

BUSINESS ADMINISTRATION & OFFICE SUPPORT PROGRAMMES

NATIONAL CERTIFICATE: BUSINESS ADMINISTRATION SERVICES (NQF LEVEL 2, SAQA ID 23833, 130-133 CREDITS)

This Services SETA entry-level qualification develops foundational administrative skills for office support roles, covering basic business operations, information handling, customer service, and workplace procedures.

COURSE STRUCTURE AND MODULES

Comprises fundamental (36 credits: maths/communication), core (65 credits: office administration), and elective unit standards (28 credits) delivered via learnership format.

Key Modules

- Fundamentals: Basic communication (119925); Mathematical literacy.
- Core: Demonstrate office knowledge (119925); Gather/report information (110025); Monitor/control information systems (110026); Handle bookings/meetings (110027, 110028).
- Electives: Customer service; Basic computing; Record keeping.

DURATION:

12 months, combining theory sessions, workplace practice, and portfolio assessments.

PROGRAMME OBJECTIVES:

- Build competencies to perform routine administrative tasks such as filing, copying, message handling and basic data capture.
- Develop skills to manage simple records and information so that documents are easy to find, use and store securely.
- Enable learners to support day-to-day office functions, including reception, basic customer service and internal communication.
- Strengthen the ability to work effectively as part of a team, follow instructions and contribute to overall efficiency in small business environments.

ENTRY REQUIREMENTS:

- Grade 9 or Grade 10 (ABET Level 4) or an equivalent qualification.
- Basic literacy and numeracy skills.
- No prior workplace experience is required.

WHO SHOULD APPLY:

- Office assistants, junior receptionists and filing clerks who handle basic administrative tasks.
- Entry-level administrative staff in small and medium enterprises (SMEs), retail outlets or service environments.
- Individuals seeking a formal certification that recognises and strengthens their foundational business support skills.

NATIONAL CERTIFICATE: BUSINESS ADMINISTRATION SERVICES (NQF LEVEL 3, SAQA ID 67465, 120 CREDITS)

This Services SETA qualification builds intermediate administrative competencies for office support roles, focusing on information management, meeting coordination, business environment understanding, and team functioning across industries.

COURSE STRUCTURE AND MODULES

Includes fundamental (36 credits: communication/maths), core (72 credits: office operations), and electives (12 credits) via structured learning programs.

Key modules:

- Core: Function in business environment (7785, 4 credits); Plan/monitor information systems (13933, 3 credits); Coordinate meetings/events (13929, 3 credits); Monitor office equipment/supplies (13931/13937); Use spreadsheets/word processing (7567/7570).
- Fundamentals: Oral/written communication (8968/8970); Basic business calculations (11241).
- Electives: Handle customer complaints (10025); Process telephone calls (7790).

DURATION:

12 months learnership (1260 hours: 30% theory, 70% workplace practice) with minimum 69 contact days including POE building.

PROGRAMME OBJECTIVES:

- Enable learners to gather, record and report routine information accurately using appropriate office formats and systems.
- Build competence in maintaining booking systems, schedules and basic administrative records.
- Develop skills to participate effectively in meetings, including preparing simple documentation and following up on agreed actions.
- Strengthen the ability to conduct basic research, source information and present simple findings in a business context.

- Support effective functioning in teams and business environments, including an understanding of basic employment relations and workplace rights and responsibilities.

ENTRY REQUIREMENTS:

- Grade 11 (or Grade 10 for persons with disabilities).
- ABET Level 2 (or equivalent) competence in English and Mathematics.
- Age 18–29 (with flexibility for older learners who are persons with disabilities).
- South African citizenship.

WHO SHOULD APPLY:

- Administrative assistants and receptionists who handle routine information, bookings and customer/front-office tasks.
- Junior clerks and office support staff in business, government or service environments progressing from NQF Level 2 roles.
- Individuals who want to strengthen foundational administration skills as a stepping stone towards higher-level office or business administration qualifications.

FURTHER EDUCATION AND TRAINING CERTIFICATE: BUSINESS

ADMINISTRATION SERVICES (NQF LEVEL 4, SAQA ID 61595, 140 CREDITS)

This Services SETA qualification advances administrative professionals to manage office operations, records, budgets, ethics, and service providers across commercial and non-commercial sectors.

COURSE STRUCTURE AND MODULES

Comprises fundamental (42 credits: communication, maths), core (72 credits: admin functions), and elective components (26 credits) via learnership programs.

Key modules:

- Core: Achieve personal effectiveness (110021, 6 credits); Comply with organisational ethics (10022, 4 credits); Manage administration records (110009, 4 credits); Apply budget function (13941, 5 credits); Develop procedures (110003, 8 credits); Contract service providers (14552, 3 credits).
- Fundamentals: Shift workplace communication (12152); Maths literacy (9019).
- Electives: Financial planning (114738, 6 credits); Process transactions (7825, 16 credits).

DURATION:

12 months learnership with 84 minimum contact days for theory, POE development, and workplace practice.

PROGRAMME OBJECTIVES:

- Build competence in implementing and maintaining office procedures, systems and controls that support efficient operations.
- Strengthen the ability to detect and help prevent fraud or irregularities through proper record-keeping and adherence to policies.
- Equip learners to compile and present clear administrative reports that support informed decision-making.
- Promote ethical conduct, confidentiality and professionalism while contributing to team productivity and service excellence.

ENTRY REQUIREMENTS:

- An NQF Level 3 qualification or an equivalent qualification.
- Proficiency in English for workplace communication, reading and writing.
- Suitable for both employed and unemployed individuals working in, or aspiring to work in, administrative roles.

WHO SHOULD APPLY:

- Senior administrative assistants and office coordinators responsible for day-to-day office operations and support.
- Team members moving into supervisory or lead administrative roles in any industry.
- Individuals who want to formalise their experience and build stronger business administration and supervisory capabilities.

OCCUPATIONAL CERTIFICATE: OFFICE ADMINISTRATOR (NQF LEVEL 5, SAQA ID 102161, 445 CREDITS)

This QCTO qualification equips learners with advanced administrative skills to coordinate office operations, manage information, support management, and handle HR, finance, marketing, and compliance functions efficiently.

COURSE STRUCTURE AND MODULES

Total 445 credits: 132 knowledge modules, 167 practical skill modules, 146 workplace modules delivered over phased training with extensive workplace exposure.

Key modules:

- Knowledge: Effective office administration (KM-01, 10 credits); Business communication/customer service (KM-02, 8 credits); Office protocol/etiquette (KM-03, 8 credits); Record management (KM-04, 10 credits); Procurement/contracts (KM-05-KM-07); WSP administration/NQF principles (KM-13, 12 credits); Public relations/marketing (KM-14, 6 credits).
- Practical Skills: Support recruitment/induction (PM-06, 15 credits); Classify/track records (PM-07, 15 credits); Administer WSP (PM-08, 15 credits); Handle tender processes; Manage paperless office.
- Workplace: Administrative/meeting support (WM-01, 12 credits); Customer liaison (WM-02, 8 credits); Supervise staff (WM-08, 15 credits); Apply Ready for Work standards (WM-10, 25 credits).

DURATION:

24-42 months (typically 36 months) blending online/face-to-face theory (36 training days), practical assignments, and 1+ year workplace experience culminating in External Integrated Summative Assessment.

PROGRAMME OBJECTIVES:

- Develop advanced competence to plan, implement and monitor occupational learning or management processes over an extended learning journey.
- Build the ability to integrate theoretical knowledge, practical skills and real workplace experience into consistently competent performance.
- Strengthen learners' capacity to operate effectively at a supervisory/managerial level, applying communication, problem-solving and leadership skills in complex workplace contexts.
- Prepare candidates to meet all requirements for successful completion of the External Integrated Summative Assessment and awarding of the occupational qualification.

ENTRY REQUIREMENTS:

- An NQF Level 4 qualification (for example, National Senior Certificate/Grade 12, NCV Level 4, or an equivalent qualification).
- Communication and Mathematical Literacy competencies at approximately NQF Level 4.
- Existing or recent supervisory/leadership experience in a relevant workplace environment is recommended to support workplace learning and assignments.

WHO SHOULD APPLY:

- Senior office administrators who coordinate office operations and support management teams.

- Executive assistants and personal assistants providing high-level support to executives or senior leaders.
- Receptionists, front-office coordinators and client-facing administrative staff who manage key communication and service touchpoints.
- Project support staff in corporate, government or service environments who want a comprehensive, formal professional office management certification to enhance their career prospects.

OCCUPATIONAL CERTIFICATE: MANAGEMENT ASSISTANT NQF LEVEL 5, SAQA ID 101876, 316 CREDITS

This QCTO qualification prepares learners to provide high-level administrative, operational, and executive support to management teams in office environments across public and private sectors.

COURSE STRUCTURE AND MODULES

Total 316 credits: 106 in knowledge modules, 75 in practical skill modules, and 135 in work experience modules.

Key modules:

- Knowledge: Document/record management; Computerised information processing; Resource/procurement management; Business communication; Meeting administration; Project management basics.
- Practical Skills: Create trip itineraries; Address protocol; Design complex documents; Manage small projects; Support recruitment/induction; Organise meetings.
- Work Experience: Administrative/meeting support; Handle queries; Plan events/conferences; Procure resources; Manage paperless office; Supervise clerical staff.

DURATION:

18-24 months blending classroom training, workplace experience, internal assessments, and External Integrated Summative Assessment (EISA).

PROGRAMME OBJECTIVES:

- Equip assistants to provide high-level executive and management support through effective administration and coordination.
- Build competence in planning and coordinating projects, meetings and events, including logistics, documentation and follow-up.

- Develop skills to manage information, resources and stakeholder relationships while maintaining confidentiality and professionalism.
- Strengthen the ability to apply organisational protocols, policies and compliance requirements in daily operations.
- Support informed management decision-making through accurate reporting, problem-solving and proactive communication.

ENTRY REQUIREMENTS:

- Office administrators and office coordinators who provide operational and administrative support to management.
- Executive assistants and personal assistants supporting senior managers, executives or professional teams.
- Project, programme or events coordinators in corporate, government, non-profit or professional services settings who wish to strengthen and formalise their management support capabilities.

WHO SHOULD APPLY:

- An NQF Level 4 qualification (for example, Grade 12/NSC or an equivalent qualification) with appropriate Communication competencies.
- An N4 Management Assistant or similar business/office administration background is advantageous but not compulsory.