

SAQA ID	QUALIFICATION TITLE	NQF LEVEL	CREDITS	DURATION
102161	Occupational Certificate: Office Administrator	05	445	3 Years

A. Quality Assurance Body

Quality Council for Trades & Occupations (QCTO)

B. Assessment Quality Partner

Service Sector Education & Training Authority (SSETA)

C. Qualification Overview

his 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.

D. Exit Level Outcomes

1. Manage resources according to good governance policies and procedures to facilitate the smooth and effective operational activities within the organisation.
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.
3. Assist in selection process, induction, employee wellness and skills development of employees.
4. Process given data to complete a Workplace Skills Plan.
5. Assist in the administrative function of the marketing, public relations and advocacy of the organisation.
6. Communicate effectively using appropriate methods to maintain effective customer relationships according to organisational standards customer service of internal and external stakeholders.
7. Plan, administer and provide support services to a special project within an organisation.

E. Entry Requirements

The minimum entry requirement for this qualification is:

- Level 4 with Communication.

F. Qualification Modules

1. Knowledge Modules

Module Code	Module Title	NQF Level	Credits
334102002-KM-01	Effective office administration and management	5	10
334102002-KM-02	Business communication and customer services	5	8
334102002-KM-03.	Office protocol, deportment and etiquette	5	8
334102002-KM-04	Apply End User Computing	3	6
334102002-KM-05	Social media and digital literacy	4	5
334102002-KM-06	Introductory project management	4	2
334102002-KM-07	Computerised Project Management	4	15
334102002-KM-08.	Basic business calculations	4	5
334102002-KM-09	Resource and procurement management	5	15
334102002-KM-10	Tender and procurement processes, and procedures	5	5
334102002-KM-11	Document management and record keeping	5	15
334102002-KM-12	Staffing, and people support	5	15
334102002-KM-13	Principles of the National Qualifications Framework (NQF) in relation to Skills development and Workplace Skills Plan (WSP) administration	5	12
334102002-KM-14,	Public relations, marketing and advocacy	5	6
334102002-KM-15	Ready for work standards	4	5

2. Practical Modules

Module Code	Module Title	NQF Level	Credits
334102002-PM-01	Communication and effective customer relationships	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	5	15
334102002-PM-03.	Assist in the administration and preparation of the process of tendering of contracts	5	15
334102002-PM-04	Manage meetings, Level	5	15
334102002-PM-05	Payroll processing and pay administration	5	15
334102002-PM-06	Support the recruitment, selection, and induction of staff	5	15
334102002-PM-07	Classify, identify, register, track and dispose of records and information	5	15
334102002-PM-08	Assist in the administration and preparation of the Workplace Skills Plan (WSP)	5	15
334102002-PM-09	Provide administrative support to Marketing/Public Relations division	5	20

334102002-PM-10	Prepare, install and dismantle exhibition elements	5	10
334102002-PM-11	Manage a small project	5	10

3. Work Experience Modules

Module Code	Module Title	NQF Level	Credits
334102002-WM-01	Perform administrative and meeting support functions to support management	5	12
334102002-WM-02	Handle customer and client's queries and liaison in an office	5	8
334102002-WM-03	Marketing/Public Relations and administrative support	5	25
334102002-WM-04.	Assist in planning and coordinating at least two special events/conferences	5	20
334102002-WM-05	Procure and allocate resources	5	15
334102002-WM-06	Solicit tender offers in terms of a set of procedures	5	10
334102002-WM-07	Manage a paperless office	5	20
334102002-WM-08.	Supervision, and training of administration staff	5	15
334102002-WM-09	Assist in developing a Workplace Skills Plan according to employee training needs	5	8
334102002-WM-10	Apply ready for work standards to everyday work activities	5	25

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