

SAQA 101876

Occupational Certificate:

Management Assistant

NQF Level 05
316 Credits
Duration: 24 Months Part-Time

Accreditation:
Quality Council for Trades and
Occupations (QCTO).
Accred No: Pending

This Qualification is Ideal For:

Person Who Wish to Pursue Careers In:

- Management Assistant
- Administrative Secretary
- Correspondence Assistant
- Executive Assistant
- Private Secretary
- Administrative Assistant
- Office Support Worker
- Personal Assistant

Companies Who Wish To:

- Upskill staff.
- Optimise their SDL refunds.
- Maximise their BEE scores.

And

- Those seeking a formal, accredited qualification.
- Those who wish to pursue a career in this field.
- Individuals who wish to improve their skills set and employability.

Entry Requirements

NQF Level 4/Grade 12 with Communication.

OFO Code: 334302001



Overview

The qualification provides an opportunity for a person 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.

The qualified person will be actively engaged in becoming a well-rounded, multi-skilled person, prepared for further, more specific study and a number of alternative career choices within the secretarial or personal assistant field.

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.

Curriculum Structure

Knowledge Modules

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

Total number of credits for Knowledge Modules: 106

Practical Skill Modules

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

Total number of credits for Practical Skill Modules: 75

Work Experience Modules

- 334302001-WM-01: Perform administrative and meeting support functions to support management. NQF Level 5, Credits 12
- 334302001-WM-02: Apply ready for work standards to everyday work activities. NQF Level 5, Credits 25
- 334302001-WM-03: Handle customer and client's queries and liaison in an office. NQF Level 5, Credits 8
- 334302001-WM-04: Assist in planning and coordinating at least two special events/conferences. NQF Level 5, Credits 20
- 334302001-WM-05: Procure and allocate resources. NQF Level 5, Credits 15
- 334302001-WM-06: Manage a paperless office. NQF Level 5, Credits 20
- 334302001-WM-07: Apply supervisory skills to coordinate and direct clerical staff activities. NQF Level 5, Credits 20
- 334302001-WM-08: Prepare a trip itinerary. NQF Level 4, Credits 15

Total number of credits for Work Experience Modules: 135

Information On Completion of Qualification

The Following is Included

- Learning Material
- Assessment
- External Moderation/Verification
- Final Integrated Summative Assessment
- The cost of the External Integrated Summative Assessment (EISA) is not included in the quotes unless otherwise stated.
- Once found competent, the QCTO will issue certification.

Methods of Completion

- **Contact Sessions**
 - Face-to-face contact sessions or virtual contact sessions according to scheduled dates.
- **Distance Learning (Self Directed Study)**
 - Learners will go through the study material on his/her own.
- **Company Bookings and/or Learnerships**
 - Qualifications can be presented as learnerships.
 - Contact Session dates can also be scheduled specifically for companies who do group bookings.
- **Recognition of Prior Learning (RPL)**
 - Qualifying learners may be able to complete the qualification as RPL.

Process of Completion

