



OCCUPATIONAL CERTIFICATE: OFFICE ADMINISTRATOR

(SAQA ID: 102161)



Qualification Title:
Occupational Certificate
Office Administrator



SAQA Qualification ID
102161



NQF Level
Level 5



Total Credits
445



Duration
24 Months



Training Days
36 Days spread over 24 Months



Blended
Online with Face to face/remote contact sessions



Assessment Quality Partner
Services SETA

Purpose of the qualification

This 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. It will 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.

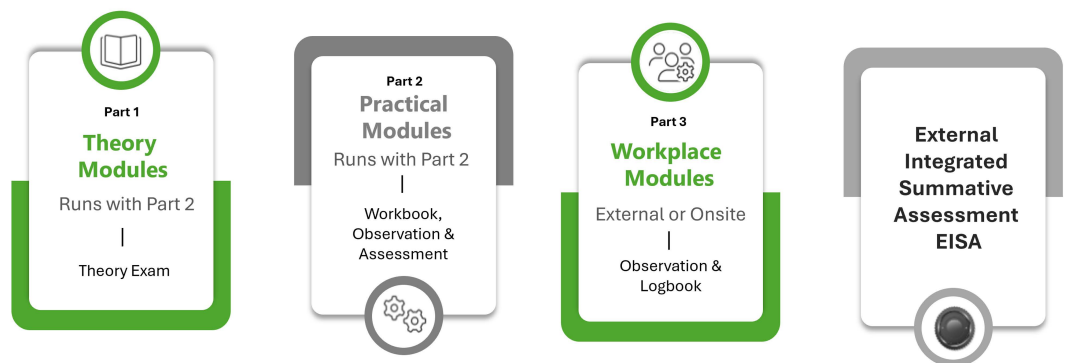
Target Audience

New entrants or learners who are employed as administrators within Human Resource, Marketing, Public Relations or Financial departments/unit.

Entry Requirements

NQF Level 4 with Communication.

Course Structure



1. Knowledge Modules(132 Credits).

MODULE ID	Title	NQF Level	Credits
KM-01	Effective office administration and management.	5	10
KM-02	Business communication and customer services.	5	8
KM-03	Office protocol, deportment and etiquette.	5	8
KM-04	Apply End User Computing.	3	6



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KM-05	Social media and digital literacy.	4	5
KM-06	Introductory project management.	4	2
KM-07	Computerised Project Management.	5	15
KM-08	Basic business calculations.	4	5
KM-09	Resource and procurement management.	5	15
KM-10	Tender and procurement processes and procedures.	5	5
KM-11	Document management and record keeping.	5	15
KM-12	Staffing, and people support.	5	15
KM-13	Principles of the National Qualifications Framework (NQF) in relation to Skills development and Workplace Skills Plan (WSP) administration.	5	12
KM-14	Public relations, marketing and advocacy.	5	6
KM-15	Ready for work standards.	4	5



2. Practical Skill Modules(155 Credits).

MODULE ID	Title	NQF Level	Credits
PM-01	Communication and effective customer relationships.	5	10
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
PM-03	Assist in the administration and preparation of the process of tendering of contracts.	5	15





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PM-04	Manage meetings.	5	15
PM-05	Payroll processing and pay administration.	5	15
PM-06	Support the recruitment, selection, and induction of staff.	5	15
PM-07	Classify, identify, register, track and dispose of records and information.	5	15
PM-08	Assist in the administration and preparation of the Workplace Skills Plan (WSP).	5	15
PM-09	Provide administrative support to Marketing/ Public Relations division.	5	20
PM-10	Prepare, install and dismantle exhibition elements.	5	10
PM-11	Manage a small project.	5	10



3. Work Experience Modules(158 Credits).

MODULE ID	Title	NQF Level	Credits
WM-01	Perform administrative and meeting support functions to support management.	5	12
WM-02	Handle customer and client's queries and liaison in an office.	5	8
WM-03	Marketing/Public relations and administration support.	5	25
WM-04	Assist in planning and coordinating at least two special events/conferences.	5	20
WM-05	Procure and allocate resources.	5	15
WM-06	Solicit tender offers in terms of a set of procedures.	5	10
WM-07	Manage a paperless office.	5	20
WM-08	Supervision and training of administration staff.	5	15





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WM-09	Assist in developing a Workplace Skills Plan according to employee training needs.	5	8
WM-10	Apply ready for work standards to everyday work activities.	5	25



Course Outcome

- 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.



Assessment Methods

- **Internal Assessments:** Learners will be assessed through practical demonstrations, role-playing scenarios, and written tests covering all knowledge and practical skill modules.
- **Workplace Evidence:** Learners must provide documentary evidence of their practical work, signed off by supervisors, to demonstrate competence in real-world settings.



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- **Final Integrated Summative Assessment:** A final assessment to evaluate the learner's comprehensive understanding and application of the course material.

Certification

- **Occupational Certificate:** Office Administrator certificate awarded by the QCTO upon successful completion of the EISA.

Articulation Options

Horizontal Articulation

- Certificate: Office Administration, Level 5.
- Higher Certificate in Administration, Level 5.
- Higher Certificate in Business Administration, Level 5.
- Higher Certificate in Business Management, Level 5.
- Higher Certificate in Business Principles and Practice, Level 5.
- Higher Certificate in Entrepreneurship, Level 5.
- Higher Certificate in Export Management, Level 5.
- Higher Certificate in Facilities Management, Level 5.
- Higher Certificate in Human Resource Management, Level 5.
- Higher Certificate in Human Resource Practices, Level 5.
- Higher Certificate in Marketing, Level 5.
- Higher Certificate in Marketing Management, Level 5.
- Higher Certificate in Marketing Practice, Level 5.
- Higher Certificate in Office Administration, Level 5.
- Higher Certificate in Office Management, Level 5.
- Higher Certificate: Business Studies, Level 5.
- Higher Certificate in Supply Chain Management, Level 5.
- Higher Certificate in Public Sector Procurement, Level 5.





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- Higher Certificate in Project Management, Level 5.

Vertical Articulation

- National Diploma: Office Management and Technology, Level 6.
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- Diploma in Office Management, Level 6.
- Diploma: Office Administration, Level 6.



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