



Executive Summary

Qualification	Occupational Certificate: Management Assistance
Purpose	The purpose of this qualification is to prepare a learner to operate as an Office Supervisor. 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 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.
Qualification ID	101876
NQF Level	5
Minimum Credits	316
Duration	One year
Field	Business, Commerce, and Management Studies
Subfield	Office Administration
Quality Partner	Services SETA
Entry Requirements	An NQF Level 4 qualification with Communication

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Rationale

The Management Assistant has an important role as an interpreter between people, as a creator of team spirit, and, as a mentor, may have a significant impact on the atmosphere of the organisation. Management Assistants will need to be able to align views and sympathise with others, and also understand how people gather and assimilate information.

Management Assistants need to be proactive and manage their own work instead of waiting for clearly defined assignments. That means greater independence and bigger responsibility. The Management Assistant needs good interaction and communication skills to support the atmosphere of the work community and be able to handle challenging situations. Contact with stakeholders is also an important part of their work, so they need to be open-minded and understand diversity. This qualification seeks to address the current and future needs of industry to equip the Management Assistant with the necessary skills.

Qualifying learners will be able to:

- Plan, organise and support departmental meetings and workshops
- Apply appropriate personal and interpersonal skills to a range of situations to facilitate smooth relations between internal and external stakeholders
- Apply knowledge of administrative governance to manage resources effectively

The KLM Empowered Learning X Perience

X Plore

For each of the integrated learning blocks, learners explore content on their own before engaging with others. Guided by self-study plans and diagnostic self-assessment, they formulate their own insights to share.


X Cite

Learners receive a welcome letter and an X Perience Map detailing the flow of their qualification. An orientation session helps them to understand the benefits and career options linked to the qualification.

X Tend

Workplace application assignments allow learners to put their new learning to use on the job. Under the guidance of mentors, and with access to performance and wellness support, learners hone their skills and add value.


X Change

Learners attend facilitator-led sessions, either in class or online, to share their learning and refine their skills in a safe environment. Collaborative activities and peer feedback build learning synergy and allow learners to master specific skills.


X Cel

Each learner's progress is measured against assessment criteria through formative and summative assessment. Final examinations and presentations are used to obtain an accurate picture of overall understanding and mastery of the content.

Qualification Outline

- The Occupational Certificate: Management Assistant consists of the following Knowledge, Practical and Work Experience Modules.
- Workplace Experience Modules are completed throughout the learning journey and assessed every quarter.
- Formative and summative assessments are conducted at regular intervals to prepare learners for the External Integrated Summative Assessment (EISA).

Knowledge Modules

ID	Title	Level	Credits
KM-01	Document Management and Record-Keeping	5	15
KM-02	Computerised Information Processing	5	25
KM-03	Resource and Procurement Management	5	5
KM-04	Social Media and Digital Literacy	4	5
KM-05	Office Protocol, Deportment, and Etiquette	4	10
KM-06	Business Communication and Customer Service	5	8
KM-07	Ready for Work Standards	4	5
KM-08	Basic Business Calculations	4	5
KM-09	Apply End User Computing	3	6
KM-10	Business Documentation and Design	4	10
KM-11	Meeting Administration	4	10
KM-12	Introductory Project Management	4	2

Practical Modules

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

Work Experience Modules

The focus of the work experience modules is to provide the learner an opportunity to implement management assistance processes under authentic working conditions and to develop confidence by working under the supervision of a workplace mentor. This also provides for the exposure of learners to the complexities of dealing with workplace demands, the pressures of work, and the dynamics of stakeholder management.

ID	Title	Level	Credits
WM-01	Perform administrative and meeting support functions to support management	5	12
WM-02	Apply ready for work standards to everyday work activities	5	25
WM-03	Handling customer and client queries	5	8
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	Manage a paperless office	5	20
WM-07	Apply supervisory skills to coordinate and direct clerical staff activities	5	20
WM-08	Prepare a trip itinerary	4	15

The Greatness Effect