

SAQA ID	QUALIFICATION TITLE	NQF LEVEL	CREDITS	DURATION
118740	Occupational Certificate: Office Supervisor	05	240	2 Years

A. Quality Assurance Body

Quality Council for Trades & Occupations (QCTO)

B. Assessment Quality Partner

Service Sector Education & Training Authority (SSETA)

C. Qualification Overview

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

D. Exit Level Outcomes

1. Plan, prepare and provide necessary support during recruitment, selection and disciplinary purposes.
2. Organise and coordinate work activities in an office environment.
3. Coach and mentor others in an office environment.
4. Communicate effectively and manage internal stakeholders in an office environment.
5. Resolve conflicts in an office environment.
6. Identify compliance issues and ensure necessary office compliance.
7. Perform basic financial controls and reporting in an office environment

E. Entry Requirements

The minimum entry requirement for this qualification is:

- NQF Level 4 qualification

F. Qualification Modules

1. Knowledge Modules

Module Code	Module Title	NQF Level	Credits
334101-000-00-KM-01	Role, Functions and Fundamentals of Office Supervision	5	25
334101-000-00-KM-02	Communications	5	25
334101-000-00-KM-03	Internal Controls in an Office Environment	5	25

2. Practical Modules

Module Code	Module Title	NQF Level	Credits
334101-000-00-PM-01	Provide Planning Support on Recruitment, Selection and Disciplinary Processes of an Organisation	5	10
334101-000-00-PM-02	Organising and Coordinating Work Activities	5	10
334101-000-00-PM-03	Coaching and Mentoring of Personnel Clerks, Filing Clerks and Data Capturers in an Office Environment	5	10
334101-000-00-PM-04	Handle Internal Communications within an Office Environment	5	15
334101-000-00-PM-05	Handle Conflicts and Solve Problems within an Office Environment	5	10
334101-000-00-PM-06	Handle Compliance to Regulations and Company Procedures	5	10
334101-000-00-PM-07	Perform Financial Controls and Reporting in an Office Environment	5	10

3. Work Experience Modules

Module Code	Module Title	NQF Level	Credits
334101-000-00-WM-01	Recruitment, Selection and Discipline Maintenance Support	5	10
334101-000-00-WM-02	Scheduling and Coordination of Various Activities in and Outside Own Department	5	15
334101-000-00-WM-03	Coaching, Mentoring and Team Building	5	10
334101-000-00-WM-04	Communications	5	25
334101-000-00-WM-05	Conflict Resolution in an Office	5	10
334101-000-00-WM-06	Office Internal Controls	5	10
334101-000-00-WM-07	Office Financial Controls	5	10

NB

All modules are compulsory

Unemployed candidates **MUST** be hosted at a real workplace for work integrated learning

G. Delivery Methodology

- Face to face contact sessions at an approved QCTO venue
- Virtual support sessions

H. Assessment

Assessment will comprise the following.

- Completion of formative and summative assessment tasks
- Completion of workplace logbook tasks
- External Integrated Summative Assessment (EISA) at an approved QCTO assessment centre

I. Certification

The QCTO will issue successful candidates with.

- Statement of Results
- Certificate of Competence