

# Occupational Certificate: Office Administrator

NQF Level 05

445 Credits

SAQA ID: 102161



## ACCREDITED ASSESSMENT CENTRE

9435 Ikinixa Sreet,  
Pimville Zone 6,  
Soweto

### Integrated Assessment Focus Area 1

Manage resources efficiently using governance policies to ensure smooth operations.

Candidates receive an electronic folder with key documents, including policies, procedures, procurement forms, asset registers, invoices, and tender documentation.

### Associated Assessment Criteria 1

1. Documents align with standard procedures and legal requirements, covering procurement, budgeting, and reconciliations.
2. Health, safety, and security measures are applied across various scenarios.
3. Risk management strategies support resource and document management.
4. Administrative governance principles help resolve daily operational challenges.
5. Ethical procurement and selection practices are demonstrated in tender processes.

### Integrated Assessment Focus Area 3

Assist in selection process, induction, wellness, and skills development of employees.

Provide candidates with essential documents, including CVs, guidelines, interview materials, and induction schedules.

### Integrated Assessment Focus Area 2

Manage, coordinate and assist in the administration and clerical support of the specific departments to facilitate the smooth running thereof by using computerised systems and practices.

### Associated Assessment Criteria 2

1. Prepare meeting documentation and packs.
2. Organize meetings, ensuring venue, catering, and equipment readiness.
3. Apply meeting protocols for decisions and actions.
4. Save and share minutes via appropriate platforms.
5. Order office supplies and coordinate travel arrangements.
6. Assist in preparing scheduled reports.
7. E-file records in correct categories and sequence.

### Associated Assessment Criteria 3

1. Create a checklist to shortlist applications based on job requirements.
2. Identify employer intervention points for employee wellness in a given scenario.
3. Send induction invitations to new employees.
4. Prepare an induction pack with essential documents and schedules.

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Pimville Zone 4,  
Soweto

### Integrated Assessment Focus Area 4

Process given data to complete a Workplace Skills Plan.

### Associated Assessment Criteria 4

1. Gather and collate training plans, records, and management documents.
2. Process and organize data into Workplace Skills Plan templates.
3. Analyze and interpret data for reporting and compliance.
4. Verify, update, and ensure quality standards with project team reviews.

### Integrated Assessment Focus Area 6

Communicate effectively using appropriate methods to maintain effective customer relationships according to organisational standards customer service of internal and external stakeholders

### Associated Assessment Criteria 6

1. Handle conflicts, maintain professionalism and prepare for international guests.
2. Provide customer service.
3. Plan presentations.
4. Address needs.
5. Solve conflicts.
6. Improve service.

### Integrated Assessment Focus Area 5

Assist in the administrative function of the marketing, public relations and advocacy of the organisation.

### Associated Assessment Criteria 5

1. Create a checklist for organizing a marketing event.
2. Identify a theme and select suitable marketing materials.
3. Design a brief program with key speakers.
4. Prepare a staff briefing on event protocols.
5. Write an advocacy statement aligned with marketing policies.
6. Choose appropriate media to promote the event to the target audience.

### Integrated Assessment Focus Area 7

Plan, administer and provide support services to a special project within an organisation.

### Associated Assessment Criteria 7

1. Develop project plan and assign responsibilities.
2. Document and secure project files.
3. Monitor progress and communicate updates.
4. Review work quality with the team.