



# OFFICE MANAGEMENT

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

## » TARGET GROUP

This short course is designed for the public and private 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 short course 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.



UNIT  
STANDARD  
ALIGNED



OUTCOMES  
BASED

**Designed and developed by Pro-Active College, this short course is aligned to the unit standards:**

**DEVELOP ADMINISTRATIVE PROCEDURES  
IN A SELECTED ORGANISATION  
(US: 110003)**

**MANAGE ADMINISTRATION RECORDS  
(US: 110009)**

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## 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.



## OUTCOMES

On completion of this short course, 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.



## DURATION

Four-day contact session



## CERTIFICATION

Option 1: Certificate of Attendance

Option 2: Certificate of

Competence, after successfully completing an assessment at the end of the contact session.

# COURSE OUTLINE

## LEARNING UNIT ONE

### REQUIRED ADMINISTRATIVE SYSTEMS

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

## LEARNING UNIT TWO

### DEVELOP AND UPDATE ADMINISTRATIVE SYSTEMS

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- 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

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- Levels of confidentiality
- Mandates

## LEARNING UNIT FOUR

### DEVELOP POLICIES AND PROCEDURES AND WRITE THEM INTO A MANUAL

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- Develop policies and procedures
- Collate information into a manual

## LEARNING UNIT FIVE

### DEVELOP A SYSTEM FOR OFFICE STATIONERY

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- 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