

# Executive Summary

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|---------------------------|--|
| <b>Qualification</b>      | Occupational Certificate:<br>Office Supervisor   |
| <b>Purpose</b>            | The purpose of this qualification is to prepare a learner to operate as an Office Supervisor. Office Supervisors plan, organise, lead, and control office functions in a business environment. |
| <b>Qualification ID</b>   | 118470   |
| <b>NQF Level</b>          | 5  |
| <b>Minimum Credits</b>    | 240  |
| <b>Duration</b>           | One year   |
| <b>Field</b>              | Business, Commerce, and Management Studies   |
| <b>Subfield</b>           | Generic Management   |
| <b>Quality Partner</b>    | Services SETA  |
| <b>Entry Requirements</b> | An NQF Level 4 qualification   |

### Head Office

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## Rationale

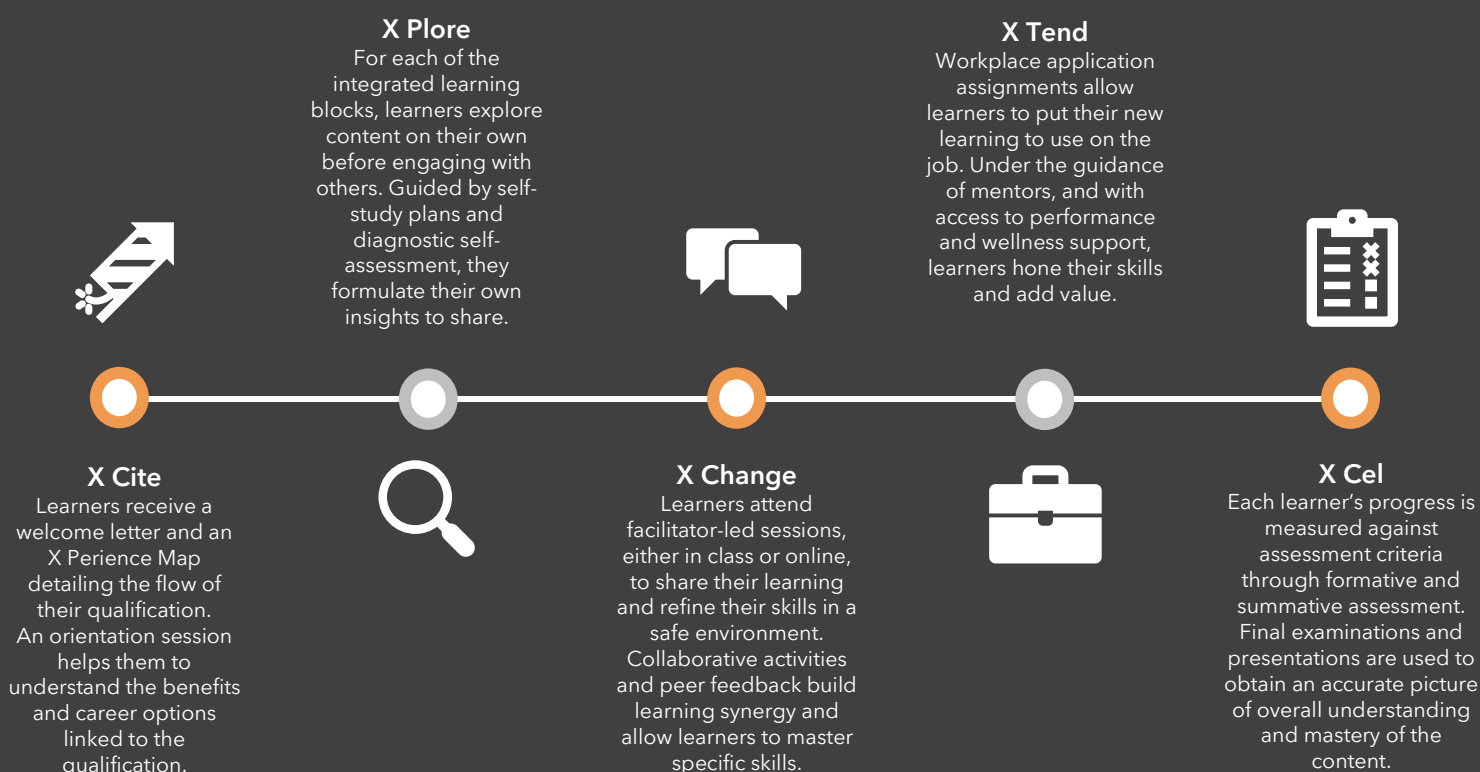
This qualification provides learners with the competencies required to operate as an Office Supervisor in various businesses. It is designed to develop supervisory competencies at the junior manager's level and introduces the ability to apply key terms, rules, concepts, principles and practices of management that will enable learners to be informed office supervisors.

The scope of supervision covers four domains: plan, organise and coordinate, control, and lead in a business environment. This qualification addresses each of these domains with competencies specific to planning support of office functions, organising and coordinating work activities, coaching and mentoring others, handling conflicts, and performing office controls.

Qualifying learners will be able to:

- Provide planning support on recruitment, selection, and disciplinary processes
- Organise and coordinate work activities
- Coach and mentor administrators in an office setting
- Handle internal communications in an office setting
- Handle conflicts and solve problems
- Ensure compliance with regulations and company procedures
- Perform financial controls and reporting

## The KLM Empowered Learning X Perience



# Qualification Outline

## Knowledge Modules

| ID    | Title  | Level | Credits |
|-------|--|-------|---------|
| KM-01 | Role, Functions and Fundamentals of Office Supervision | 5     | 25      |
| KM-02 | Communications   | 5     | 25      |
| KM-03 | Internal Controls in an Office Environment             | 5     | 25      |

## Practical Modules

| ID    | Title  | Level | Credits |
|-------|--|-------|---------|
| PM-01 | Provide planning support                               | 5     | 10      |
| PM-02 | Organise and coordinate work activities                | 5     | 10      |
| PM-03 | Coaching and mentor administrators                     | 5     | 10      |
| PM-04 | Handle internal communications                         | 5     | 15      |
| PM-05 | Handle conflicts and solve problems                    | 5     | 10      |
| PM-06 | Handle compliance to regulatory and company procedures | 5     | 10      |
| PM-07 | Perform financial controls and reporting               | 5     | 10      |

## Work Experience Modules

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

| ID    | Title   | Level | Credits |
|-------|---|-------|---------|
| WM-01 | Recruitment, selection and discipline support | 5     | 10      |
| WM-02 | Scheduling and coordinating work activities   | 5     | 15      |
| WM-03 | Coaching, mentoring and team building         | 5     | 10      |
| WM-04 | Communications                                | 5     | 25      |
| WM-05 | Conflict resolution                           | 5     | 10      |
| WM-06 | Office internal controls                      | 5     | 10      |
| WM-07 | Office financial controls                     | 5     | 10      |

*The Greatness Effect*