

**QUALIFICATION: NATIONAL CERTIFICATE: BUSINESS ADMINISTRATION SERVICES  
(SAQA ID: 67465; NQF LEVEL 3)  
MODE OF DELIVERY: CONTACT (MELVILLE, DURBAN AND CAPE TOWN CAMPUS)**

## DESCRIPTION

Administration is an essential field of learning, as the competencies required by people doing administrative tasks are generic in nature and apply to all businesses, in all sectors, as well as to many non-business organisations (such as sports and cultural clubs).

## PROGRAMME PURPOSE

The core component contains competencies in information handling, communications, enterprise/customer service, technology, organisational skills, self-development, teamwork and business policies and procedures. The elective component enables the learner to gain specialist knowledge, skills and insight in the areas of reception, executive administration, financial services and banking, legal administration and human resources.

Learners working towards this qualification will find that the acquisition of competence in the unit standards that make up the qualification will add value to their work performance. This qualification is intended to enhance the provision of service within the field of Administration, within all sectors.

## PROGRAMME OUTCOMES

After you have successfully completed this programme, you should be able to:

- gather and report information.
- plan, monitor and control an information system.
- maintain booking systems.
- participate in meetings effectively; process documents and communications 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.

## PROGRAMME STRUCTURE

| Module name   | C/E | Credits |
|---|-----|---------|
| Learning Programme 1: The Business Environment TBENL3-F | C   | 15      |
| Learning Programme 2: Business Communication BUCOL3-F   | C   | 13      |
| Learning Programme 3: Business Reception BRECL3-F       | C   | 11      |
| Learning Programme 4: Business Writing Skills BWSKL3-F  | C   | 10      |
| Learning Programme 5: Numeracy Skills NUMSL3-F          | C   | 11      |
| Learning Programme 6: Financial Administration FINAL3-F | C   | 11      |
| Learning Programme 7: PC Skills PCSKL3-F                | C   | 10      |
| Learning Programme 8: Teamwork Skills TEAML3-F          | C   | 11      |
| Learning Programme 9: Meeting Administration METAL3-F   | C   | 7       |
| Learning Programme 10: Business Administration BADML3-F | C   | 12      |
| Learning Programme 11: Business Research BUSRL3-F       | C   | 9       |

## ADMISSION REQUIREMENTS

Grade 11 (Standard 9), NQF Level 3 qualification, or equivalent.

### English proficiency

Applicants are required to be proficient in English prior to admission to the course. Applicants whose first language is not English may be required to provide proof of proficiency.

## ACCESS TO TECHNOLOGY

Milpark provides students with materials, resources, formative assessments (including online tests and quizzes), discussion opportunities and a number of administrative services as part of the *myMilpark* and *myCourses* online tuition and support environments. Course materials contain links to additional external resources in the form of links to downloadable documents, websites and videos.

Having access to the abovementioned online facilities is essential for efficient communication, learning and success. You will need continuous (daily) access to study, using the resources mentioned above, and to submit and receive your assignments.

### Minimum system requirements:

1. Reliable broadband Internet access
2. Firefox/Internet Explorer/Chrome web browser
3. Microsoft Word

4. PDF Viewer
5. Ability to scan and upload documents
6. Email/Cellphone for notification and communication.

## STUDENT SUPPORT

### Library access

The Milpark Library provides access to e-books in a virtual library called Cyberlibris (Scholartext). Lecturers may create smart bookshelves per course or module for students to access (these shelves can contain prescribed and recommended books). Students can also create their own personal smart bookshelves containing resources for their studies. Having access to a digital library means that thousands of students can access books and resources from anywhere at the same time online. There is no need to do reservations and requests, and no limit on the time a student has to access a book. With the implementation of Cyberlibris, students also have access to full-text resources via ProQuest (global), Ebsco (global) and Sabinet (South African publications), to assist with research and to enrich their learning experience. Access to the Library is included in the module fee.

### Tutor

Comprehensive student support services are available. Students are provided with administrative support by Student Services. To assist with understanding content, students have access to tutors whom they can contact individually. Students who experience study and/or personal problems have access to a student counsellor. All support services are available to registered students via *myMilpark (myCourses)*.

## ASSESSMENT

The assessment methodologies used in this learning programme have the purpose of determining and recognising learner competency against the criteria of the related unit standard(s).

Learners are required to complete both formative and summative assessments successfully:

- **Formative Assessment:** Learner completes the Class Activities in the Learner Workbook during the training sessions (training room/boardroom). The class activities will include individual, pair and group tasks, discussions, presentations, practical tasks to practise new skills, peer and/or facilitator observation and reflection etc.
- **Summative Assessment:** Learner creates a Portfolio of Evidence, comprising of knowledge questions and practical workplace activities – such as practical activities, witness testimonies and a logbook (diary) to show application of the related unit standard requirements within a structured work environment (where the learner is employed, or otherwise agreed upfront with a host employer). Summative assessment tasks will include a knowledge questionnaire, a practical workplace assignment and observation etc.

Evidence gathered during the formative assessment will be used towards the summative assessment.

## **DURATION**

This is a one-year programme.

## **CERTIFICATION**

Milpark will award the student with a Statement of Results. The Services SETA will award a *National Certificate: Business Administration Services*.

## **FURTHER STUDIES**

The *National Certificate in Business Administration: Level 4*.

## **PRICING**

Your Milpark College course fees include the cost of study material and tuition.

Please contact Milpark College for all current fees. Please note that for qualifications that run over more than one year, Milpark College fees are payable for the first year of study only. The fees for second- and third-year studies will be made available only in subsequent years.

## **DISCLAIMER**

The content of this brochure is accurate at the time of going to print. Milpark Education reserves the right to change the programme content due to changes in legislation, market requirements and other reasons. Notice of such changes will be published on our website.

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