

Effective Meeting Management and Administrative Recordkeeping

1. Overview

This programme is designed for participants working towards a National Qualification at Level 3 or those employed in administrative roles, including within SMMEs (Small, Medium, and Micro Enterprises). It aims to equip learners with practical knowledge and skills in planning and preparing meeting communications, managing administrative records, and handling office operations efficiently.

Participants will be positioned to extend their practice to other business areas or progress towards higher professional standards.

2. Programme Outcome:

- Demonstrate an understanding of the agenda of meetings
- Explain the purpose and objectives of minutes of meetings
- Take accurate minutes of meetings
- Control and manage confidential information and documents
- Monitor and evaluate the ordering and distribution of office stationery
- Implement control measures with individuals to ensure proper administration

Qualification:	Certificate of Completion
Duration:	2-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0335
SAQA US:	13934 & 110009
NQF Level:	4
Credits:	8
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

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

3. Programme Content

- **(13934 US):** Plan and prepare meeting communications
- **(110009 US):** Manage administration records

4. Topics

Module 1: Plan and Prepare Meeting Communications

- Introduction to meetings: types, purpose, and importance
- Understanding and preparing meeting agendas
- Roles and responsibilities in meetings
- Recording and writing effective minutes
- Follow-up actions and documentation

Module 2: Manage Administration Records

- Introduction to administrative records management
- Handling confidential documents and information
- Office stationery management: ordering, distribution, and evaluation
- Implementing administrative control measures
- Recordkeeping systems and compliance

5. 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.

6. 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