

**National Certificate in Business
Administration & Computing (Level 3)**

		Level	Credit	Version	US No	Unit Standard Title
Session 1	Day 1					“Why are you like that?”
		3	3	2	11097	Listen to gain information in an interactive situation
		3	3	4	9705	Give and receive feedback on performance
	Day 2	3	5	5	123	Use office administration, copying and telecommunications systems and processes
		3	4	5	3491	Write a report
			15	Training completed, hand in completed assessments Session 2.		
Self Paced		1	3	6	2780	Demonstrate and apply knowledge of a personal computer system
Self Paced (combined)		2	3	6	2781	Manage and protect data in a personal computer system
Self Paced		2	5	5	111	Use a word process to produce documents
Self Paced		3	5	5	112	Produce information using word processing functions
			16	Training completed in self paced workbook and assessments posted in.		
Session 2	Day 3	3	4	2	11815	Answer customer enquiries on the telephone in a wide range of contexts
		3	5	5	125	Demonstrate and apply knowledge of an organisation’s record management system.
	Day 5	4	3	2	16614	Apply time management concepts and methods in business situations as a first line manager
			12	Training completed, hand in assessments in Session 3.		

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Self Paced		3	5	6	2785	Create a computer spreadsheet to provide a solution for organisation use
Self Paced		2	4	5	327	Document business transactions
Self Paced		3	3	5	328	Identify the requirements for a financial record system
			12			Training completed in self paced workbook and assessments posted in.
Session 3	Day 5					
		4	6	4	9704	Manage interpersonal conflict
			6			Training completed, assessed in workplace and hand in written assessments within 30 days.
Total Credits			61			