

Local Economic Development Administration & Records Management

1. Overview

The purpose of this programme is to equip participants with the knowledge and practical skills required to manage office administration, maintain effective record-keeping systems, develop and manage project databases, and apply professional ethics within a Local Economic Development environment. Participants will develop competencies to improve organisational efficiency, information management, accountability, and service delivery.

2. Programme Outcome:

- Plan, organise, and monitor work within their area of responsibility.
- Develop and maintain databases to support Local Economic Development projects.
- Manage office administration systems effectively.
- Design and implement record-keeping systems.
- Apply professional values and ethical principles in the workplace.
- Promote accountability and professionalism within the organisation.
- Improve administrative processes and information management.
- Support effective decision-making through accurate records and database management

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0987

SAQA US:

7866, 110500, 8648, 110531, 110526

NQF Level:

5

Credits:

21

Entry Requirements:

NQF Level 4 qualification

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

3. Programme Content

- **(7866 US):** Plan, organise and monitor work in own area of responsibility
- **(110500 US):** Set up a local database for a local economic development project, using an appropriate software package
- **(8648 US):** Demonstrate an understanding of professional values and ethics
- **(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

4. Topics

Module 1: Planning and Work Management

- Planning and Organising Work
- Setting Work Priorities
- Monitoring Work Performance
- Time Management
- Resource Coordination
- Productivity Improvement

Module 2: Office Administration and Information Management

- Principles of Office Administration
- Administrative Systems and Procedures
- Database Design and Management
- Information Collection and Data Capture
- Database Software Selection
- Record-Keeping Systems
- Document Control and Retrieval
- Information Security and Confidentiality

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

Module 3: Professional Ethics and Organisational Effectiveness

- Professional Values and Ethics
- Professional Accountability
- Ethical Decision-Making
- Managing Workplace Value Conflicts
- Building an Ethical Organisational Culture
- Continuous Improvement in Administration
- Compliance and Good Governance

5. Target Market

This programme is suitable for:

- Local Economic Development (LED) Practitioners
- Office Administrators
- Administrative Supervisors
- Municipal Administrative Officers
- Records Management Officers
- Information Management Officers
- Project Coordinators
- Team Leaders and Supervisors
- Community Development Practitioners
- Public Sector Administrative Staff

6. 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.

7. 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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