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SOUTH AFRICAN QUALIFICATIONS AUTHORITY
REGISTERED QUALIFICATION:

Occupational Certificate: Office Administrator

SAQA QUAL ID		QUALIFICATION TITLE		
102161		Occupational Certificate: Office Administrator		
ORIGINATOR				
Development Quality Partner - QCTO				
PRIMARY OR DELEGATED QUALITY ASSURANCE FUNCTIONARY			NQF SUB-FRAMEWORK	
-			OQSF - Occupational Qualifications Sub-framework	
QUALIFICATION TYPE	FIELD		SUBFIELD	
Occupational Certificate	Field 03 - Business, Commerce and Management Studies		Office Administration	
ABET BAND	MINIMUM CREDITS	PRE-2009 NQF LEVEL	NQF LEVEL	QUAL CLASS
Undefined	445	Not Applicable	NQF Level 05	Regular-ELOAC
REGISTRATION STATUS		SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE
Reregistered		SAQA 06120/18	2018-07-01	2023-06-30
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT		
2024-06-30		2027-06-30		

In all of the tables in this document, both the pre-2009 NQF Level and the NQF Level is shown. In the text (purpose statements, qualification rules, etc), any references to NQF Levels are to the pre-2009 levels unless specifically stated otherwise.

This qualification replaces:

Qual ID	Qualification Title	Pre-2009 NQF Level	NQF Level	Min Credits	Replacement Status
66871	National Certificate: N4 Business Management	Level 5	NQF Level 05	60	Complete
66929	National Certificate: N5 Business Management	Level 5	NQF Level 05	60	Complete
66995	National Certificate: N6 Business Management	Level 5	NQF Level 05	60	Complete
67036	National N Diploma: Business Management	Level 6	NQF Level 06	360	Complete
66873	National Certificate: N4 Human	Level 5	NQF Level	60	Complete

	Resource Management		05		
66953	National Certificate: N5 Human Resource Management	Level 5	NQF Level 05	60	Complete
66997	National Certificate: N6 Human Resource Management	Level 5	NQF Level 05	60	Complete
67039	National N Diploma: Human Resource Management	Level 6	NQF Level 06	360	Complete
66872	National Certificate: N4 Marketing Management	Level 5	NQF Level 05	60	Complete
66952	National Certificate: N5 Marketing Management	Level 5	NQF Level 05	60	Complete
66996	National Certificate: N6 Marketing Management	Level 5	NQF Level 05	60	Complete
67037	National N Diploma: Marketing Management	Level 6	NQF Level 06	360	Complete
66875	National Certificate: N4 Public Management	Level 5	NQF Level 05	60	Complete
66955	National Certificate: N5 Public Management	Level 5	NQF Level 05	60	Complete
67000	National Certificate: N6 Public Management	Level 5	NQF Level 05	60	Complete
67041	National N Diploma: Public Management	Level 6	NQF Level 06	360	Complete
66879	National Certificate: N4 Public Relations	Level 5	NQF Level 05	60	Complete
66958	National Certificate: N5 Public Relations	Level 5	NQF Level 05	60	Complete
67003	National Certificate: N6 Public Relations	Level 5	NQF Level 05	60	Complete
67042	National N Diploma: Public Relations	Level 6	NQF Level 06	360	Complete

PURPOSE AND RATIONALE OF THE QUALIFICATION

Purpose:

This occupational qualification provides an opportunity for the learner to acquire a range of administrative skills to coordinate the activities of an office including information management and operational processes.

Qualified learners will be competent to support management with office and information administration demonstrating a range of administrative and communication skills. They will be able to function in Human Resource, Marketing, Public Relations or Financial departments/unit which will enable them to accomplish tasks professionally and efficiently in the increasingly computerised environment of a business office in accordance with national and international standards in the field. The learner will also understand cultural diversity, multicultural communication and the principles of a professional image and grooming to promote the image of the organisation.

The occupational qualification is to equip students with the broad based knowledge and skills to be able to be employed in a small business or a large corporation, public or private and advance their personal and career management skills to enhance their employability.

The qualified learner will be actively engaged in becoming a well-rounded, multi-skilled office administrator, prepared for further, more specific study in the various fields, which enables easier progression routes.

Qualified learners will be competent to support executive management with:

- Office Administration and record management.
- Communication skills.
- Multicultural customer and client relational skills.

- Resource/facilities management.
- Tender administration.
- Skills development administration.
- PR and advocacy and social and digital media.
- Computerised project management skills.
- Staffing and people support administration.
- Fundamental life and work skills.

A qualified learner will be able to:

- Manage resources according to good governance policies and procedures to facilitate the smooth and effective operational activities within the organisation.
- Manage, coordinate and assist in the administration and clerical support of the specific departments to facilitate the smooth running thereof by using computerised systems and practices.
- Assist in selection process, induction, employee wellness and skills development of employees.
- Process given data to complete a Workplace Skills Plan.
- Assist in the administrative function of the marketing, public relations and advocacy of the organisation.
- Communicate effectively using appropriate methods to maintain effective customer relationships according to organisational standards customer service of internal and external stakeholders.
- Plan, administer and provide support services to a special project within an organisation.

Rationale:

This qualification is a response to current legislation, which states: Programmes offered to meet industry needs, including those supporting apprenticeships and N-Courses, are reviewed, updated and made available to and accessed by employers.

Globally, new standards of governance are emerging. Governance and institutional quality are one of the performance indicators. In this regard, industry, business, government, and professions are in need of well-trained and competent Office Administrators to meet the needs of well-managed companies, departments, and offices. Office Administrators are able to work in nearly every industry. Their specific responsibilities vary per unit or directorate. In a small organisation, they may direct all support services and may be called the Business Office Manager. Large organisations may have several layers of Office Administrators who specialise in different areas.

Qualified learners will be able to operate in the following occupations or jobs, depending on their level of experience:

- Administration Officer (Local Government).
- Business Administration Officer (Local Government).
- Office Supervisor.
- Office Coordinator.
- Administration Clerk/Officer.
- Administrative Assistant.
- Client Services Administrator.
- Operation Services/Support Officer.
- Planning Support Officer/Site Clerk.
- Tender Coordinator.

Certain skills affect the employability of learners such as the following: People Management, Accounting, Office Management, Human Resources, and Administration. This qualification enables the learner to be able to function in Human Resource, Marketing, Public Relations or Financial departments/unit. They are also prepared to be able to operate professionally in the increasingly computerised environment of a business office in accordance with national and international standards in the field. Learners will be able to manage work teams and office projects. This qualification will develop the depth of knowledge of learners through hands-on application in order to develop their practical skills, which will enable them to apply their skills in the workplace.

This qualification will assist in addressing national skills shortages and is listed as an occupation in high demand.

All parties involved in this industry were consulted in the development process, such as Technical and Vocational Education and Training (TVET) lecturers, Professional Bodies and Associations and relevant SETA's.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL):

RPL for access to the external integrated summative assessment: Accredited providers and approved workplaces must apply the internal assessment criteria specified in the related curriculum document to establish and confirm prior learning. Accredited providers and workplaces must confirm prior learning by issuing a statement of result or certifying a work experience record.

RPL for access to the qualification: Accredited providers and approved workplaces may recognise prior learning against the relevant access requirements.

Entry Requirements:

- Level 4 with Communication.

RECOGNISE PREVIOUS LEARNING?

Y

QUALIFICATION RULES

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 334102002-KM-01, Effective office administration and management, Level 5, 10 Credits.
- 334102002-KM-02, Business communication and customer services, Level 5, 8 Credits.
- 334102002-KM-03, Office protocol, deportment and etiquette, Level 5, 8 Credits.
- 334102002-KM-04, Apply End User Computing, Level 3, 6 Credits.
- 334102002-KM-05, Social media and digital literacy, Level 4, 5 Credits.
- 334102002-KM-06, Introductory project management, Level 4, 2 Credits.
- 334102002-KM-07, Computerised Project Management, Level 5, 15 Credits.
- 334102002-KM-08, Basic business calculations, Level 4, 5 Credits.
- 334102002-KM-09, Resource and procurement management, Level 5, 15 Credits.
- 334102002-KM-10, Tender and procurement processes, and procedures, Level 5, 5 Credits.
- 334102002-KM-11, Document management and record keeping, Level 5, 15 Credits.
- 334102002-KM-12, Staffing, and people support, Level 5, 15 Credits.
- 334102002-KM-13, Principles of the National Qualifications Framework (NQF) in relation to Skills development and Workplace Skills Plan (WSP) administration, Level 5, 12 Credits.
- 334102002-KM-14, Public relations, marketing and advocacy, Level 5, 6 Credits.
- 334102002-KM-15, Ready for work standards, Level 4, 5 Credits.

Total number of credits for Knowledge Modules: 132.

Practical Skill Modules:

- 334102002-PM-01, Communication and effective customer relationships, Level 5, 10 Credits.
- 334102002-PM-02, Manage, coordinate and assist in the administration and clerical support of resources to facilitate the smooth and effective operational activities within the organisation, Level 5, 15 Credits.
- 334102002-PM-03, Assist in the administration and preparation of the process of tendering of contracts, Level 5, 15 Credits.
- 334102002-PM-04, Manage meetings, Level 5, 15 Credits.
- 334102002-PM-05, Payroll processing and pay administration, Level 5, 15 Credits.
- 334102002-PM-06, Support the recruitment, selection, and induction of staff, Level 5, 15 Credits.
- 334102002-PM-07, Classify, identify, register, track and dispose of records and information, Level 5, 15 Credits.
- 334102002-PM-08, Assist in the administration and preparation of the Workplace Skills Plan (WSP), Level 5, 15 Credits.
- 334102002-PM-09, Provide administrative support to Marketing/Public Relations division, Level 5, 20 Credits.
- 334102002-PM-10, Prepare, install and dismantle exhibition elements, Level 5, 10 Credits.
- 334102002-PM-11, Manage a small project, Level 5, Credits 10.

Total number of credits for Practical Skill Modules: 155.

This qualification also requires the following Work Experience Modules:

- 334102002-WM-01, Perform administrative and meeting support functions to support management, Level 5, 12 Credits.

- 334102002-WM-02, Handle customer and client's queries and liaison in an office, Level 5, 8 Credits.
- 334102002-WM-03, Marketing/Public Relations and administrative support, Level 5, 25 Credits.
- 334102002-WM-04, Assist in planning and coordinating at least two special events/conferences, Level 5, 20 Credits.
- 334102002-WM-05, Procure and allocate resources, Level 5, 15 Credits.
- 334102002-WM-06, Solicit tender offers in terms of a set of procedures, Level 5, 10 Credits.
- 334102002-WM-07, Manage a paperless office, Level 5, 20 Credits.
- 334102002-WM-08, Supervision, and training of administration staff, Level 5, 15 Credits.
- 334102002-WM-09, Assist in developing a Workplace Skills Plan according to employee training needs, Level 5, 8 Credits.
- 334102002-WM-10, Apply ready for work standards to everyday work activities, Level 5, 25 Credits.

Total number of credits for Work Experience Modules: 158.

EXIT LEVEL OUTCOMES

1. Manage resources according to good governance policies and procedures to facilitate the smooth and effective operational activities within the organisation.
2. Manage, coordinate and assist in the administration and clerical support of specific departments to facilitate the smooth running thereof by using computerised systems and practices.
3. Assist in selection process, induction, employee wellness and skills development of employees.
4. Process given data to complete a Workplace Skills Plan.
5. Assist in the administrative function of the marketing, public relations and advocacy of the organisation.
6. Communicate effectively using appropriate methods to maintain effective customer relationships according to organisational standards customer service of internal and external stakeholders.
7. Plan, administer and provide support services to a special project within an organisation.

ASSOCIATED ASSESSMENT CRITERIA

Associated Assessment Criteria for Exit Level Outcome 1:

- Completed documents reflect given standard operating procedures and legal requirements (Range: includes but not limited to procurement, submissions, budget, petty cash, quotations, and reconciliations).
- Health, safety, and security requirements are applied to different scenarios.
- Risk Management strategies are applied to resource and document management.
- Knowledge of relevant administrative governance, principles and practices are applied to solve problems arising in the course of day to day work.
- An indication is given of where proper ethics was applied in the procurement and selection process for the tender procedure.

Associated Assessment Criteria for Exit Level Outcome 2:

- Meeting documentation is prepared for meeting packs.
- A general meeting is organised according to given case studies/scenarios [Range: includes but not limited to notice of meeting, book venue, organise catering, ensure readiness of venue (IT and equipment and venue layout) and meeting pack].
- Meeting protocol is applied appropriately for the taking of decisions using a case study/scenario (Range: includes but not limited to quorums, proxy votes, motions, resolutions, decisions, and actions).
- Minutes are saved, shared and distributed to role-players via appropriate measures [Range: includes but not limited to online sharing (i.e. e-mail, Dropbox, Cloud) and other tools for sharing meeting minutes.
- Office supplies for the unit according to specifications given are ordered.
- Travel arrangements for the unit are coordinated according to organisational standards.
- Assistance is given in the preparation of regularly scheduled reports
- Relevant records are e-filed in the correct categories and sequence.

Associated Assessment Criteria for Exit Level Outcome 3:

- A checklist for short listing is compiled based on the advertisement provided to determine which applications meet the requirements for the position.
- Using a scenario, when and how the employer can assist/intervene in employee wellness is indicated.

- An invitation is sent out to all new employees to inform them of the induction.
- An induction pack is prepared (Range: agenda, organogram, job profile, and all relevant forms and documents to be signed by new employee).

Associated Assessment Criteria for Exit Level Outcome 4:

- Sources of information are collated such as:
 - > Documentation available on training plans and costs.
 - > Individual training records and development plans.
 - > Management plans.
- Process data is collected.
- Information received into Workplace Skills Plan templates given is collated.
- Data for reporting purposes is interpreted and analysed.
- Possible compliance issues/problems experienced from the data given are identified.
- Data is verified and updated accurately using the specifications given.
- Quality of the work completed is reviewed with the project team on a regular basis to ensure that it meets the project standards.

Associated Assessment Criteria for Exit Level Outcome 5:

- Given a scenario/case study a checklist is compiled for a marketing event of an organisation.
- A relevant theme for the event to be hosted is identified.
- Appropriate marketing materials to be used for display purposes at the event are selected.
- A short programme with relevant speakers for the event is designed.
- A briefing document is written for staff to explain the relevant protocol to be followed at the event.
- An advocacy statement to advocate the event according to marketing policy and procedures is written.
- The relevant media to market the event according to the target audience and geographical area for the event are selected.

Associated Assessment Criteria for Exit Level Outcome 6:

- Appropriate interpersonal skills are applied to deal with conflicts, confrontations, and disagreements accurately.
- Acceptable and non-acceptable professional images displayed by different stakeholders in a work environment are identified, and remedial changes suggested that will enhance the professional image appropriate/applicable to the organisation.
- Protocol procedures regarding greetings, personal space, etiquette and specific customs are researched as part of the preparation for receiving international guest/s.
- Customer service is provided in accordance with operational and diversity requirements.
- Presentations to internal and external stakeholders are planned and prepared according to specifications.
- Internal and external stakeholder needs are responded to professionally.
- Conflict is managed by analysing the problem and applying problem-solving techniques.
- Customer service and relations are improved and recommendations made in line with customer service standards.

Associated Assessment Criteria for Exit Level Outcome 7:

- The project plan is developed with timelines and responsibilities.
- Forms and records to document project activities are developed.
- Files are set up to ensure that all project information is appropriately documented and secured.
- Progress of the project is monitored and adjustments made as necessary to ensure the successful completion of the project.
- A communication schedule is established to update stakeholders including appropriate staff in the organization on the progress of the project.
- Quality of the work completed is reviewed with the project team on a regular basis to ensure that it meets the project standards.

Integrated Assessment:

Integrated Formative Assessment:

The skills development provider will use the curriculum to guide them on the stipulated internal assessment criteria and weighting. They will also apply the scope of practical skills and applied knowledge as stipulated by the internal assessment criteria. This formative assessment leads to entrance into the integrated external summative assessment.

Integrated summative Assessment:

An external integrated summative assessment, conducted through the relevant Quality Council for Trades and Occupations (QCTO) Assessment Quality Partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the Exit Level Outcomes and Associated Assessment Criteria.

INTERNATIONAL COMPARABILITY

New Zealand and Canada were used for international comparability against the Office Administrator occupational qualification.

New Zealand:

New Zealand has the following related qualification:

New Zealand Diploma in Business (with strands in Accounting, Administration and Technology, Leadership and Management, and Project Management) (Level 5).

Qualification description:

The purpose of this qualification is to provide New Zealand business entities with people who have general and specialised business knowledge and skills that can be applied in a range of operational roles.

Graduates will benefit New Zealand business entities by contributing to the achievement of entities' operational objectives, through the application of knowledge and skills, in an ethical manner, in a bi- and multi-cultural environment. In addition, graduates will have specialised knowledge and skills for application in operational roles in New Zealand business entities, depending on which strand is achieved.

Graduates of this qualification will be able to:

- Core technical knowledge and skills:
 - > Apply knowledge of the principles and practices of Operations, Accounting, Sales/Marketing, HR, and Risk Management, to support the operational efficiency and effectiveness of the entity.
 - > Contribute in operational contexts to innovation and organisational change within a business entity.
- Core people skills:
 - > Develop and maintain operational business relationships with stakeholders for efficient and effective performance of the entity.
 - > Research and communicate information for efficient and effective performance of the entity.

The New Zealand Diploma in Business covers learning areas similar to the modules of the Occupational Certificate: Office Administrators such as Project Management, Marketing, and Human Resources. In addition, both qualifications build on skills of communication and interpersonal skills. This compares favourably in terms of learning areas within both qualifications.

Canada:

Canada has the following related qualification:

Business Administration Diploma.

Qualification description:

The Business Administration Diploma prepares you for a wide variety of in-demand career opportunities by developing key business skills and knowledge that employers are looking for. The program curriculum offers various innovative approaches to learning including seminars, expert guest speakers, case analyses, online business simulations, external consulting projects, and experiential excursions.

Business Communication, Computer Applications, and Business Mathematics are some of the courses covered in the Canadian Business Administration Diploma, which are similar to the modules in the Occupational Certificate: Office Administrator.

Going into the second year of the Canadian qualification, there are majors such as Accounting, Event Management, Financial Services, Global Tourism, Human Resources, Marketing and Public Relations. Some of the aforementioned majors such as Financial services, Event Management and Global Tourism) are qualifications in their right on the Occupational Qualifications Sub-framework (OQSF) space and the remaining majors Human Resources, Marketing and Public Relations are modules within the Office Administrator qualification. The Canadian Business Administration Diploma compares favourably with the Office Administrator qualification in terms of levels of complexity.

Conclusion:

The Office Administrator qualification compares well with the above international countries in terms of learning areas and level of complexity.

ARTICULATION OPTIONS

Horizontal Articulation:

- Certificate: Office Administration, Level 5.
- Higher Certificate in Administration, Level 5.
- Higher Certificate in Business Administration, Level 5.
- Higher Certificate in Business Management, Level 5.
- Higher Certificate in Business Principles and Practice, Level 5.
- Higher Certificate in Entrepreneurship, Level 5.
- Higher Certificate in Export Management, Level 5.
- Higher Certificate in Facilities Management, Level 5.
- Higher Certificate in Human Resource Management, Level 5.
- Higher Certificate in Human Resource Practices, Level 5.
- Higher Certificate in Marketing, Level 5.
- Higher Certificate in Marketing Management, Level 5.
- Higher Certificate in Marketing Practice, Level 5.
- Higher Certificate in Office Administration, Level 5.
- Higher Certificate in Office Management, Level 5.
- Higher Certificate: Business Studies, Level 5.
- Higher Certificate in Supply Chain Management, Level 5.
- Higher Certificate in Public Sector Procurement, Level 5.
- Higher Certificate in Project Management, Level 5.

Vertical Articulation:

- National Diploma: Office Management and Technology, Level 6.
- Diploma: Office Management and Technology, Level 6.
- Diploma in Office Management, Level 6.
- Diploma: Office Administration, Level 6.

MODERATION OPTIONS

N/A

CRITERIA FOR THE REGISTRATION OF ASSESSORS

N/A

NOTES

Qualifying for external assessment:

In order to qualify for the external summative assessment learners must provide proof of all required modules by means of statements of results and work experience.

Additional legal or physical entry requirements:

None.

Criteria for the accreditation of providers:

Accreditation of providers will be done against the criteria as reflected in the relevant curriculum on the Quality Council for Trades and Occupations (QCTO) website.

The curriculum title and code is: Office Administrator: 334102002.

This qualification encompasses the following trades as recorded on the NLRD:

- None.

Part Qualifications

- None.

LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION:

When qualifications are replaced, some (but not all) of their learning programmes are moved to the replacement qualifications. If a learning programme appears to be missing from here, please check the replaced qualification.

NONE

PROVIDERS CURRENTLY ACCREDITED TO OFFER THIS QUALIFICATION:

This information shows the current accreditations (i.e. those not past their accreditation end dates), and is the most complete record available to SAQA as of today. Some Primary or Delegated Quality Assurance Functionaries have a lag in their recording systems for provider accreditation, in turn leading to a lag in notifying SAQA of all the providers that they have accredited to offer qualifications and unit standards, as well as any extensions to accreditation end dates. The relevant Primary or Delegated Quality Assurance Functionary should be notified if a record appears to be missing from here.

NONE

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