



ICB
INTERNATIONAL
CERTIFICATIONS FOR BUSINESS

BOA3

Business and Office Administration 3 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 roles of receptionist and secretary, focusing on the essential duties and responsibilities required to support front-office operations within an organisation effectively. Students will learn to maintain a clean, safe, and presentable reception area, greet customers professionally, and assess their needs. Key topics include managing office supplies, monitoring stock levels, processing supply orders, and overseeing distribution. The subject also covers handling petty cash, understanding insurance principles, and internal control concepts. Students will explore fundamental customer service principles, factors influencing customer satisfaction, and aspects of human resource development, including the Basic Conditions of Employment Act. Additional topics include understanding business structures and preparing for the professional workplace.

FAST
SHEET

MODULE / SUBJECT CERTIFICATE

Receive a Subject Certificate endorsed by IQB for each successful subject.



IQB FULL QUALIFICATION CERTIFICATION*

Receive a co-branded ICB and IQB Professional International Certification



NQF FULL QUALIFICATION*

NQF level 6, SAQA ID- 35958. Credits 360. (Only for legacy students)



*only after completion of all subjects in qualification