



QUALIFICATION OVERVIEW

OCCUPATIONAL CERTIFICATE: OFFICE ADMINISTRATOR NQF5
QUALIFICATION ID: 102161



SAQA ID:
102161



CREDITS:
445



DURATION:
36 MONTHS

DESCRIPTION

Purpose:

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. They will be able to function in Human Resource, Marketing, Public Relations or Financial departments/unit which will enable them to accomplish tasks professionally and efficiently in the increasingly computerised environment of a business office in accordance with national and international standards in the field. The learner will also understand cultural diversity, multicultural communication and the principles of a professional image and grooming to promote the image of the organisation.

The occupational qualification is to equip students with the broad based knowledge and skills to be able to be employed in a small business or a large corporation, public or private and advance their personal and career management skills to enhance their employability.

The qualified learner will be actively engaged in becoming a well-rounded, multi-skilled office administrator, prepared for further, more specific study in the various fields, which enables easier progression routes.

Qualified learners will be competent to support executive management with:

- Office Administration and record management.
- Communication skills.
- Multicultural customer and client relational skills.
- Resource/facilities management.
- Tender administration.
- Skills development administration.
- PR and advocacy and social and digital media.
- Computerised project management skills.
- Staffing and people support administration.
- Fundamental life and work skills.

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DESCRIPTION

A qualified learner will be able to:

- 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.
- Process given data to complete a Workplace Skills Plan.
- 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.

Rationale:

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

Globally, new standards of governance are emerging. Governance and institutional quality are one of the performance indicators. In this regard, industry, business, government, and professions are in need of well-trained and competent Office Administrators to meet the needs of well-managed companies, departments, and offices. Office Administrators are able to work in nearly every industry. Their specific responsibilities vary per unit or directorate. In a small organisation, they may direct all support services and may be called the Business Office Manager. Large organisations may have several layers of Office Administrators who specialise in different areas.

Qualified learners will be able to operate in the following occupations or jobs, depending on their level of experience:

- Administration Officer (Local Government).
- Business Administration Officer (Local Government).
- Office Supervisor.
- Office Coordinator.
- Administration Clerk/Officer.
- Administrative Assistant.
- Client Services Administrator.
- Operation Services/Support Officer.
- Planning Support Officer/Site Clerk.
- Tender Coordinator.

Certain skills affect the employability of learners such as the following: People Management, Accounting, Office Management, Human Resources, and Administration. This qualification enables the learner to be able to function in Human Resource, Marketing, Public Relations or Financial departments/unit. They are also prepared to be able to operate professionally in the increasingly computerised environment of a business office in accordance with national and international standards in the field. Learners will be able to manage work teams and office projects. This qualification will develop the depth of knowledge of learners through hands-on application in order to develop their practical skills, which will enable them to apply their skills in the workplace.

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QUALIFICATION PLAN

ID	DESCRIPTION	COMPONENT	LEVEL	CREDITS
Knowledge Modules				
334102002-KM-01	Effective office administration and management	Knowledge Modules	5	10
334102002-KM-02	Business communication and customer services,	Knowledge Modules	5	8
334102002-KM-03	Office protocol, department and etiquette,	Knowledge Modules	5	8
334102002-KM-04	Apply End User Computing	Knowledge Modules	6	6
334102002-KM-05	Social media and digital literacy	Knowledge Modules	4	5
334102002-KM-06	Introductory project management	Knowledge Modules	4	2
334102002-KM-07	Computerised Project Management,	Knowledge Modules	5	15
334102002-KM-08	Basic business calculations	Knowledge Modules	4	5
334102002-KM-09	Resource and procurement management	Knowledge Modules	5	15
334102002-KM-10	Tender and procurement processes, and procedures	Knowledge Modules	5	5
334102002-KM-11	Document management and record keeping	Knowledge Modules	5	15
334102002-KM-12	Staffing, and people support	Knowledge Modules	5	15
334102002-KM-13	Principles of the National Qualifications Framework (NQF) in	Knowledge Modules	5	12
334102002-KM-14	Public relations, marketing and advocacy,	Knowledge Modules	5	6
334102002-KM-15	Ready for work standards	Knowledge Modules	4	5
Practical Skills Modules				
334102002-PM-01	Communication and effective customer relationships	Practical Skills Modules	5	10
334102002-PM-02	Manage, coordinate and assist in the administration and clerical support of resources to facilitate the smooth and effective operational activities within the organisation	Practical Skills Modules	5	15
334102002-PM-03	Assist in the administration and preparation of the process of tendering of contracts	Practical Skills Modules	5	15
334102002-PM-05	Payroll processing and pay administration	Practical Skills Modules	5	15
334102002-PM-06	Support the recruitment, selection, and induction of staff	Practical Skills Modules	5	15
334102002-PM-07	Classify, identify, register, track and dispose of records and information	Practical Skills Modules	5	15
334102002-PM-08	Assist in the administration and preparation of the Workplace Skills Plan (WSP)	Practical Skills Modules	5	15
334102002-PM-09	Provide administrative support to Marketing/Public Relations division	Practical Skills Modules	5	20
334102002-PM-10	Prepare, install and dismantle exhibition elements,	Practical Skills Modules	5	10
334102002-PM-11	Manage a small project	Practical Skills Modules	5	10
Work Experience Modules				
334102002-WM-01	Perform administrative and meeting support functions to	Work Experience Modules	5	12
334102002-WM-02	Handle customer and client's queries and liaison in an office	Work Experience Modules	5	8
334102002-WM-03	Marketing/Public Relations and administrative support	Work Experience Modules	5	25
334102002-WM-04	Assist in planning and coordinating at least two special	Work Experience Modules	5	20
334102002-WM-05	Procure and allocate resources	Work Experience Modules	5	15
334102002-WM-06	Solicit tender offers in terms of a set of procedures	Work Experience Modules	5	10
334102002-WM-07	Manage a paperless office	Work Experience Modules	5	20
334102002-WM-08	Supervision, and training of administration staff,	Work Experience Modules	5	15
334102002-WM-09	Assist in developing a Workplace Skills Plan according to	Work Experience Modules	5	8
334102002-WM-10	Apply ready for work standards to everyday work activities	Work Experience Modules	5	25

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