



Course Outline

CO:Office Supervisor

Duration: 24 Months





Programme Title

Occupational Certificate:
Office Supervisor

SAQA ID

118740

NQF Level

5

Minimum Credits

240

Entry Requirements

Grade 12



COURSE OVERVIEW

The Occupational Certificate: Office Supervisor. This qualification is intended for individuals aiming to develop the skills necessary to supervise and manage office functions within a business environment. Learners will gain competencies in planning, organizing, leading, and controlling various office activities, ensuring smooth operations, regulatory compliance, and effective team management.

COURSE OUTCOMES

- Call Centre Manager: Oversee call centre operations, manage staff, and ensure targets are met.
- Call Centre Supervisor: Supervise and support a team of agents, ensuring quality service and meeting KPIs.
- Customer Service Manager: Handle customer service strategies and manage customer satisfaction efforts.
- Operations Manager: Manage the day-to-day operations and work closely with various departments to ensure the smooth running of the call centre.
- Team Leader: Lead a team of customer service agents, offer coaching and mentoring, and ensure they meet performance expectations.



MODULES

Knowledge Modules:

Role, functions, and fundamentals of office supervision

Role, Communications

Internal controls in an office environment

Practical Modules:

Provide planning support on recruitment, selection, and disciplinary processes

Organising and coordinating work activities

Coaching and mentoring personnel clerks, filing clerks and data capturers

Handle communications within an office environment

Handle conflicts and solve problems within an office

Handle compliance to regulations and company procedures

Perform financial controls and reporting



It's All Possible





MODULES

Workplace Modules:

Recruitment, selection, and discipline maintenance support

Scheduling and coordination of activities

Coaching, mentoring and team building

Communications

Conflict resolution in an office

Office internal controls

Office Financial controls



QCTO
Quality Council for Trades & Occupations

It's All Possible





MODULES

Work Experience Modules:

Provide shampooing, conditioning and treatment of hair and scalp services in a hair salon.

Maintain Professional Standards when Interacting with Clients, at

Provide Hair-styling Services in a Hair Salon

Provide Hair-cutting Services in a Hair salon

Provide Chemical Hair Treatment Services in a Hair Salon