



Course Outline

CO:Office Administrator

Duration: 36 Months



SDP030824213146





Programme Title

Occupational Certificate:
Office Administrator

SAQA ID

102161

NQF Level

5

Minimum Credits

445

Entry Requirements

Grade 12 with Communication



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 organization.
- Manage, coordinate and assist in the administration and clerical support of the specific departments to facilitate the smooth running thereof by using computerized 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 organization.
- Communicate effectively using appropriate methods to maintain effective customer relationships according to organizational standards of customer service of internal and external stakeholders.
- Plan, administer and provide support services to a special project within an organization.
- Analyzing the root causes of customer complaints and resolving them in a manner that fosters customer loyalty.



It's All Possible





MODULES

Knowledge Modules:

Effective office administration and management

Business communication and customer services

Office protocol, deportment, and etiquette

Apply End User Computing

Social media and digital literacy

Introductory project management

Computerized Project Management

Basic business calculations

Resource and procurement management

Tender and procurement processes, and procedures

Document management and record keeping

Staffing, and people support

Principles of the National Qualifications Framework (NQF) in relation to Skills development and Workplace Skills Plan (WSP) administration

Public relations, marketing, and advocacy.

Ready for work standards



It's All Possible





MODULES

Practical Skills Modules:

Communication and effective customer relationships

Manage, coordinate, and assist in the administration and clerical support of resources to facilitate smooth and effective operational activities within the organization

Assist in the administration and preparation of the process of tendering of contracts

Manage meetings

Payroll processing and pay administration

Support the recruitment, selection, and induction of staff

Classify, identify, register, track and dispose of records and information

Assist in the administration and preparation of the Workplace Skills Plan (WSP)

Provide administrative support to Marketing/Public Relations division,

Prepare, install, and dismantle exhibition elements

Manage a small project





MODULES

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.



It's All Possible

