



**ICB**  
INTERNATIONAL  
CERTIFICATIONS FOR BUSINESS

# BOA2

## Business and Office Administration 2 Professional Certificate

FACT SHEET

- 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 roles of receptionist and secretary, focusing on essential duties and responsibilities required to support an organisation's front desk operations effectively. Students will learn to maintain a clean, safe, welcoming reception area, greet and assist customers professionally, and manage office equipment and ergonomics. Key topics include establishing efficient filing systems, records management, handling reception duties, addressing customer queries, and overseeing travel and event arrangements. Additionally, students will gain skills in workplace self-management, banking and cash control, and understanding the business information manual.

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- 23619 Credits 240. (Only for legacy students)</p> 

\*only after completion of all subjects in qualification