

Occupational Certificate: Office Supervisor

NQF Level 05

240 Credits

SAQA ID: 118740



ACCREDITED ASSESSMENT CENTRE

9435 Ikinixa Sreet,
Pimville Zone 6,
Soweto

4264 Magaqane Sreet,
Pimville Zone 4,
Soweto

Integrated Assessment Focus Area 1

The ability to provide the correct answers to a range of questions formulated so as to assess factual, conceptual and procedural knowledge for an office supervisor role.

Associated Assessment Criteria 1

1. Management & Supervision: Office functions, roles, planning, and task allocation
2. Communication & Negotiation: Principles, tools, and processes for effective interaction.
3. Stakeholder Engagement: Identifying relevant stakeholders and engagement strategies.
4. Conflict Management: Resolution principles, stages, and emotional intelligence pillars.
5. Compliance & Regulation: Standards, controls, and key requirements for office processes.
6. Financial Management: Importance of records, compliance, and audit preparation.

Integrated Assessment Focus Area 2

The ability to plan and perform office supervisor tasks in organisations of various sizes.

Associated Assessment Criteria 2

1. Recruitment & Conduct: Support hiring processes, professional behavior, and discipline
2. Resource Management: Allocate, monitor, and review office resources.
3. Performance & Development: Conduct appraisals, coaching, mentoring, and induction
4. Team Building: Identify needs, plan exercises, and facilitate activities
5. Communication & Documentation: Convey instructions, write documents, and facilitate meetings
6. Conflict & Negotiation: Resolve disputes, handle negotiations, and manage stakeholder interactions
7. Compliance & Controls: Develop office policies, manage internal controls, and ensure adherence to regulations
8. Financial Oversight: Prepare budgets, conduct variance analysis, and ensure financial accuracy

