

## Office Administration Skills

### 1. Overview

This programme will better prepare you for the successful management of office administration across all business activities, including the role that customer service, diversity, ethics and technology play in the administrative function.

This programme will provide you with a comprehensive understanding of theoretical concepts, principles, and processes as well as practical skills to manage any office environment.

### 2. Programme Outcome:

- Explain the role and functions of office personnel in business
- Differentiate between the features, benefits, and challenges of a traditional office and virtual offices
- Implement document management process and systems
- Describe the concept: Customer Relationship Management
- Discuss the principles and value of good customer service
- Demonstrate an understanding of the nature and process of business communication
- Develop effective business messages
- Demonstrate a basic understanding of business etiquette
- Discuss diversity and ethics as they relate to office administration
- Provide an overview of the trends and issues in office administration

**Qualification:**

Certificate of Completion

**Duration:**

4-Months

**Programme Type:**

Category B – Workplace-Based Learning Programme

**Programme ID:**

PA0650

**SAQA US:**

110003, 110009, 7790, 113836

**NQF Level:**

5

**Credits:**

20

**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.

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

**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
- **(7790 US):** Process incoming and outgoing telephone calls
- **(113836 US):** Apply basic computer technology

### 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.

### 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**