



Pro-Active College™
FREEDOMTHROUGHKNOWLEDGE

OFFICE MANAGEMENT

This skills programme provides the learner with the knowledge, skills, attitudes and values needed to develop administrative procedures in a selected organisation and manage administration records.



Unit Standard
Aligned



SETA
Accredited



Outcomes
Based

Designed and developed by Pro-Active College, this skills programme is aligned to the unit standards:

DEVELOP ADMINISTRATIVE PROCEDURES IN A SELECTED ORGANISATION

(US: 110003)

NQF Level 4

8 Credits

MANAGE ADMINISTRATION RECORDS

(US: 110009)

NQF Level 4

4 Credits

TARGET GROUP

This skills programme is designed for the public sector and is aimed at:

- individuals involved in management and administration, who have the responsibility of developing administrative procedures and managing administrative records.

BENEFITS

The benefits of this skills programme include:

- learners that are well-informed on what comprises administrative systems and what resources are necessary to develop it;
- knowledge and skills to develop, submit for approval and implement new administrative systems;
- the ability to develop systems for and maintain levels of confidentiality of administrative information;
- ability to develop policies, procedures and procedure manuals for these new policies; and
- being able to develop a system for the effective maintenance of office stationery.

ABOUT US

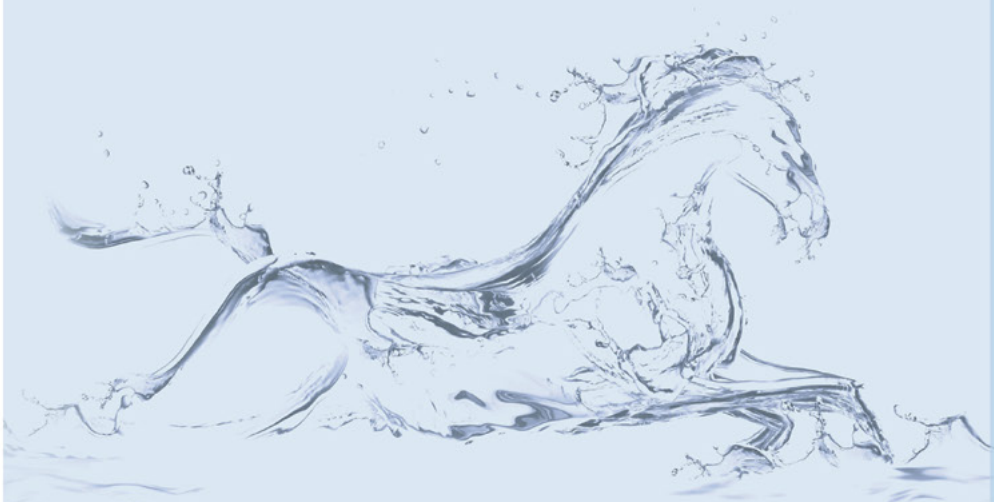
Pro-Active College excels in the education, training and development of public and private sector officials. With its strong focus on practical workplace skills, Pro-Active College strives to facilitate measurable improvements in the productivity of client organisations.

Contact Us

☎ 0861 727 726

✉ info@pscollege.co.za

🌐 www.proactivecollege.co.za



PROGRAMME OUTCOMES

On completion of this skills programme, learners will be able to:

- demonstrate an understanding of the administrative systems required;
- develop and update administrative systems in a specific business environment;
- develop systems to keep administrative information at the required level of confidentiality;
- develop policies and procedures on administrative systems and writing them into manuals;
- control and deal with confidential information and documents;
- control and evaluate the ordering and distribution of office stationery; and
- implement control measures with individuals.

ENTRY REQUIREMENTS

The credit calculation in the relevant unit standards are based on the assumption that learners are competent in:

- communication (NQF level 3).

DURATION

Four day contact session combined with practical workplace experience.

PORTFOLIO OF EVIDENCE

To be declared competent in these unit standards the learner must be assessed by a registered assessor and be found competent in the following:

Formative Assessment

Consisting of classroom activities on which the facilitator will give feedback.

Summative Assessment

This assessment consists of workplace assignments and questions. This must be the learners' own individual work.

Programme Outline

Learning Unit One

Required Administrative Systems

- Systems
- Organisational functions
- Elements and usage of systems
- Resources required for the development of administrative systems

Learning Unit Two

Develop and Update Administrative Systems

- Administrative requirements
- Develop and update administrative systems
- Present systems and processes for approval
- Implement a process

Learning Unit Three

Develop Systems to keep Administrative Information Confidential

- Levels of confidentiality
- Mandates

Learning Unit Four

Develop Policies and Procedures and Write them into a Manual

- Develop policies and procedures
- Collate information into a manual

Learning Unit Five

Develop a System for Office Stationery

- Monitor and maintain stationery
- Elements of supply chain management
- Determine the need
- Manage the incoming flow of inventory
- Control inventory
- Maintain supplies
- Non-conformance control measures