

	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022

SECTION A: QUALIFICATION DETAILS														
QUALIFICATION DEVELOPER (S)		Botswana Open University												
TITLE	Certificate V in Small Scale Business Management										NCQF LEVEL	5		
STRANDS (where applicable)	1. N/A 2. 3. 4.													
FIELD	Business, Commerce and Management Studies			SUB-FIELD	Management Studies				CREDIT VALUE	122				
New Qualification									Legacy Qualification					√
SUB-FRAMEWORK		General Education					TVET		√	Higher Education				
QUALIFICATION TYPE	Certificate	I	II	III	IV	V	√	Diplo ma	Bachel or					
	Bachelor Honours			Post Graduate Certificate				Post Graduate Diploma						
	Masters					Doctorate/ PhD								
RATIONALE AND PURPOSE OF THE QUALIFICATION														
RATIONALE: <p>Small Scale Business Management is a certificate qualification that integrates management concepts in a technical and innovative setting as required by today's dynamic business environment. This qualification develops graduates with relevant skills preparing students for entry into management careers in business, government, public, or social service organizations. The second aim is to offer systematic training to the public who may be interested in starting their own businesses. The course is conducted through distance mode of delivery, thus minimizing any disruption of business activities. Learners study while running their businesses. The</p>														

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development of the certificate in Small Scale Business Management programme course outline evolved from in-depth needs analysis by and broad-based consultation with stakeholders. A certificate qualification in small scale business management provides opportunity for small business development in both formal public and private sector including the informal sector. This qualification will be beneficial for managers, business owners and employees assuming top occupation in different sectors, as per the Human Resource Development Council list of top occupation in high demand (HRDC,2017). Small scale business management promotes entrepreneurial spirit amongst school leavers and the youth to reduce the ever-increasing unemployment rate and to eradicate poverty. Further, this qualification contributes to attainment of Small, Medium and Micro Enterprise (SMME) policy objective to foster citizen entrepreneurship and small business start-ups through business educational trainings. The policy was development during 1998 was to reduce the main constraint to SMME growth, lack of entrepreneurial and management skills and experience among Batswana (Pansiri & Yalala, 2017). It is expected that this qualification will assist in promoting the spirit of entrepreneurship amongst aspiring and existing business managers or owners who can create sustainable businesses to diversify the economy. Botswana is a country which is more reliance is on diamonds, hence a need to diversify the economy though promotion of training on small business development and management for more jobs to be created in different sectors of the economy. The qualification offered through distance learning promotes lifelong learning which is amongst the goals of Education and Training Sector Strategic Plan (ETSSP) which is; to provide affordable access to a variety of learning opportunities, both formal and informal to enable people to work effectively in the knowledge economy , accessed 20/10/20 https://www.gov.bw/sites/default/files/2020-03/ETSSP%20Final%20Document_3.pdf .

PURPOSE: (itemise exit level outcomes)


The purpose of this qualification is to equip graduates with broad technical knowledge, skills, and competencies to:

- Develop entrepreneurial skills to manage a business enterprise.
- Communicate effectively with employees, customers, or clients.
- Interpret information to make informed judgements on legal business laws within a small business enterprise.
- Create marketing campaigns to promote products and services.
- Prepare basic small business financial transaction.

MINIMUM ENTRY REQUIREMENTS (including access and inclusion)

Applicants should have the following:

1. Certificate IV, NCQF level 4 or equivalent

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2. Recognition of Prior Learning and Credit Accumulation and Transfer will be considered for entry according to ETP policies aligned to BQA policies.

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SECTION B QUALIFICATION SPECIFICATION	
GRADUATE PROFILE (LEARNING OUTCOMES)	ASSESSMENT CRITERIA
Demonstrate broad knowledge of fundamental concepts required to run a small business.	<p>1.1 Supervise the day-to-day operations of the business to ensure productivity in the organisation.</p> <p>1.2 Carry out a viable feasibility assessment to envision the possibilities of the business success.</p> <p>1.3 Develop business management goals and objectives.</p> <p>1.4 Create a viable mission statement to guide the company's vision and values</p> <p>1.3 Assess the organisation competitive position where its being operated by using appropriate industry analysis tools.</p> <p>1.4 Coach, train, and mentor employees</p> <p>1.5 Create and manage a business that meets customer needs.</p>
Apply appropriate methods to communicate business information to internal and external business stakeholders.	<p>2.1 Prepare electronic formal email, online business report, memorandum, and letters to effectively communicate in business.</p> <p>2.2 Develop and deliver business presentation to internal and external clients.</p> <p>2.3 Produce written professional business documents using appropriate language, style and formats.</p> <p>2.4 Plan and conduct effective business meetings</p> <p>2.5 Develop interpersonal skills required to collaborate with clients, suppliers, teams and employees of the organisation</p>
Demonstrate knowledge of practical marketing concepts required promote services and products of the business.	<p>3.1 Develop promotional materials for a product or service offered by the company.</p>


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	<p>3.2 Create and implement an effective marketing plan for the company.</p> <p>3.3 Resolve customer complaints and deal with issues relating to sales operations.</p> <p>3.4 Analyse competitors' products to determine the business competitive positioning.</p> <p>3.5 Prepare annual sales reports , track sales goals and reporting the results .</p> <p>3.6 Conduct market research to evaluate customer needs</p> <p>3.7 Carry out plans for promoting, production, sales, and budgeting for the business</p>
Demonstrate independence to apply human resource management practices and processes within a small business enterprise.	<p>4.1 Prepare a job specification, advertising vacant positions and manage the process of recruitment and selection.</p> <p>4.2 Design procedures to deal with the conflict resolution in small business settings.</p> <p>4.3 Communicating with staff about issues affecting their performance.</p> <p>4.4 Design work schedules and organize employee training.</p> <p>4.5 Developing programmes that enhance employee relations.</p>
Demonstrate ability to use relevant procedures and techniques to apply business law practices in a small business.	<p>5.1 Negotiate contractual terms, commercial transactions and ensure compliance with the Botswana laws.</p> <p>5.2 Draft legal documents such as employment contracts and partnership agreements.</p> <p>5.3 Conduct internal investigations relating to adherence of ethical principles within the company.</p> <p>5.4 Conduct good ethical business practices internally and externally.</p>


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	5.5 Provide guidance in solving issues of conflicts of teams within the organisation and that of external stakeholders.
Demonstrate capacity to perform basic accounting transactions.	6.1 Record office expenditures and ensure that the expenses are within budget set in the organisation. 6.2 Prepare invoices and receipt of all business transactions. 6.3 Develop and implement a budget for the business. 6.4 Create periodic small business financial reports, such as balance sheets, income statement and cash flow statements. 6.5 Prepare and file tax returns for the business . 6.7 Evaluate pricing for products or services for the business

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SECTION C	QUALIFICATION STRUCTURE				
COMPONENT	TITLE	Credits Per Relevant NCQF Level			Total Credits
		Level [4]	Level [5]	Level [6]	
FUNDAMENTAL COMPONENT Subjects/ Courses/ Modules/Units	Communication in Business	4			10
	Making the Business idea real	4			10
CORE COMPONENT Subjects/Courses/ Modules/Units	Financing your Business			6	15
	Marketing the small business		5		12
	Costing and Pricing a product or service			6	15
	Keeping Business Records		5		12
	Selling and the customer		5		12
	Finding and Motivating staff		5		12

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	<i>Business and the Law</i>		5		12
	<i>Starting and Keeping the Business going</i>		5		12
	<i>Subjects/ Courses/ Modules/Units</i>	<i>Credits Per Relevant NCQF Level</i>	<i>Total Credits</i>		
	<i>Subjects/ Courses/ Modules/Units</i>	<i>Level []</i>	<i>Level []</i>	<i>Level []</i>	
	<i>Subjects/ Courses/ Modules/Units</i>				
STRANDS/ SPECIALIZATION	<i>Subjects/ Courses/ Modules/Units</i>				

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1.					
2.					

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SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL	
TOTAL CREDITS PER NCQF LEVEL	
NCQF Level	Credit Value
5	72
4	20
6	30
TOTAL CREDITS	122
Rules of Combination: (Please Indicate combinations for the different constituent components of the qualification)	
<p>The total credit of this qualification is 122 credits.</p> <p>Fundamental component = 20 credits</p> <p>Core component = 102 credits</p>	

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ASSESSMENT ARRANGEMENTS

The proposed programme will be assessed as follows:

- 1). Formative Assessment: 30%
- 2). Summative Assessment: 70%

MODERATION ARRANGEMENTS

Both internal and external moderation shall be done in accordance with applicable policies and regulations and shall be carried out by BQA registered and accredited moderators.

RECOGNITION OF PRIOR LEARNING

There shall be provision for Recognition of prior learning (RPL) for awarding this qualification in accordance with applicable policies and regulations.

CREDIT ACCUMULATION AND TRANSFER

There shall be provision for Credit Accumulation and Transfer for awarding this qualification in accordance with applicable policies and regulations.

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Horizontal Articulation:

- Certificate V in Business Administration
- Certificate V in Marketing and Retail management
- Certificate V in Business Public Relations

Vertical Articulation:

- Diploma in Business Management
- Diploma in Marketing and Retail management
- Diploma in Business Public Relations

Diagonal Pathways

- Diploma in Public Administration

Employment Pathways

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- Office Manager
- Business Manager
- Sales and marketing assistant
- Business consultants

QUALIFICATION AWARD AND CERTIFICATION

Qualification Award

The candidate must achieve 122 credits to be awarded Certificate V in Small Scale Business Management

Certification

Candidates meeting prescribed requirements will be issued with certificates.

SUMMARY OF REGIONAL AND INTERNATIONAL COMPARABILITY

This qualification has been designed in accordance with BQA qualification framework regulations. The qualification was benchmarked against other local and international higher education institutions offering the same or related qualification. This qualification compares favourably with other regional and international qualifications. Some exit level outcomes in this qualification are similar to those of other institutions such as analyzing financial information and utilizing information technology for effective communication for business success. This qualification does not include electives as other institutions. The Certificate V in Small Scale Business Management offered by the institution is similar to the Higher Certificate in Business Management offered by the Management College of Southern Africa (MANCOSA) in South Africa in total 120 credits for the qualification, modules and both qualifications are at level 5. The qualification is similar to Certificate in Business Management offered by Regent Business School in South Africa in modules, credits of qualification at 120 and exit level outcomes which allows for the graduate to gain skills for formal career in management and small-scale business management at level 5. This qualification is similar to the one offered by Institute for Open Learning in Namibia about the exit level outcomes, assessment strategies, modules and employment pathways that allows for graduates to gain competency to set up business, manage it and create employment. The qualification offered by this institution is also similar to the offered by Regenesys business school in South Africa about the contents of the range of compulsory modules, credits for the qualification and level 5. However, the qualifications differ about the range of electives offered by Regenesys business school in South Africa, the Certificate V in Small Scale Business Management qualification does not include elective modules. The qualification also differs with qualification offered by Universal College of Learning (UCOL) Limited in New

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Zealand in assessment strategies which is offered in through work simulations and practical's in 19 weeks, (Full-time and Part-time enrolments). Whereas this qualification is assessed through online formative and summative assessments in a duration of 12 months without work simulations sessions. This qualification offers both modules at level 4 and 5 compared to University of Johannesburg in South Africa Advanced Certificate in Business Management qualification which comprises compulsory modules all Level 6. Completion of this Certificate V in Small Scale Business Management allows graduates to progress to an Advanced Certificate in Business Management or any Advanced Certificate in Business field of Marketing, Entrepreneurship, Accounting and Finance, Supply Chain Management etc. or equivalent compared to the one offered by Universal College of Learning (UCOL) Limited in New Zealand which candidates can progress to New Zealand Diploma in Business and Bachelor of Applied Management. This qualification compared with Advanced Certificate in Business Management offered by University of Johannesburg allows graduates to progress from certificate IV Level 4 to Level 5 of this qualification.

REVIEW PERIOD

The qualification will undergo a review after every five (5) years.

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