



QUALIFICATION OVERVIEW

OCCUPATIONAL CERTIFICATE: MANAGEMENT ASSISTANT NQF5
QUALIFICATION ID: 101876



SAQA ID:
101876



CREDITS:
316



DURATION:
24 MONTHS

DESCRIPTION

Purpose:

The purpose of this qualification is to prepare a learner to operate as a Management Assistant.

The qualification provides an opportunity for the learner to acquire a range of skills to be able to coordinate the activities of the organisation and provide professional administrative and secretarial support to managers, either as part of a team or individually. They also coordinate activities of assigned personnel and provide current and updated relevant information to the manager as support for upcoming meetings.

The Management assistant can also function as a Senior or Executive secretary, depending on experience and is the gatekeeper who promotes the professional image of the manager and the organisation. The management assistant also needs to be able to manage special projects using resources given according to good governance procedures.

The qualified learner will be actively engaged in becoming a well-rounded, multi-skilled person, prepared for further, more specific study and a number of alternative career choices within the secretarial or personal assistant field.

A qualified learner will be able to:

- Plan, organise and support department meetings and workshops.
- Apply appropriate personal and interpersonal skills to a range of situations to facilitate the smooth relations between internal and external stakeholders according to organisational standards.
- Apply basic knowledge of relevant administration governance, policies and procedures to manage resources effectively in the organisation.
- Plan, administer and provide support services to a special project within an organisation.
- Promote professional documentation by utilising effective and accurate information processing and research skills to enhance the professional image of the organisation or industry.

Rationale:

This qualification is a response to current legislation which states the following: Programmes offered to meet industry needs, including those supporting apprenticeships and N-Courses, are reviewed, updated and made available to and accessed by employers.

To prevent proliferation, current legacy qualifications with the same outcomes were analysed and will be absorbed to form part of the Management Assistant occupational qualification. The qualification will not have the specialisations for Legal or Medical secretary as these can be acquired additionally and are very job specific.

The Management Assistant has an important role as an interpreter between people, as a creator of team spirit and as a mentor, may have a significant impact on the atmosphere of the organisation. Management Assistants will need to be able to align views and sympathise with others, and also understand how people gather and assimilate information and in future, working across time zones will become common practice and virtual connections such as email, phones, web-casts and teleconferences will provide new opportunities for automating routines, and release time for more demanding work and developing working methods.



QUALIFICATION PLAN

ID	DESCRIPTION	COMPONENT	LEVEL	CREDITS
Knowledge Modules				
334302001-KM-01	Document management and record-keeping	Knowledge Modules	5	15
334302001-KM-02	Computerised Information Processing	Knowledge Modules	5	25
334302001-KM-03	Resource and procurement management	Knowledge Modules	5	5
334302001-KM-04	Social media and digital literacy	Knowledge Modules	4	5
334302001-KM-05	Office protocol, deportment and etiquette	Knowledge Modules	4	10
334302001-KM-06	Business communication and customer services	Knowledge Modules	5	8
334302001-KM-07	Ready for work standards	Knowledge Modules	4	5
334302001-KM-08	Basic business calculations	Knowledge Modules	4	5
334302001-KM-09	Apply End User Computing	Knowledge Modules	3	6
334302001-KM-10	Business documentation and design	Knowledge Modules	4	10
334302001-KM-11	Meeting administration	Knowledge Modules	4	10
334302001-KM-12	Introductory project management	Knowledge Modules	4	2
Practical Skills Modules				
334302001-PM-01	Create a trip itinerary	Practical Skills Modules	5	15
334302001-PM-02	Address protocol requirements	Practical Skills Modules	5	5
334302001-PM-03	Determine, acquire and allocate resources for the secretarial	Practical Skills Modules	5	10
334302001-PM-04	Design and develop complex text documents	Practical Skills Modules	5	5
334302001-PM-05	Manage a small project	Practical Skills Modules	5	10
334302001-PM-06	Support the recruitment, selection and induction of secretarial staff	Practical Skills Modules	5	10
334302001-PM-07	Apply communication and effective customer relationships	Practical Skills Modules	5	10
334302001-PM-08	Organise meetings	Practical Skills Modules	5	10
Work Experience Modules				
334302001-WM-01	Perform administrative and meeting support functions to	Work Experience Modules	5	12
334302001-WM-02	Apply ready for work standards to everyday work activities	Work Experience Modules	5	25
334302001-WM-03	Handle customer and client's queries and liaison in an office	Work Experience Modules	5	8
334302001-WM-04	Assist in planning and coordinating at least two special	Work Experience Modules	5	20
334302001-WM-05	Procure and allocate resources	Work Experience Modules	5	15
334302001-WM-06	Manage a paperless office	Work Experience Modules	5	20
334302001-WM-07	Apply supervisory skills to coordinate and direct clerical staff	Work Experience Modules	5	20
334302001-WM-08	Prepare a trip itinerary,	Work Experience Modules	4	15

Growth Through Development

