



Executive Summary

Qualification	Occupational Certificate: Office Administrator
Purpose	The purpose of this qualification is to prepare a learner to operate as an Office Administrator by acquiring a range of administrative skills to coordinate the activities of an office, including information management and operational processes.
Qualification ID	102161
NQF Level	5
Minimum Credits	445
Duration	One year
Field	Business, Commerce, and Management Studies
Subfield	Office Administration
Quality Partner	Services SETA
Entry Requirements	An NQF Level 4 qualification

Head Office

3rd Floor, South Wing
 20 Skeen Boulevard
 Bedfordview

Centre of Leadership Excellence

3rd Floor, North Wing
 20 Skeen Boulevard
 Bedfordview

Telephone

+27 11 856 4700

Website

www.klmempowered.com

Contacts

Lyn Mansour: +27 82 330 5160
 Portia Matuludi: +27 67 421 0051
 Clayton Lendum: +27 66 478 2706

Rationale

Certain skills affect the employability of learners such as the following: People Management, Accounting, Office Management, Human Resources, and Administration.

This qualification enables the learner to be able to function in Human Resource, Marketing, Public Relations or Financial departments/unit. They are also prepared to be able to operate professionally in the increasingly computerised environment of a business office in accordance with national and international standards in the field.

Qualifying learners will 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 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.

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 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 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 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

Knowledge Modules

ID	Title	Level	Credits
KM-01	Effective office administration and management	5	10
KM-02	Business communication and customer service	5	8
KM-03	Office protocol, deportment and etiquette	5	8
KM-04	End User Computing	3	6
KM-05	Social media and digital literacy	4	5
KM-06	Introduction to 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	5	5
KM-11	Document management and record keeping	5	15
KM-12	Staffing and people support	5	15
KM-13	Principles of the NQF	5	12
KM-14	PR, marketing and advocacy	5	6
KM-15	Ready for work standards	4	5

Practical Modules

ID	Title	Level	Credits
PM-01	Communication and effective customer relationships	5	10
PM-02	Administrative support	5	15
PM-03	Administering contracts	5	14
PM-04	Managing meetings	5	15
PM-05	Payroll processing and pay administration	5	15
PM-06	Recruitment support	5	15
PM-07	Record and information management	5	15
PM-08	Preparing a WSP	5	15
PM-09	Provide admin support for marketing and PR	5	20
PM-10	Provide event support	5	10
PM-11	Manage a small project	5	10

Work Experience Modules

The focus of the work experience modules is to provide the learner an opportunity to conduct Office Administration processes under authentic working conditions and to develop confidence by working under the supervision of a workplace mentor.

ID	Title	Level	Credits
WM-01	Perform admin and meeting support	5	12
WM-02	Handle customer queries	5	8
WM-03	Provide admin support for marketing and PR	5	25
WM-04	Assist in planning and coordinating events	5	20
WM-05	Procure and allocate resources	5	15
WM-06	Solicit tender offers	5	10
WM-07	Manage a paperless office	5	20
WM-08	Supervise admin staff	5	15
WM-09	Assist in developing a WSP	5	8
WM-10	Apply ready for work standards	5	25

The Greatness Effect