

Skills Programme:
Office Administration

Skills Category: Administration Skills

SAQA Qualification No:

NQF Level: 4

Credits: 55



Target Audience

Minimum 10 Delegates

This qualification is designed as the first qualification in the learning pathway in all sector and is suited to the following occupations:

- ❖ Office Managers
- ❖ Personal Assistants
- ❖ Supervisors
- ❖ Office Professionals
- ❖ Secretaries
- ❖ Office Assistants
- ❖ Businesspeople across all industries and at all levels who would like to produce strong, clear and concise written messages and better overall communication

Entry Requirements

Learners accessing this qualification are assumed to be competent in: Communication and Mathematical Literacy at NQF Level 3 (Grade 11/standard 9).

Recognition of prior learning available

Qualification Objectives

- ❖ Explain the principles of effective verbal and non- verbal communication
- ❖ Structure and develop advanced sentences and paragraphs that are clear, concise and logically constructed
- ❖ Develop advanced, coherent and well-constructed arguments in written documents
- ❖ Structure and write complex and professional letters, memoranda, emails, reports, proposals, and action business plans
- ❖ Prepare the relevant documentation required for effective management meeting, such as notices, agendas, minutes of meetings and action minutes

Qualification Exit Level Outcomes

To equip delegates with the skills to write professional business correspondence and prepare effective presentations. The course covers principles of effective communication, developing sentences and paragraphs that are clear, concise and logical, developing coherent arguments, structuring and writing professional letters, memo's, emails, reports and plans, and structuring and delivering professional presentations.

Qualification Outline

ID	UNIT STANDARD TITLE	Level	C
OFFICE ADMINISTRATION & BUSINESS COMMUNICATION			55
252625	Provide reception and administrative services	3	6
119472	Accommodate audience and context needs in oral/signed communication	3	5
119457	Interpret and use information from texts	3	5
119467	Use language and communication in occupational learning programmes	3	5
119465	Write/present/sign texts for a range of communicative contexts	4	5
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
119469	Read/view, analyse and respond to a variety of texts	4	5
119471	Use language and communication in occupational learning programmes	4	5
119459	Write/present/sign for a wide range of contexts	4	5
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5

Modules	Notional hours	Classroom based training = 20%	Workplace training = 70%	Assessment / Remediation = 10%
Office administration & business communication	550	110	385	55

Module	Total Number of days	Classroom based training = 20%	Workplace training = 70%	Assessment / Remediation = 10%
Office administration & business communication	70	20	48	2

Course Delivery

Starting time	: 08h30
Mid-morning break	: 10h00 – 10h15
Lunch	: 12h00 pm – 12h45
Mid-afternoon break	: 14h30– 14h45
Knock off	: 16h00

Delivery Method:

The programme is facilitated by a competent subject matter specialist/s, which utilises the following techniques to ensure that the session is practical and experiential: Discussion; Role Plays; Exercises & Case Studies; Simulation; and learner assessment.

Assessment and Certification

Formal Assessment:

Each learner will be provided with an assessment guide on the last day of the programme in which a range of assessment methods and tools will be used to assess the competence level of each individual learner.

Feedback:

Learners will receive comprehensive, detailed and accurate feedback on assessment.

Certification:

When the learner is found to be competent in the specific field of knowledge a certificate will be issued.

Language of delivery:

English