

# Occupational Certificate: Office Administrator

**Duration: 12 Months**



## COURSE OUTLINE

**PROGRAM Title** : Occupational Certificate: Office Administrator

**NQF Level** : 5

**SAQA ID** : 102161

**Minimum Credits** : 445

**Purpose** : The purpose of this qualification is to provide learners with the skills to coordinate office activities, manage information, and support management with administrative tasks.

**MTA**

**IT'S ALL**

**POSSIBLE**



## SERVICES

- Training
- Learnerships
- Labour Consulting
- Leadership Programme
- WSP&ATR Submissions
- Mindset Programmes
- Business Soft Skills



## COURSE OVERVIEW

This occupational qualification provides an opportunity for the learner to acquire a range of administrative skills to coordinate the activities of an office including information management and operational processes. Qualified learners will be competent to support management with office and information administration demonstrating a range of administrative and communication skills.

## COURSE OUTCOMES

- Manage resources according to good governance policies and procedures to facilitate the smooth and effective operational activities within the organisation.
- 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.
- Assist in selection process, induction, employee wellness and skills development of employees.
- Assist in the administrative function of the marketing, public relations and advocacy of the organisation.
- Communicate effectively using appropriate methods to maintain effective customer relationships according to organisational standards customer service of internal and external stakeholders.
- Plan, administer and provide support services to a special project within an organisation.
- Analysing the root causes of customer complaints and resolving them in a manner that fosters customer loyalty.

### Accreditation status:

- NQF Level 5 – accredited by the Quality Council for Trades and Occupations (QCTO)
- SAQA ID: 102161
- 445 Credits

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## **SUBJECTS**

### **Knowledge Modules:**

- Effective office administration and management, 10 Credits
- Business communication and customer services, 8 Credits
- Office protocol, deportment and etiquette, 8 Credits
- Apply End User Computing, 6 Credits
- Social media and digital literacy, 5 Credits
- Introductory project management, 2 Credits
- Computerised Project Management, 15 Credits
- Basic business calculations, 5 Credits
- Resource and procurement management, 15 Credits
- Tender and procurement processes, and procedures, 5 Credits
- Document management and record keeping, 15 Credits
- Staffing, and people support, 15 Credits
- Principles of the National Qualifications Framework (NQF) in relation to Skills development and Workplace Skills Plan (WSP) administration, 12 Credits
- Public relations, marketing and advocacy, 6 Credits.
- Ready for work standards, 5 Credits

### **Practical Skills Modules:**

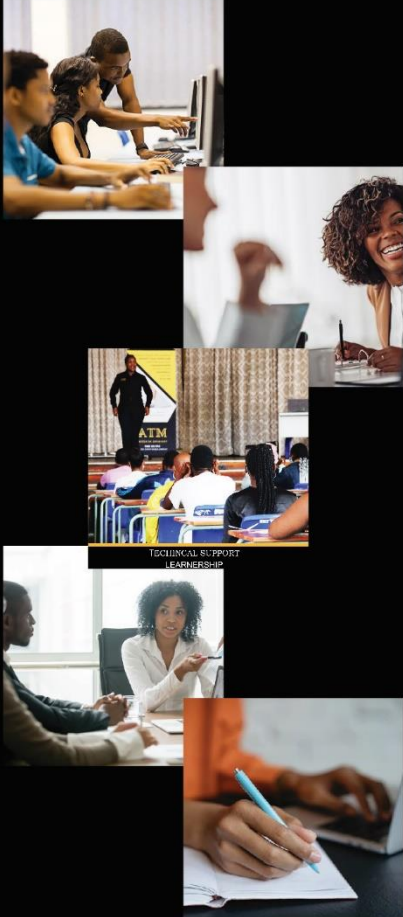
- Communication and effective customer relationships, 10 Credits
- Manage, coordinate and assist in the administration and clerical support of resources to facilitate the smooth and effective operational activities within the organisation, 15 Credits
- Assist in the administration and preparation of the process of tendering of contracts, 15 Credits
- Manage meetings, 15 Credits
- Payroll processing and pay administration, 15 Credits
- Support the recruitment, selection, and induction of staff, 15 Credits
- Classify, identify, register, track and dispose of records and information, 15 Credits
- Assist in the administration and preparation of the Workplace Skills Plan (WSP), 15 Credits
- Provide administrative support to Marketing/Public Relations division, 20 Credits
- Prepare, install and dismantle exhibition elements, 10 Credits
- Manage a small project, Credits 10



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### Work Experience Modules:

- **On-the-Job Leadership Training:** Gaining practical experience in leading teams and managing projects within an organizational setting.
- **Strategic Project Management:** Involvement in planning, executing, and evaluating strategic initiatives.
- **Leadership in Action:** Applying leadership skills in real-world scenarios, including decision-making, problem-solving, and team management.
- **Mentorship and Coaching:** Engaging in mentorship or coaching activities to develop leadership capabilities and support the growth of others.

### Eligibility requirements for the external summative assessment:

- You will receive an **Occupational certificate: Office Administrator** from the QCTO upon the completion of the External Integrated Summative Assessment.

### Course duration:

- 12 months

### Entry requirements:

- Grade 12 or equivalent at least NQF level 4
- Communication at NQF Level 4.
- Mathematical Literacy at NQF Level 4.