



ICB
INTERNATIONAL
CERTIFICATIONS FOR BUSINESS

BOA1

Business and Office Administration 1 Professional Certificate

- Duration:** 48 study hours / 12 weeks
- Format:** Online, Distance or Classroom
- ICB Fees:** ICB Exam Fees + Registration
- Other Costs:** Study Materials + Tuition Fees

This professional certificate prepares students for the role of receptionist or secretary, focusing on key responsibilities and tasks essential for effective front-line support in an organisation. Students will learn to maintain a clean, safe, and welcoming reception area, greet and assist customers, and professionally handle telephone, facsimile, and electronic communications. The subject covers best practices for responding to customer inquiries, directing visitors, and applying security procedures according to organisational policies. Additional topics include mail handling, record management systems, the functions of a secretary, an introduction to computing, navigating the Windows Operating System, typing fundamentals, and creating professional business documents and reports.

FACT SHEET

MODULE / SUBJECT CERTIFICATE	IQB FULL QUALIFICATION CERTIFICATION*	NQF FULL QUALIFICATION*
<p>Receive a Subject Certificate endorsed by IQB for each successful subject.</p> 	<p>Receive a co-branded ICB and IQB Professional International Certification</p> 	<p>NQF level 5, SAQA ID- 23618 Credits 120. (Only for legacy students)</p> 

*only after completion of all subjects in qualification