

# Occupational Certificate: Management Assistance

NQF Level 05

316 Credits

SAQA ID: 101876



## 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. Office Supervisor – Oversees duties, ensures productivity.
2. 'Planning & Strategy – Shapes long-term success.
3. Key Plans – Establishes frameworks for efficiency.
4. Task Execution – Aligns roles with objectives.
5. Communication – Essential for office operations.
6. Effective Communication – Principles, processes, and tools.
7. Negotiation – Follows structured guidelines.
8. Stakeholder Engagement – Best practices in supervision.
9. Conflict Management – Resolves workplace disputes.
10. Emotional Intelligence – Applied for workplace interactions.
11. Compliance – Adherence to regulations and standards.
12. Office Controls – Mechanisms for oversight.
13. Financial Records – Supports business accountability.
14. Compliance Standards – Ensures financial integrity.

### 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 & Selection – Proper support provided.
2. Professional Conduct – Maintained in the office.
3. Discipline Maintenance – Supported at the departmental level.
4. Resource Allocation – Distributed as per functional needs.
5. Resource Monitoring – Reviewed for availability & synergy.
6. Performance Appraisals – Conducted per policies & procedures.
7. Coaching – Skills & techniques applied.
8. Coaching Steps – Identified & followed.
9. Mentoring – Steps applied to support mentees.
10. Mentee Development – Identified & mentored accordingly.
11. Employee Induction – New hires properly onboarded.
12. Team Development – Areas for growth identified.
13. Team Building Exercises – Planned & communicated.
14. Event Logistics – Venue & resources arranged.
15. Team Building – Successfully conducted.