



Executive Summary

Qualification	Occupational Certificate: Office Supervisor
Purpose	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.
Qualification ID	118470
NQF Level	5
Minimum Credits	240
Duration	One year
Field	Business, Commerce, and Management Studies
Subfield	Generic Management
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

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

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	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