

Applied Administrative Systems & Reporting

1. Overview

The Applied Administrative Systems & Reporting programme is designed for individuals involved in administrative functions within commercial and non-commercial organisations who are responsible for developing, implementing, and maintaining effective administrative systems and procedures.

The programme equips participants with the skills required to enhance organisational efficiency through sound administrative practices, effective records management, and professional report writing. It is suitable for administrative staff, office support personnel, supervisors, and individuals in other functional areas who are responsible for managing administrative records and presenting information in a structured report format.

Through a combination of theory and workplace-based application, participants will gain practical competence in developing administrative procedures, managing confidential records, and compiling business reports aligned to organisational requirements.

2. Programme Outcome:

- **Develop Administrative Procedures**

- Demonstrate an understanding of key administrative systems required within an organisation
- Develop, implement, and update administrative systems appropriate to a specific business environment
- Design systems to ensure administrative information is managed at the required level of confidentiality
- Develop and document administrative policies and procedures in a formal procedures manual

- **Manage administration records**

- Control and manage confidential information and documentation
- Manage and evaluate the ordering, control, and distribution of office stationery and supplies
- Implement and apply administrative control measures within the workplace

- **Present information in report format**

- Align the purpose, content, format, frequency, and recipients of reports with organisational information needs
- Identify appropriate information sources and organisational procedures for collecting and distributing information
- Compile accurate and professional reports that meet organisational requirements and deadlines
- Liaise with relevant stakeholders and verify that reported information meets the purpose and requirements of the report

Qualification:	Certificate of Completion
Duration:	3-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0822
SAQA US:	110003, 110009, 110023
NQF Level:	4
Credits:	18
Entry Requirements:	Communication & Mathematical Literacy at NQF 3
Training Options:	Online - Each participant will receive the programme materials and resources are emailed to the participants. 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 the learning material by email to the participant. 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

3. Programme Content

- **(110003 US):** Develop administrative procedures in a selected organisation
- **(110009 US):** Manage administration records
- **(110023 US):** Present information in report format

4. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding.
- **Practical Assignments:** Hands-on tasks related to course topics.
- **Workplace Assignments and Logbook:** Application of skills in real-world settings.

Successful participants will receive a certificate of completion.

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

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.

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