

OCCUPATIONAL
CERTIFICATE:
OFFICE ADMINISTRATOR
NQF 5
32Q320059364455
(445 credits)



iLearn®

QUALIFICATION OVERVIEW

The purpose of this qualification is to provide an opportunity to the learners, to acquire a range of administrative skills to coordinate the activities of an office including information management and operational processes.

The learners will be provided with skills and knowledge on how to support management with office and information administration.

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 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.

DURATION

18 - 24 Months.

WHO SHOULD ATTEND

The programme is intended for people who are already in or seeking employment in administrative jobs.

PREREQUISITES

We offer a thorough pre-assessment process to align learners to appropriate qualifications and levels. Entry requirements for this qualification include:

- NQF Level 4 with Communication

DELIVERY METHOD

Face-To-Face / Virtual Training

CONTACT

To enrol your Learners or for more information, please contact your Business Development Consultant on 0861 ILEARN or email info@ilearn.co.za.

LEARNING OUTCOMES

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
- Computerised 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

PROJECT PLAN - SAQA: 102161

Exit Level Outcome	Type	Module Numbers	Clusters	NQF	Credit	Training Session Dates
Qualification Induction						
Cluster 1: Administrative and Management Support						
ELO 2: Manage, coordinate and assist in the administration and clerical support of specific departments to facilitate the smooth running thereof by using computerised systems and practices.	Knowledge Module	334102002-K M-01	Effective office administration and management	5	10	2 Days (Month 1)
	Practical Module	334102002-P M-02	Manage, coordinate and assist in the administration and clerical support of resources to facilitate the smooth and effective operational activities within the organisation	5	15	3 Days (Month 2)
Cluster 1: Feedback and Remediation - Administrative and Management Support						1 Day
Workplace _Logbook Submission		334102002-W M-01	Perform administrative and meeting support functions to support management.	5	12	Month 3
Cluster 2: Customer Management						
ELO 6: Communicate effectively using appropriate methods to maintain effective customer relationships according to organisational standards customer service of internal and external stakeholders.	Knowledge Module	432102000-K M-03	Principles of receiving and checking deliveries	3	4	2 Days (Month 4)
		432102000-K M-03	Principles of receiving and checking deliveries	3	4	
	Practical Module	432102000-P M-01	Receive stock	3	2	2 Days (Month 5)
Cluster 2: Feedback and Remediation - Customer Management						1 Day
Workplace _Logbook Submission		334102002-W M-02	Handle customer and client's queries and liaison in an office	5	8	Month 5
Cluster 3: Digital Literacy						
ELO 2: Manage, coordinate and assist in the administration and clerical support of specific departments to facilitate the smooth running thereof by using computerised systems and practices.	Knowledge Module	334102002-K M-04	Apply End User Computing	3	6	2 Days (Month 5)
		334102002-K M-05	Social media and digital literacy	4	5	
	Practical Module	334102002-P M-10	Prepare, install and dismantle exhibition elements	5	10	2 Days (Month 6)
Cluster 3: Feedback and Remediation - Digital Literacy						1 Day
Workplace _Logbook Submission		334102002-W M-03	Marketing/Public Relations and administrative support	5	25	Month 7

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Exit Level Outcome	Type	Module Numbers	Clusters	NQF	Credit	Training Session Dates
Qualification Induction						
Cluster 4: Project Management						
ELO 7: Plan, administer and provide support services to a special project within an organisation.	Knowledge Module	334102002-K M-06	Introductory project management	4	2	4 Days (Month 7)
		334102002-K M-07	Computerised Project Management	5	15	
	Practical Module	334102002-P M-11	Manage a small project	5	10	2 Days (Month 8)
Cluster 4: Feedback and Remediation - Project Management						1 Day
Workplace _Logbook Submission		334102002-W M-04	Assist in planning and coordinating at least two special events/conferences	5	20	Month 9
Cluster 5: Business Finance						
	Knowledge Module	334102002-K M-08	Basic business calculations	4	5	4 Days (Month 9)
	Practical Module	334102002-P M-05	Payroll processing and pay administration	5	15	
Cluster 1: Feedback and Remediation - Administrative and Management Support						1 Day
Workplace _Logbook Submission		334102002-W M-05	Procure and allocate resources	5	15	Month 10
Cluster 6: Procurement Processes						
ELO 1: Manage resources according to good governance policies and procedures to facilitate the smooth and effective operational activities within the organisation.	Knowledge Module	334102002-K M-09	Resource and procurement management	5	15	4 Days (Month 10)
		334102002-K M-10	Tender and procurement processes, and procedures	5	5	
	Practical Module	334102002-P M-03	Assist in the administration and preparation of the process of tendering of contract	5	15	3 Days (Month 11)
Cluster 6: Feedback and Remediation - Procurement Processes						1 Day
Workplace _Logbook Submission		334102002-W M-06	Solicit tender offers in terms of a set of procedures	5	10	Month 12

LEARNING OUTCOMES

Practical Modules

- Communication and effective customer relationships
- Manage, coordinate and assist in the administration and clerical support of resources to facilitate the smooth and effective operational activities within the organisation.
- 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.

Workplace Module

- Perform administrative and meeting support functions to support management.
- Handle customer and client's queries and liaison in an office
- Marketing/Public Relations and administrative support
- Assist in planning and coordinating at least two special events/conferences.
- Procure and allocate resources.
- Solicit tender offers in terms of a set of procedures.
- Manage a paperless office.
- Supervision, and training of administration staff.
- Assist in developing a Workplace Skills Plan according to employee training needs.
- Apply ready for work standards to everyday work activities.

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Exit Level Outcome	Type	Module Numbers	Clusters	NQF	Credit	Training Session Dates
Qualification Induction						
Cluster 7: Records Management						
ELO 2: Manage, coordinate and assist in the administration and clerical support of specific departments to facilitate the smooth running thereof by using computerised systems and practices.	Knowledge Module	334102002-K M-11	Document management and record keeping	5	15	3 Days (Month 12)
	Practical Module	334102002-P M-04	Manage meetings	5	15	3Days (Month 13)
		334102002-P M-07	Classify, identify, register, track and dispose of records and information	5	15	3 Days (Month 14)
Cluster 7: Feedback and Remediation - Records Management						1 Day
Workplace _Logbook Submission		334102002-W M-07	Manage a paperless office	5	20	Month 15
Cluster 8: Human Resources Process						
ELO 3: Assist in selection process, induction, employee wellness and skills development of employees.	Knowledge Module	334102002-K M-12	Staffing, and people support	5	15	2 Days (Month 15)
	Practical Module	334102002-P M-06	Support the recruitment, selection, and induction of staff	5	15	3 Days (Month 16)
Cluster 8: Feedback and Remediation - Human Resources Process						1 Day
Workplace _Logbook Submission		334102002-W M-08	Supervision, and training of administration staff	5	15	Month 17
Cluster 9: Workplace Skills Plan						
ELO 4: Process given data to complete a Workplace Skills Plan.	Knowledge Module	334102002-K M-13	Principles of the National Qualifications Framework (NQF) in relation to Skills development and Workplace Skills Plan (WSP) administration	5	12	2 Days (Month 17)
	Practical Module	334102002-P M-08	Assist in the administration and preparation of the Workplace Skills Plan (WSP)	5	15	3 Days (Month 18)
Cluster 9: Feedback and Remediation : Workplace Skills Plan						1 Day
Workplace _Logbook Submission		334102002-W M-09	Assist in developing a Workplace Skills Plan according to employee training needs	5	8	Month 19

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Exit Level Outcome	Type	Module Numbers	Clusters	NQF	Credit	Training Session Dates
Qualification Induction						
Cluster 10: Public Relations						
ELO 5: Assist in the administrative function of the marketing, public relations and advocacy of the organisation.	Knowledge Module	334102002-K M-14	Public relations, marketing and advocacy	5	6	5Days (Month 19)
	Practical Module	334102002-P M-09	Provide administrative support to Marketing/Public Relations division	5	20	
Provide administrative support to Marketing/Public Relations division						1 Day
Cluster 11: Work Standards						
ELO 6: Communicate effectively using appropriate methods to maintain effective customer relationships according to organisational standards customer service of internal and external stakeholders.	Knowledge Module	334102002-K M-15	Ready for work standards	4	5	1 Days (Month 20)
Cluster 11: Feedback and Remediation - Work Standards						1 Day
Workplace _Logbook Submission		334102002-W M-10	Apply ready for work standards to everyday work activities	5	25	Month 21

FINAL REMEDIATION	1 Day (Month 21)	
MOCK EXAM	1 Day (Month 22)	
EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT (EISA)	1 Day	TBC
PREPARATION FOR EISA RE-WRITE	1 Day	TBC
EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT (EISA) - SECOND ATTEMPT	1 Day	TBC