



THE  
LEARNING  
DEVELOPMENT  
GROUP

## Introduction

This accredited, short programme is Unit Standard aligned and aimed at administrators working in different types of business and office environments.

It is highly interactive and practical and will develop administrators who are more professional and skilled in their roles.

It covers the most important subject areas of administration, including the core responsibilities of administrators, administrative systems, the consequences of mismanagement of information, dealing with confidential documents and issues, filing, optimising technology and developing administrative policies and procedures.

## Target Audience

This short programme is aimed at those working in administration in commercial and non-commercial organisations.

It is also suitable for individuals working in subfields of administration, keeping records, and developing and maintaining administrative systems.

## Entry Requirements

- Competence in Communication at NQF Level 3.

## Additional Requirements

- You will need access to appropriate workplace projects.
- Access to a PC, software and the internet.

## Business Administration

# Office Administration

### SERVICES SETA Statement of Results

US ID:	110003 & 110009
NQF Level:	4
Credits:	12

## Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive, facilitated training, group discussions and practical exercises to embed skills.

You will need to:

- Attend all scheduled sessions.
- Demonstrate theoretical and practical understanding of course content.
- Complete and present practical assignments.
- Participate in group activities and discussions.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Office Administration, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

## Learning Outcomes

By the end of the short programme, you will be able to:

- Describe organising as a core responsibility of an administrator.
- Identify, review and assess basic administration systems.
- Highlight the consequences of information not being managed properly.
- Understand the importance of dealing with confidential documents and issues.
- Deal with incoming mail and tasks and refer to the correct people.
- Describe various filing options and the correct use of electronic filing.
- Review own priorities.
- Review paper processing systems to encourage paper-free offices
- Describe the importance of optimising technology.
- Develop and update administrative systems and keep administrative information confidential.
- Develop policies and procedures on administrative systems and write them into a manual.



## Course Content

### Short Programme: Office Administration

Accreditation Body: SERVICES SETA

| SAQA ID: 110003 | NQF Level: 4 | Credits : 8  
| SAQA ID: 110009 | NQF Level: 4 | Credits : 4

#### Module 1: 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

#### Module 2: Develop and Update Administrative Systems

- Identify administrative requirements to meet the specific needs of an organisation
- Develop administrative systems in accordance with organisational requirements
- Present your administrative systems and procedures to management and staff for approval
- Obtain feedback from management and staff regarding the suitability of systems
- Make changes to systems

#### Module 3: Develop Systems to Keep Administrative Information at the Required Level of Confidentiality

- Identify administrative information that should be kept confidential
- Develop systems to keep administrative information and records confidential

#### Module 4: Develop Policies and Procedures on Administrative Systems

- Develop procedures that are in alignment with legislative and organisational requirements
- Develop a manual for policies and procedures
- Personal development plan: implement what you have learnt into the workplace



info@ldgroup.co.za



+27 086 022 7337



www.ldgroup.co.za

## Our Accredited Organisations



FACULTY  
TRAINING  
INSTITUTE



Siyangoba



Siyaya®  
SKILLS INSTITUTE



PROSERV  
SOUTH AFRICA

