

SAQA ID	Qualification Title	NQF Level	Credits	Duration
101876	Occupational Certificate: Management Assistant	05	316	2, 5 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 a Management Assistant.

The qualification provides an opportunity for the learner to acquire a range of skills to be able to coordinate the activities of the organisation and provide professional administrative and secretarial support to managers, either as part of a team or individually. They also coordinate activities of assigned personnel and provide current and updated relevant information to the manager as support for upcoming meetings.

The Management assistant can also function as a Senior or Executive secretary, depending on experience and is the gatekeeper who promotes the professional image of the manager and the organisation. The management assistant also needs to be able to manage special projects using resources given according to good governance procedures.

D. Exit Level Outcomes

1. Plan, organise and support department meetings and workshops.
2. Apply appropriate personal and interpersonal skills to a range of situations to facilitate the smooth relations between internal and external stakeholders according to organisational standards.
3. Apply basic knowledge of relevant administration governance, policies and procedures to manage resources effectively in the organisation.
4. Plan, administer and provide support services to a special project within an organisation.
5. Promote professional documentation by utilising effective and accurate information processing and research skills to enhance the professional image of the organisation or industry.

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
334302001-KM-01	Document management and record-keeping	5	15
334302001-KM-02	Computerised Information Processing	5	25
334302001-KM-03	Resource and procurement management	5	5
334302001-KM-04	Social media and digital literacy	4	5
334302001-KM-05	Office protocol, deportment and etiquette	4	10
334302001-KM-06	Business communication and customer services	5	8
334302001-KM-07	Ready for work standards	4	5
334302001-KM-08	Basic business calculations	4	5
334302001-KM-09	Apply End User Computing	3	6
334302001-KM-10	Business documentation and design	4	10
334302001-KM-11	Meeting administration	4	10
334302001-KM-12	Introductory project management	4	2

2. Practical Modules

Module Code	Module Title	NQF Level	Credits
334302001-PM-01	Create a trip itinerary	5	15
334302001-PM-02	Address protocol requirements	5	5
334302001-PM-03	Determine, acquire and allocate resources for the secretarial unit	5	10
334302001-PM-04	Design and develop complex text documents	5	5
334302001-PM-05	Manage a small project	5	10
334302001-PM-06	Support the recruitment, selection and induction of secretarial staff	5	10
334302001-PM-07	Apply communication and effective customer relationships	5	10
334302001-PM-08	Organise meetings	5	10

3. Work Experience Modules

Module Code	Module Title	NQF Level	Credits
334302001-WM-01	Perform administrative and meeting support functions to support management	5	12
334302001-WM-02	Apply ready for work standards to everyday work activities	5	25
334302001-WM-03	Handle customer and client's queries and liaison in an office	5	8
334302001-WM-04	Assist in planning and coordinating at least two special events/conferences	5	20
334302001-WM-05	Procure and allocate resources	5	15
334302001-WM-06	Manage a paperless office	5	20

334302001-WM-07	Apply supervisory skills to coordinate and direct clerical staff activities	5	20
334302001-WM-08,	Prepare a trip itinerary	4	15

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