



## LEARNERSHIPS

SAQA ID	Qualification Title	Credits	Duration-classroom
61595	<b>Business Administration - L4</b>	140	± 40 Days
	This qualification is for any individual who is, or wishes to be, involved in the Administration function in any organization or business in any sector, or field as well as in non-commercial organisations such as clubs and charitable organisations. It contains all the competencies, skills and values required by a learner who wishes to access the National Certificate in Business Administration Services at NQF: Level 4.		
80566	<b>Contact Centre Support - L2</b>	128	± 40 Days
	This qualification is intended for persons who already work as Contact Centre and/or Business Process Outsourcing agents or who wish to join the contact centre and/or Business Process Outsourcing industry. The qualification develops skills in the use of various communication channels e.g. telephone, fax, email, internet, intranet, multifunction devices, webchat, SMS and letters.		
93997	<b>Contact Centre and Business Process Outsourcing Support - L3</b>	124	± 40 Days
	This qualification is intended for persons who already work as Contact Centre and/or Business Process Outsourcing agents or who wish to join the contact centre and/or Business Process Outsourcing industry. The qualification develops skills in the use of various communication channels e.g. telephone, fax, email, internet, intranet, multifunction devices, webchat, SMS and letters.		
61755	<b>Business Practice - L1</b>	121	45 Days
	Business Practice is for utilisation by all members of the population. Anyone preparing to become employed, or self-employed, in any business whatsoever would be the persons most likely to be attracted to this qualification. It seeks to embed the six key literacies required by business organisations: Numeracy, Literacy, Entrepreneurial, Financial, Technological and Cognitive. The learner will also develop some entrepreneurial and business knowledge coupled with correct business attitudes.		
49129	<b>Management and Administration - L4</b>	140	± 40 Days
	This diploma will be useful to people who operationalise some aspects of the core processes and practices at a basic level across the four role clusters in human resources management and practices, holding the qualification will enable holders to enter learning programmes for a generalist degree in Human Resources Management and Practices.		



93997	<b>Business Administration Services - L3</b>	120	± 30 Days
	The purpose of the qualification is to build the knowledge and skills required by employees in junior management who have had schooling below NQF level 3. The National Certificate in Management: Level 3 is intended for personnel already employed and other learners who intend to follow a career in management. Qualifying learners are capable of: Carrying out simple research tasks, Interpreting current affairs related to a specific business sector. Motivating a team, conducting a formal meeting, Applying knowledge of self and team to enhance team performance, managing time and the work process.		
49648	<b>Generic Management - L3</b>	120	± 25 Days
57712	<b>Generic Management - L4</b>	150	± 25 Days
66069	<b>Generic Management - L5</b>	162	± 25 Days
	A person acquiring this qualification will be able to manage first line managers in an organisational entity. The focus of this qualification is to enable learners to develop competence in a range of knowledge, skills, attitudes and values including Initiating, developing, implementing and evaluating operational strategies, projects and action plans, Monitoring and measuring performance and applying continuous or innovative improvement interventions in the unit in order to attain its desired outcomes.		
49129	<b>Management and Administration - L4</b>	140	± 30 Days
	The purpose of this qualification is to provide learners with the knowledge to further their learning in the field of Business Administration, and in order to advance their careers, as well as to qualify for entry to an appropriate Diploma qualification at NQF Level 5. Qualifying learners are capable of: Engaging in sustained oral communication and evaluating spoken texts Reading, analysing and responding to a variety of texts Writing for a wide range of contexts Using language and communication in occupational learning programmes.		
66249	<b>New Venture Creation - L4</b>	149	45 Days
	The purpose of the Qualification is to develop the appropriate skills and knowledge required by a person for the establishment and development of a small to medium business venture, and address the economic, administrative and behavioural (psycho-social) barriers that contribute to success in starting and sustaining the venture. This Qualification will meet the needs of the formal and in-formal Small, Micro and Medium Enterprise Sector by providing training standards against which entrepreneurs can be trained.		
50080	<b>Project Management - L4+L5</b>	136	± 40 Days
	The purpose of the Qualification is to enable a learner, under general supervision in order to plan, establish and manage a simple to moderately complex project and project team whilst using a variety of routine and non-routine processes. Select from a wide choice of standard and non-standard procedures. Take full responsibility for the nature, quantity and quality of output. Take responsibility for group output as required. Show possession of a wide range of scholastic and/or technical skills applicable in the field of project management.		