways to PCT&BC

Choice 1: Electronically / online

Access PCT&BC website.

www.gopctraining.co.za

You will be directed to complete the online Application Form.

You must ensure that you upload all the necessary supporting documentation.

Choice 2: At campus, in person

You may choose to go to the nearest PCT & BC Campus and obtain the 'Application Form: 2014'.

You must complete the Application form and submit it to the Campus manager, or registration staff with all necessary supporting documentation.

The campus will capture and submit your information to Head Office.

24. On acceptance, what next?

Once you have been successfully accepted you be sent notification accordingly. You must now proceed with the registration process.

On registration, you must complete the "Registration Form: 2014", and pay the minimum registration fees.

On payment of the registration fees, proof of payment must be submitted to the nearest Campus or Head office.

Your registration will be captured, and the necessary information will be forwarded to you.

You will then receive you study pack, including you FREE Tablet PC and Internet bundle.

The closing date for registrations for Semester 1 is at 12h00 on Friday 8th February 2013. The closing date for registrations for Semester 2 is at 12h00 on Friday 19th July 2013.

25. Admission process

On receipt of your application, it will be evaluated and successful students will be registered for the Further Education & Training: Business Administration Level 3

26. PC Training & Business College Campus / Tuition Centres

27. Advantages of Studying through Distance Education at PC Training & Business College

28. About PC Training & Business College and the Further Education & Training: Business Administration Level 3

The PC Training & Business College (Pty) Ltd Further Education & Training: Business Administration level 3 is accredited by the Higher Education Quality Committee (HEQC) of the Council on Higher Education (CHE).

PC Training & Business College is registered with the Department of Higher Education and Training as a Private Higher Education Institution under the Higher Education Act, 1997, Registration Certificate No. 2000/HE07/008 and as a Private Further Education College under the Further Education and Training Act, 2006. Registration Certificate No. 2008.FE07/050. Also appointed by the Department of Higher Education and Training as an Employment and Skills Development Agency (ESDA) under the Skills Development Act, 2007. Registration Certificate No. 00073.