

## Office Administration & Business Support

### 1. Overview

This programme is designed to equip participants with the skills and knowledge needed to maintain efficient and organized office operations, improve productivity, and support the overall success of an organization. It is ideal for aspiring office administrators or professionals looking to enhance their administrative capabilities, strengthen organizational skills, and gain practical expertise in business support functions.

### 2. Programme Outcome

- Schedule and coordinate meetings and events, including dates, venues, and times
- Communicate and negotiate with attendees regarding availability
- Arrange venues, catering, travel, accommodation, and other logistics
- Notify and confirm arrangements with attendees and stakeholders
- Prepare, process, and distribute all documentation required for meetings or events
- Understand meeting agendas and the purpose of minutes
- Record and take minutes of meetings accurately
- Create, implement, and maintain personal and team task lists
- Manage and maintain diaries effectively
- Prioritize tasks for self and team and ensure tasks are executed efficiently

**Qualification:**

Certificate of Completion

**Duration:**

3-Months

**Programme Type:**

Category B – Workplace-Based Learning Programme

**Programme ID:**

PA0033

**SAQA US:**

242822, 13932, 13933, 13934

**NQF Level:**

3

**Credits:**

16

**Entry Requirements:**

Communication & Mathematical Literacy at NQF 2

**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

- **(242820 US):** Maintain records for a team
- **(13932 US):** Prepare and process documents for financial and banking processes
- **(13933 US):** Plan, monitor and control an information system in a business environment
- **(13934 US):** Plan and prepare meeting communications

### 4. Topics

- Module 1: Team Record Management
- Module 2: Information System Planning and Control
- Module 3: Document Preparation and Processing
- Module 4: Meeting Planning and Coordination

### 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**