



OFFICE ADMINISTRATION

Skills Programme

(SAQA US ID: 110003, 110009 – NQF level 4, 12 credits)

INTRODUCTION

Administrators are vital to the smooth running of any organisation and play a key role in contributing to the performance of their teams and departments.

Their effectiveness has a direct influence on the productivity and efficiency of others and often determines the quality of service provided to internal and external customers.

This two-day course has been designed to enable administrators to enhance their personal effectiveness and working practices, build stronger relationships, broaden their contribution to the team and achieve excellence in the service they provide to colleagues and customers.

COURSE OBJECTIVES

- Describe organising as a core responsibility of secretaries
- Identify and review the basic systems affecting their roles in their organisation, assessing them for effectiveness and efficiency
- Highlight some of the consequences for their department if information is not managed properly
- Understand the importance of dealing with confidential documents and issues
- Understand how to deal with incoming mail and tasks and how to refer tasks to the right people
- Describe the various filing options
- Describe the correct use of electronic filing
- Review their own priorities
- Review their paper processing systems to encourage paper-free offices
- Describe the importance of optimising technology e.g. internet and e-mail
- Develop and update administrative systems in a specific business environment
- Keep administrative information at the required level of confidentiality
- Develop policies and procedures on administrative systems and write them into a manual

COURSE OUTLINE

Administrative Systems

- Identify administrative systems including client-filing systems, staff administrative systems and business systems
- Identify the elements and usage of each system in relation to company and legal requirements
- Identify resources such as staff, IT, office space and management requirements for the development of these systems
- Identify ways of finding resources

Develop and Update Administrative Systems

- The administrative requirements are identified to meet the specific needs your organisation
- Developing administrative systems in accordance with organisational requirements
- Presenting your administrative systems and procedures to management and staff for approval
- Obtaining feedback from management and staff regarding the suitability of the systems
- Making changes to the systems

Develop Systems to Keep Administrative Information at the Required Level of Confidentiality

- Identifying administrative information, which should be kept confidential
- Developing systems to keep administrative information and records confidential

Develop Policies and Procedures on Administrative Systems

- Developing procedures, which are in alignment with legislative and organisational requirements
- Developing a manual for your policies and procedures
- Personal development plan: implementing what you have learnt into the workplace