

Advanced Office Administration & Supervisory Skills

1. Overview

This programme equips office supervisors with the necessary administrative, record-keeping, data management, communication, and time management skills to improve office efficiency, enable informed decision-making, and ensure professional communication in business environments.

2. Programme Outcome:

- Analyse and implement effective administrative functions and systems
- Develop and improve record keeping and administrative systems
- Monitor and evaluate administrative performance and systems
- Create, maintain, and provide access to effective record-keeping systems
- Gather, analyse, and report on business-related information to aid decision-making
- Use effective communication methods in a workplace environment
- Apply time management and scheduling techniques for efficient business operations

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0586

SAQA US:

110531, 110526, 115823, 12461, 114589

NQF Level:

5

Credits:

22

Entry Requirements:

Communication & Mathematical Literacy at NQF 4

Training Options:

Online - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required:

(1) Online, (1) Blended & (1) Face-to-Face

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

3. Programme Content

- **(110531 US):** Plan, organise and control the day-to-day administration of an office support function
- **(110526 US):** Plan, organise, implement and control record-keeping systems
- **(115823 US):** Gather and manage information for decision-making
- **(12461 US):** Communicate at work
- **(114589 US):** Manage time productively

4. Topics

- Module 1: Administrative Functions and Systems
- Module 2: Monitoring and Evaluation of Admin Systems
- Module 3: Record Keeping Systems
- Module 4: Data Gathering and Information Management
- Module 5: Workplace Communication
- Module 6: Time Management and Scheduling

5. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

We trust that the above is in order and look forward to hearing from you for Implementation