

SAQA 102161

Occupational Certificate:

Office Administrator

NQF Level 05

445 Credits

Duration: 24 Months Part-Time

Accreditation:

Quality Council for Trades and Occupations (QCTO).

Accred No: 07-QCTO/SDP031025142901

This Qualification is Ideal For:

Persons Who Wish to Pursue a Career in Office Administration:

Those qualified will be able to operate in the following occupations or jobs, depending on their level of experience:

- Administration Officer (Local Government)
- Business Administration Officer (Local Government)
- Office Supervisor
- Office Coordinator
- Administration Clerk/Officer
- Administrative Assistant
- Client Services Administrator
- Operation Services/Support Officer
- Planning Support Officer/Site Clerk
- Tender Coordinator

Companies Who Wish To:

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

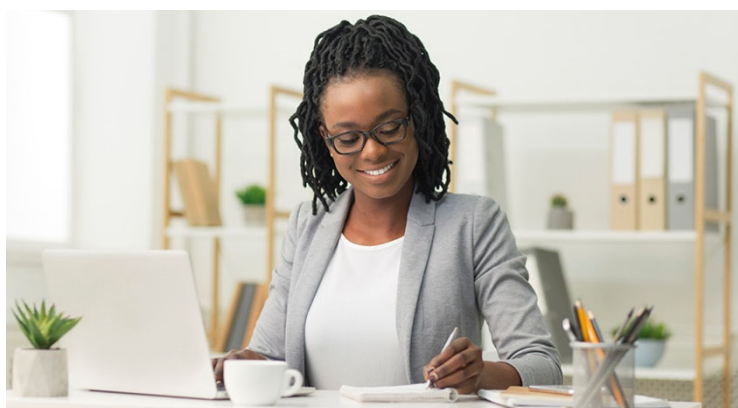
And

- 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: 334102002



Overview

This occupational qualification provides an opportunity for students to acquire a range of administrative skills to coordinate the activities of an office including information management and operational processes.

They will be able to:

- Support management with office and information administration demonstrating a range of administrative and communication skills.
- 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.
- Understand cultural diversity, multicultural communication and the principles of a professional image and grooming to promote the image of the organisation.

They will further be equipped with the broad-based knowledge and skills to be able to be employed by small business to large corporations in the public or private and advance their personal and career management skills to enhance their employability. The qualified learner will be actively engaged in becoming a well-rounded, multi-skilled office administrator, prepared for further, more specific study in the various fields, which enables easier progression routes.

ENJO Consultants (Pty) Ltd

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Once Qualified, Qualified Persons will be Able To:

- Support executive management with:
 - Office Administration and record management.
 - Communication skills.
 - Multicultural customer and client relational skills.
 - Resource/facilities management.
 - Tender administration.
 - Skills development administration.
 - PR and advocacy and social and digital media.
 - Computerised project management skills.
 - Staffing and people support administration.
 - Fundamental life and work skills.
- A qualified learner will also be able to:
 - 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 the 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.

Qualification Structure

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 (WSP).
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.

Knowledge Modules

- 334102002-KM-01, Effective office administration and management, Level 5, 10 Credits.
- 334102002-KM-02, Business communication and customer services, Level 5, 8 Credits.
- 334102002-KM-03, Office protocol, deportment and etiquette, Level 5, 8 Credits.
- 334102002-KM-04, Apply End User Computing, Level 3, 6 Credits.
- 334102002-KM-05, Social media and digital literacy, Level 4, 5 Credits.
- 334102002-KM-06, Introductory project management, Level 4, 2 Credits.
- 334102002-KM-07, Computerised Project Management, Level 5, 15 Credits.

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- 334102002-KM-08, Basic business calculations, Level 4, 5 Credits.
- 334102002-KM-09, Resource and procurement management, Level 5, 15 Credits.
- 334102002-KM-10, Tender and procurement processes, and procedures, Level 5, 5 Credits.
- 334102002-KM-11, Document management and record keeping, Level 5, 15 Credits.
- 334102002-KM-12, Staffing, and people support, Level 5, 15 Credits.
- 334102002-KM-13, Principles of the National Qualifications Framework (NQF) in relation to Skills development and Workplace Skills Plan (WSP) administration, Level 5, 12 Credits.
- 334102002-KM-14, Public relations, marketing and advocacy, Level 5, 6 Credits.
- 334102002-KM-15, Ready for work standards, Level 4, 5 Credits.

Total number of credits for Knowledge Modules: 132.

Practical Skill Modules

- 334102002-PM-01, Communication and effective customer relationships, Level 5, 10 Credits.
- 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, Level 5, 15 Credits.
- 334102002-PM-03, Assist in the administration and preparation of the process of tendering of contracts, Level 5, 15 Credits.
- 334102002-PM-04, Manage meetings, Level 5, 15 Credits.
- 334102002-PM-05, Payroll processing and pay administration, Level 5, 15 Credits.
- 334102002-PM-06, Support the recruitment, selection, and induction of staff, Level 5, 15 Credits.
- 334102002-PM-07, Classify, identify, register, track and dispose of records and information, Level 5, 15 Credits.
- 334102002-PM-08, Assist in the administration and preparation of the Workplace Skills Plan (WSP), Level 5, 15 Credits.
- 334102002-PM-09, Provide administrative support to Marketing/Public Relations division, Level 5, 20 Credits.
- 334102002-PM-10, Prepare, install and dismantle exhibition elements, Level 5, 10 Credits.
- 334102002-PM-11, Manage a small project, Level 5, 10 Credits.

Total number of credits for Practical Skill Modules: 155.

Work Experience Modules

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

Total number of credits for Work Experience Modules: 158.

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Information: Completion of the Qualification

The Following is Included

- Learning Material
- Assessment
- External Moderation/Verification
- The cost of the External Integrated Summative Assessment (EISA) is excluded unless otherwise stated.
- Once found competent, the QCTO will issue certification.

How is this Qualification Completed?

- **Contact Sessions (Study Schools)**
 - Face-to-face contact sessions or virtual contact sessions.
- **Distance Learning (Self Directed Study)**
 - Learners will go through the study material on his/her own.
- **Recognition of Prior Learning (RPL)**
 - Qualifying learners may be able to complete the qualification as RPL.
- **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.
 - Individual staff members and smaller groups can be slotted in as per the training schedule.
- **Support**
 - Support is available via MS Teams, email, phone or by an appointment.

1	2	3	4
• Contact Learners attend contact sessions (face-to-face or virtual). • Distance learners work through learning material	• Submit Portfolio of Evidence (PoE) for assessment once completed.	• Once declared competent for the portfolio(s), the training provider will issue a statement of results. • This is a pre-requisite to complete the EISA.	• Training Provider applies to QCTO for the student to complete the External Integrated Summative Assessment (EISA). • Once found competent for the EISA, QCTO will issue certification.

Articulation

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.
 Higher Certificate in Project Management, Level 5.

Vertical Articulation:

National Diploma: Office Management and Technology, L6.
 Diploma: Office Management and Technology, Level 6.
 Diploma in Office Management, Level 6.
 Diploma: Office Administration, Level 6.

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