

OFFICE ADMINISTRATOR

(Level 5)

DURATION

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

ENTRY REQUIREMENTS

NQF level 4 qualification with English, Communication
and Mathematical Literacy. 1 year work experience
Access to various support structures in the
management of an office.

TOTAL NUMBER OF DAYS OUT OF THE OFFICE

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

Assignments and workplace evidence required.

INTRODUCTION

This qualification enables students to function in Human Resources, Marketing, Public Relations or Financial departments. They are also prepared to operate professionally in the increasingly computerised environment of a business office, in accordance with national and international standards in the field. In addition, learners will be able to manage work teams and office projects. This qualification will develop the depth of knowledge of students through hands-on application in order to develop their practical skills, which will enable them to apply their skills in the workplace.

Large organisations may have several layers of Office Administrators who specialise in different areas. With this in mind, qualified learners will have the skills they need to operate in the following occupations or jobs, depending on their level of experience:

- Administration Officer (Local Government)
- Business Administration Officer (Local Government)
- Office Supervisor

- Office Coordinator
- Administration Clerk/Officer
- Administrative Assistant
- Client Services Administrator
- Operation Services/Support Officer
- Planning Support Officer/Site Clerk
- Tender Coordinator

OVERVIEW OF THE HIGH-LEVEL PROGRAMME

Module 1: Work Readiness

Module 2: Digital Literacy

Module 3: Customer Service

Module 4: Office Management

Module 5: Procurement and Resource Management

Module 6: Project Management

Module 7: Human Resources

OUTCOMES

A qualified learner will be able to:

1. Manage resources according to good governance policies and procedures to facilitate the smooth and effective operational activities within an 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 processes, inductions, employee wellness programmes 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.

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.