

# MANAGEMENT ASSISTANT (Level 5)

## DURATION

18 Months (excluding EISA),  
19 Classes, 3 Work Experience  
Coaching Sessions.

## ENTRY REQUIREMENTS

NQF level 4 qualification with English, Communication  
and Mathematical Literacy. 1 year work experience  
Access to assisting managers in the  
workplace

## TOTAL NUMBER OF DAYS OUT OF THE OFFICE

19 Contact sessions, 9h00 – 16h00  
3 Coaching sessions, 09h00-12h00

## Assignments and workplace evidence required.

### INTRODUCTION

As a mentor and creator of team spirit, the Management Assistant not only has an important role to play as an interpreter between people but may also have a significant impact on the atmosphere of the organisation. Management Assistants need to have the ability to align views and sympathise with others. Additional skills required are also the need to understand how people gather and assimilate information, while working across time zones and virtual connections such as email, phones, webcasts and teleconferences.

Management Assistants need to be proactive and manage their own work instead of waiting for clearly defined assignments. This means greater independence and increased responsibility including self-management and life-long learning as valued skills. In addition to positive interaction and communication skills that support the work community atmosphere, Management Assistants should be able to handle challenging situations. Contact with stakeholders is also an important part of their work, which means Management Assistants need to be open-minded and understand diversity. This qualification seeks to address the current and future needs of industry by equipping Management Assistants with the necessary skills.

### OVERVIEW OF THE HIGH-LEVEL PROGRAMME

**Module 1:** Work Readiness

**Module 2:** Digital Literacy

**Module 3:** Data and Record Management

**Module 4:** Resource Management and Procurement

**Module 5:** Supervisory Management

**Module 6:** Customer Service

**Module 7:** Meeting and Event Management

**Module 8:** Project Management

### OUTCOMES

**A qualified learner will be able to:**

1. Plan, organise and support department meetings and workshops.
2. Apply appropriate personal and interpersonal skills to a range of situations to facilitate smooth relations between internal and external stakeholders, according to organisational standards.
3. Apply basic knowledge of relevant administration governance, policies and procedures to manage resources effectively in the organisation.
4. Plan, administer and provide support services to a special project within an organisation.
5. Promote professional documentation, by utilising effective and accurate information processing and research skills, to enhance the professional image of the organisation or industry.

## **WORKPLACE EVIDENCE**

Prescribed workplace evidence must be collected and endorsed by the student's mentor/supervisor in the workplace and submitted to NVO for final assessment.

## **EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT (EISA)**

NVO will issue a Statement of Results (SoR) once the programme and all assessments have been completed successfully.

EISA (External Integrated Summative Assessment) exam to be booked directly with BANKSETA once NVO programme is completed.

If applicable, the exam fee is payable directly to BANKSETA. The Novia One mock examination will be venue based to simulate exam conditions as applied by the EISA exam.

Students will receive a certificate of competence against the qualification directly from QCTO after successfully passing the EISA.