



Executive Summary

Qualification	OC Office Administrator
Curriculum Code	334102002
Qualification ID	102161
NQF Level	5
Minimum Credits	445
Duration	2 years
Field	Field 03 - Business, Commerce and Management Studies
Subfield	Office Administration
ETQA	Services SETA
Purpose	This occupational qualification provides an opportunity for the learner to acquire a range of administrative skills to coordinate the activities of an office including information management and operational processes.

	<p>Qualified learners will be competent to support management with office and information administration demonstrating a range of administrative and communication skills. They will be able to function in Human Resource, Marketing, Public Relations or Financial departments/unit which will enable them to accomplish tasks professionally and efficiently in the increasingly computerised environment of a business office in accordance with national and international standards in the field. The learner will also understand cultural diversity, multicultural communication and the principles of a professional image and grooming to promote the image of the organisation.</p>
Entry Requirements	Level 4 with Communication.



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Exit Level Outcomes

1. Manage resources according to good governance policies and procedures to facilitate the smooth and effective operational activities within the organisation.
2. Manage, coordinate and assist in the administration and clerical support of specific departments to facilitate the smooth running thereof by using computerised systems and practices.
3. Assist in selection process, induction, employee wellness and skills development of employees.
4. Process given data to complete a Workplace Skills Plan.
5. Assist in the administrative function of the marketing, public relations and advocacy of the organisation.
6. Communicate effectively using appropriate methods to maintain effective customer relationships according to organisational standards customer service of internal and external stakeholders.
7. Plan, administer and provide support services to a special project within an organisation.

The KLM Empowered X-Perience

X-Ploration

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-Tension

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-Citement

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-Cellence

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

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Knowledge Modules

ID	Title	Level	Credits
334102002-KM-01	Effective office administration and management	5	10
334102002-KM-02	Business communication and customer services	5	8
334102002-KM-03	Office protocol, deportment and etiquette	5	8
334102002-KM-04	Apply End User Computing	3	6
334102002-KM-05	Social media and digital literacy	4	5
334102002-KM-06	Introductory project management	4	2
334102002-KM-07	Computerised Project Management	5	15
334102002-KM-08	Basic business calculations	4	5
334102002-KM-09	Resource and procurement management	5	15
334102002-KM-10	Tender and procurement processes, and procedures	5	5
334102002-KM-11	Document management and record keeping	5	15
334102002-KM-12	Staffing, and people support	5	15
334102002-KM-13	Principles of the National Qualifications Framework (NQF) in relation to Skills development and Workplace Skills Plan (WSP) administration	5	12
334102002-KM-14	Public relations, marketing and advocacy	5	6
334102002-KM-15	Ready for work standards	4	5
Total			132

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Practical Skill Modules

ID	Title	Level	Credits
334102002-PM-01	Communication and effective customer relationships	5	10
334102002-PM-02	Manage, coordinate and assist in the administration and clerical support of resources to facilitate the smooth and effective operational activities within the organisation	5	15
334102002-PM-03	Assist in the administration and preparation of the process of tendering of contracts	5	15
334102002-PM-04	Manage meetings	5	15
334102002-PM-05	Payroll processing and pay administration	5	15
334102002-PM-06	Support the recruitment, selection, and induction of staff	5	15
334102002-PM-07	Classify, identify, register, track and dispose of records and information	5	15
334102002-PM-08	Assist in the administration and preparation of the Workplace Skills Plan (WSP)	5	15
334102002-PM-09	Provide administrative support to Marketing/Public Relations division	5	20
334102002-PM-10	Prepare, install and dismantle exhibition elements	5	10
334102002-PM-11	Manage a small project	5	10
Total			155

Work Experience Modules

ID	Title	Level	Credits
334102002-WM-01	Perform administrative and meeting support functions to support management	5	12
334102002-WM-02	Handle customer and client's queries and liaison in an office	5	8
334102002-WM-03	Marketing/Public Relations and administrative support	5	25
334102002-WM-04	Assist in planning and coordinating at least two special events/conferences	5	20
334102002-WM-05	Procure and allocate resources	5	15
334102002-WM-06	Solicit tender offers in terms of a set of procedures	5	10
334102002-WM-07	Manage a paperless office	5	20
334102002-WM-08	Supervision, and training of administration staff	5	15
334102002-WM-09	Assist in developing a Workplace Skills Plan according to employee training needs	5	8
334102002-WM-10	Apply ready for work standards to everyday work activities	5	25
Total			158

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