

# QUALIFICATION

*Occupational Certificate:*  
**OFFICE ADMINISTRATOR**



## OFFICE ADMINISTRATOR

### PURPOSE

*The purpose of this qualification is to provide the learner with a range of administrative skills to coordinate the activities of an office including information management and operational processes.*

### ENTRY REQUIREMENTS

- Communication with NQF Level 4.

### LEARNING OUTCOMES

- Manage resources according to good governance policies and procedures
- Manage, coordinate and assist in the administration by using computerised systems and practices
- Assist in selection process, induction, employee wellness and skills development of employees and process given data to complete a WSP
- Assist in the administrative function of the marketing, public relations and advocacy of the organization
- Communicate effectively and plan, administer and provide support services to a special project within an organisation

### KNOWLEDGE MODULES

- *Effective office administration and management*
- *Business communication, customer service, office protocol and etiquette*
- *Resource, procurement and tender management*
- *Social media and digital literacy*
- *Introductory project management*
- *Basic business calculations*
- *Staffing, and people support*
- *Apply End User Computing*
- *Computerised Project Management*
- *Public relations, marketing and advocacy*
- *Principles of NQF in relation to WSP admin*

### PRACTICAL SKILL MODULES

- Communication and effective customer relationships
- Manage, coordinate and assist in the administration and clerical support of resources
- Assist in the administration and preparation of the process of tendering of contracts
- Payroll processing and pay administration
- Support the recruitment, selection, and induction of staff
- Classify, identify, register, track and dispose of records and information
- Assist in the administration and preparation of the WSP
- Provide marketing admin support, prepare, install and dismantle exhibition elements
- Manage a small project

### WORK EXPERIENCE MODULES

- Perform administrative and meeting support functions to support management
- Handle customer and client's queries and liaison in an office
- Marketing/Public Relations and administrative support
- Assist in planning and coordinating at least two special events/conferences
- Solicit tender offers in terms of a set of procedures
- Procure and allocate resources
- Manage a paperless office
- Supervision, and training of administration staff
- Assist in developing a Workplace Skills Plan according to employee training needs
- Apply ready for work standards to everyday work activities



**ACCREDITATION NO.:**  
07-QCTO/SDP050724133634

**CERTIFICATION:**  
QCTO

*Also available as a learnership*

SAQA ID: 102161  
Credits: 445  
NQF Level: 5



### TARGET AUDIENCE

*Individuals entering the industry and those already working in business administration, seeking to obtain a formal administration qualification.*



### MODE OF DELIVERY

*In person classroom  
Virtual (Webinar)*