



# QUALIFICATION OVERVIEW

OCCUPATIONAL CERTIFICATE: OFFICE SUPERVISOR NQF5  
QUALIFICATION ID: 118740



SAQA ID:  
**11874**



CREDITS:  
**240**



DURATION:  
**24 MONTHS**

## DESCRIPTION

### Purpose:

The purpose of this qualification is to prepare a learner to operate as an Office Supervisor. Office Supervisors plan, organise, lead and control office functions in a business environment.

### A qualified learner will be able to:

- Provide planning support on recruitment, selection, and disciplinary processes of an organisation.
- Organise and coordinate work activities with other work units or departments.
- Coach and mentor administrators in an office environment.
- Handle internal communications within an office environment.
- Handle conflicts and solve problems within an office environment.
- Ensure compliance with regulations and company procedures.
- Perform financial controls and reporting in an office environment.

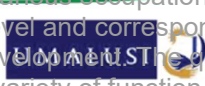
### Rationale:

This qualification provides a learner with the competencies required to operate as an Office Supervisor in various businesses. It specifically develops supervisory competencies at the junior manager's level. It builds on the foundation laid at the office administration level which focuses on competencies for personnel clerks, filing clerks and data capturers. The qualification introduces the ability to apply key terms, rules, concepts, principles, and practices of management that will enable learners to be informed office supervisors.

The scope of supervision covers four domains: plan, organise and coordinate, control, and lead in a business environment. This qualification addresses each of these domains with competencies specific to planning support of office functions, organise and coordinate work activities, coaching and mentoring of others, handling conflicts, and performing office controls. It provides learners with the knowledge and practical skills that enable functioning as an office supervisor.

Various businesses have different offices with data capturing, personnel assistance and filing as core functions. The supervision of these roles is normally performed by an office supervisor and this qualification enables businesses to be able to employ individuals with competencies that match this supervising role. Businesses across economic sectors will benefit from a pool of office supervisors with competencies already fitting the needs of the roles.

Previously, office supervisors would acquire competencies through various qualifications, mainly the Further Education and Training Certificate: Administration Management, Business Administration services and Further Education and Training Certificate: General Management. All these qualifications were at NQF level 4 while operating at various occupational levels. This then required a QCTO realignment process to ascertain an appropriate level and corresponding competencies through engagement with industry experts during the curriculum development process. The qualification is aimed at new entrants and learners who are already working in the field within a variety of function in office administration with a need for growth.





# QUALIFICATION PLAN

ID	DESCRIPTION	COMPONENT	LEVEL	CREDITS
<b>Knowledge Modules</b>				
334101-000-00-KM-01	Role, Functions and Fundamentals of Office Supervision	Knowledge Modules	5	25
334101-000-00-KM-02	Communications,	Knowledge Modules	5	25
334101-000-00-KM-03	Internal Controls in an Office Environment	Knowledge Modules	5	25
<b>Practical Skills Modules</b>				
334101-000-00-PM-01	Provide Planning Support on Recruitment, Selection and Disciplinary Processes of an Organisation	Practical Skills Modules	5	10
334101-000-00-PM-02	Organising and Coordinating Work Activities	Practical Skills Modules	5	10
334101-000-00-PM-03	Coaching and Mentoring of Personnel Clerks, Filing Clerks and Data Capturers in an Office Environment	Practical Skills Modules	5	10
334101-000-00-PM-04	Handle Internal Communications within an Office Environment,	Practical Skills Modules	5	15
334101-000-00-PM-05	Handle Conflicts and Solve Problems within an Office	Practical Skills Modules	5	10
334101-000-00-PM-06	Handle Compliance to Regulations and Company Procedures	Practical Skills Modules	5	10
334101-000-00-PM-07	Perform Financial Controls and Reporting in an Office Environment,	Practical Skills Modules	5	10
<b>Work Experience Modules</b>				
334101-000-00-WM-01	Recruitment, Selection and Discipline Maintenance Support	Work Experience Modules	5	10
334101-000-00-WM-02	Scheduling and Coordination of Various Activities in and	Work Experience Modules	5	15
334101-000-00-WM-03	Coaching, Mentoring and Team Building	Work Experience Modules	5	10
334101-000-00-WM-04	Communications	Work Experience Modules	5	25
334101-000-00-WM-05	Conflict Resolution in an Office	Work Experience Modules	5	10
334101-000-00-WM-06	Office Internal Controls	Work Experience Modules	5	10
334101-000-00-WM-07	Office Financial Controls	Work Experience Modules	5	10

# Growth Through Development

