



# Executive Summary

<b>Qualification</b>	Occupational Certificate: 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>	118740
<b>NQF Level</b>	5
<b>Minimum Credits</b>	240
<b>Duration</b>	18 Months
<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.

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## Qualification Overview

Office spaces are at the heart of most businesses and as such effective management and support of these spaces is vital for the continued success of the company.

A skilled office supervisor will assist in all aspects of managing the workplace, from supporting recruitment activities to descalating conflicts. This skilled junior manager can coordinate daily office operations to keep business on track and increase efficiency.

Qualifying learners will be able to:

- Provide planning support on recruitment, selection and disciplinary processes of an organisation.
- Organise and coordinate work activities with other work units or departments.
- Coach and mentor administrators in an office environment.
- Handle internal communications within an office environment.
- Handle conflicts and solve problems within an office environment.
- Ensure compliance with regulations and company procedures
- Perform financial controls and reporting in an office environment,



### X-Plore

For each of the SIX 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

- The Occupational Certificate: Office Supervisor is presented over SIX learning blocks, each consisting of both Knowledge Modules (KM) and Practical Modules (PM).
- Workplace 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).

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### INTRODUCTION TO OFFICE SUPERVISION (25 credits)

ID	Title	Level	Credits
KM-01	Role, functions and fundamentals of Office Supervision	5	25

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### PERSONNEL MANAGEMENT (20 credits)

ID	Title	Level	Credits
PM-01	Provide planning support on recruitment, selection and disciplinary processes of an organisation	5	10
PM-02	Organising and coordinating work activities	5	10

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### THEORY OF COMMUNICATION (25 credits)

ID	Title	Level	Credits
KM-02	Communications	5	25

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### OFFICE COMMUNICATION MANAGEMENT (35 credits)

ID	Title	Level	Credits
PM-03	Coaching and mentoring of personnel clerks, filing clerks and data capturers	5	10
PM-04	Handle internal communications within an office environment	5	15
PM-05	Handle conflicts and solve problems within an office environment	5	10

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### THEORY OF OFFICE CONTROLS (25 credits)

ID	Title	Level	Credits
KM-03	Internal Controls in an office environment	5	25

## OFFICE CONTROL MANAGEMENT (20 credits)

ID	Title	Level	Credits
PM-06	Handle compliance to regulations and company procedures	5	10
PM-07	Perform financial controls and reporting in an office environment	5	10

## Work Experience Modules

The focus of the work experience modules is to provide the learner an opportunity to conduct Office Supervision 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 office stakeholder management.

ID	Title	Level	Credits
WM-01	Recruitment, Selection and Discipline Maintenance support	5	10
WM-02	Scheduling and Coordination of various activities in and outside own department	5	15
WM-03	Coaching, mentoring and team building	5	10
WM-04	Communications	5	25
WM-05	Conflict resolution in an office	5	10
WM-06	Office internal controls	5	10
WM-07	Office financial controls	5	10

## *The Greatness Effect*

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