



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This accredited, short programme is Unit Standard aligned and aimed at individuals who maintain records, information and filing management systems.

The programme is practical, and application based with a strong focus on confidentiality in paper-based and electronic records management.

It covers dealing with confidential information and the systems and procedures used for filing confidential information. Delegates will also learn about ordering and distributing office stationery using organisational policies, procedures and strategies, maintaining stock levels and implementing controls for non-conformance to records management procedures and negotiating corrective actions.

Target Audience

This short programme is aimed at those working in administration, record keeping and filing in business and office environments.

It is suitable for supervisors, secretaries, office administrators, records managers and archivists.

Entry Requirements

- Competence in Communication Literacy at NQF Level 3.

Additional Requirements

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

Business Administration

Records Management

SERVICES SETA Statement of Results

US ID:	110009
NQF Level:	4
Credits:	4

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, Manage Administration Records, 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:

- Control and deal with confidential information and documents.
- Control and evaluate ordering and distribution of office stationery.
- Use technology in controlling and maintaining office stationery.
- Implement control measures with individuals.
- Identify and solve problems which relate to coordinating and maintaining effective office procedures and processes.
- Work and communicate effectively with others.
- Collect, analyse, organise and evaluate information pertaining to office operations.
- Understand the world as a set of related systems.



Course Content

US: Manage Administration Records

Accreditation Body: SERVICES SETA

| SAQA ID: 110009 | Learning Programme ID: NA
| NQF Level: 4 | Credits : 4

Module 1: Control and deal with confidential information

- Define and describe confidential information for a specific organisation
- Explain, with examples, the system and procedures used for dealing with confidential information
- Secure documents in an appropriate manner and within an agreed time frame
- Take care and precautions to avoid compromising any relevant stakeholders

Module 2: Control and evaluate ordering and distribution of office stationery

- Present a plan to control office stationery policies, procedures and strategies effectively
- Develop plans on how to monitor, maintain and improve stock levels in accordance with organisational requirements
- Develop and implement effective shrinkage controls for an organisation
- Produce evidence of accurate reports reflecting stationery movements for a given period
- Explain and apply control of an administration system and procedures, to ensure effective stationery administration
- Explain documentation for controlling stationery in an accurate and complete way that complies with requirements to employees
- Evaluate and explain effective stationery control procedures, systems and follow up actions

Module 3: Implement control measures with individuals

- Implement contracted control measures and identify non-conformances for reporting to a person with the authority to deal with them
- Record non-conformances and negotiated corrective actions according to organisational requirements
- Handle and record reported non-conformance in accordance with organisational policies and procedures



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