altitude
SKILLS DEVELOPMENT

PROGRAMME BROCHURE

ALTITUDE SKILLS DEVELOPMENT

SAQA ID 67465

NATIONAL CERTIFICATE

Business Administration Services

Build the capability to organise office activities, manage information and support the modern workplace with confidence.

DEVELOP BRIGHTER FUTURES



NQF LEVEL	QUALIFICATION	MANAGED ROLLOUT
Level 3	120 credits	12 months

Purpose & rationale

Purpose

The purpose of this qualification is to prepare learners for business administration roles across commercial and non-commercial organisations. Learners develop the administrative knowledge and practical capability required to support office activities and deliver professional service.

Qualified learners will be able to:

- Manage office information, supplies and equipment.
- Use communication and technology for business.
- Coordinate meetings, minor events and travel.
- Support customers, colleagues and office processes.

Why business administration matters

Administration supports the day-to-day work of organisations in every sector. Administrative assistants, reception staff and clerks help teams manage information, communicate with customers and coordinate essential office activities.

This national qualification builds transferable skills in communication, technology, organisation and business support. It provides a foundation for further learning and enables learners to demonstrate competence through real administrative tasks.

What sets the Altitude rollout apart

01 Integrated learning

Knowledge, practical activities and workplace experience are connected throughout the programme so learners build competence progressively.

02 Workplace connected

Learners practice tools and processes in a supported environment before applying them in authentic workplace settings.

03 Supported throughout

Facilitators, learner support staff, mentors and programme administration monitor progress and provide support throughout the programme.

ALTITUDE DELIVERY MODEL

Integrated programme delivery

Knowledge learning, practical activity and workplace evidence are integrated throughout the learnership. Learners build understanding in facilitated sessions, practice administrative skills in a supported environment and apply those skills in authentic workplace settings.

01

Build the knowledge

Facilitated learning develops the concepts, procedures and business understanding required by the registered unit standards. Communication, numeracy and technology are applied in administration contexts.

02

Practice the skills

Structured practical activities, document templates, case studies and simulations allow learners to practice reception, information handling, meetings and office systems before workplace application.

03

Apply it in the workplace

Learners complete authentic administration activities, collect evidence and compile their Portfolio of Evidence under workplace mentor guidance and supervision.

04

Assess, support and progress

Formative and summative assessment, feedback and learner support run throughout the learnership. Registered assessors evaluate evidence against unit-standard outcomes and guide portfolio completion.

Integrated by design

Knowledge, practical application and workplace experience are connected throughout the programme so that learners build competence progressively rather than in isolation.

Learner support built in

Facilitator feedback • Study group support • Progress monitoring • Workplace evidence guidance • Catch-up planning • Attendance and submission tracking

Learning modules

Learning areas

Altitude groups the registered unit standards into practical learning areas. These learning areas support the full National Certificate and do not replace the registered unit-standard structure.

AREA	LEARNING AREA	FOCUS
01	Administration Skills	Business environment, secure workplace, office supplies, equipment and information systems
02	Customer Service	Reception, receiving visitors and customer satisfaction
03	HR Skills	Teamwork, new staff induction and employment relations
04	Organisation Skills	Booking systems, meeting communication, meetings, events and travel
05	General Business Skills	Business environments, financial and banking documents and business calculations
06	IT Skills	World Wide Web, word processing and spreadsheets for business
07	Research & Conflict	Basic office research and workplace conflict management
08	Communication Fundamentals	Oral and workplace communication, reading and writing
09	Mathematics Fundamentals	Number, measurement, data, finance, shape and workplace problem-solving

Learning, practical activity and workplace evidence develop administrative capability across these areas.

Learning modules continued

Qualification components

COMPONENT	REQUIREMENT	CREDITS
Fundamental	Compulsory communication and mathematical literacy unit standards	45
Core	Compulsory administration and business-support unit standards	64
Elective	Selected unit standards supporting the learner's administration role	11 minimum

Workplace application

CAPABILITY	WORKPLACE APPLICATION
Office & customer support	Manage office systems, provide reception service and support customer satisfaction.
Meetings & information	Coordinate meetings and bookings, process documents and maintain office information.
Business & team support	Use technology, communication, numeracy and research while working with colleagues.

Minimum qualification credits 120

Assessment includes integrated formative and summative assessment against the registered unit standards. Learners compile a Portfolio of Evidence, evaluated by registered assessors and moderated under the applicable quality assurance arrangements.

altitude
SKILLS DEVELOPMENT

BUILD CAPABILITY. CREATE OPPORTUNITY. DELIVER IMPACT.

Develop your next generation of business administrators.

Partner with Altitude Skills Development for a managed 12-month Business Administration learnership that connects learning, practical application and workplace evidence.

ENTRY REQUIREMENTS

Communication and Mathematical Literacy at NQF Level 2 are assumed to be in place.

WEBSITE

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National Certificate: Business Administration Services

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