Occupational Certificate

Office Administrator

AMALGA

Qualification Details

SAQA QUALIFICATION ID	102161
QUALIFICATION TYPE	Occupational Certificate
QUALIFICATION TITLE	Office Administrator
NQF LEVEL	5
DURATION	48 Months
MINIMUM CREDITS	445

Entry Requirements

To enrol in this qualification, a learner must possess one of the following:
A Grade 12 National Senior Certificate (NSC) or National Certificate (Vocational) (NCV) at NQF Level 4. An equivalent NQF Level 4 qualification, demonstrating proven proficiency in Communication and Mathematical Literacy.

Purpose of the Qualification

To equip learners with a broad, foundational set of multi-skilled administrative competencies required to effectively coordinate all office activities, manage complex information systems, and support key organisational functions (including HR, Finance, and Marketing) in a modern, professional environment.

A qualified learner will be able to:

- **Resource & Procure:** Manage office resources, procurement, and adherence to governance.
- **System Support:** Deliver high-level administrative support using modern computerised systems.
- **HR & Skills Support:** Assist in staff selection, induction, and WSP development
- **Information Mastery:** Classify, track, and manage all organisational documentation and records.
- **Project & Event Coordination:** Plan and administer both special projects and formal events.
- **Stakeholder Liaison:** Support Marketing, PR, and advocacy administrative functions.

Curriculum and Module Breakdown

The qualification consists of three compulsory components aligned with QCTO standards to ensure comprehensive skills development and the benefits of a structured learnership:

1. Knowledge Component
2. Practical Skills Component
3. Work Experience Component

EISA Eligibility

Before attempting the EISA, a learner must provide a Statement of Results from a skills development provider, confirming successful completion of:

- all knowledge
- modules all
- practical modules
  all work experience modules

Knowledge Modules (132 Credits)

These modules focus on building the informed base of theory, concepts, and principles in Commercial Cleaning

KM-01: Effective Office Administration & Management
KM-02: Business Communication & Customer Services
KM-03: Office Protocol, Deportment and Etiquette
KM-04: Apply End User Computing (NQF L3)
KM-05: Social Media and Digital Literacy (NQF L4)
KM-06: Introductory Project Management (NQF L4)
KM-07: Computerised Project Management
KM-08: Basic Business Calculations (NQF L4)
KM-09: Resource and Procurement Management
KM-10: Tender and Procurement Processes
KM-11: Document Management and Record Keeping
KM-12: Staffing and People Support
KM-13: Principles of the NQF in relation to Skills Development and WSP Administration
KM-14: Public Relations, Marketing and Advocacy
KM-15: Ready for Work Standards

Practical Skill Modules (155 Credits)

These modules provide the opportunity for learners to practice the specific occupational skills required for the role.

PM-01: Communication and Customer Service Delivery
PM-02: Manage, Coordinate and Assist in Resource Administration
PM-03: Assist in Tendering Process Administration
PM-04: Manage Meetings
PM-05: Payroll Processing and Pay Administration
PM-06: Support Recruitment, Selection and Induction of Staff
PM-07: Classify, Register, Track, and Dispose of Records
PM-08: Assist in WSP Administration and Preparation
PM-09: Provide Admin Support to Marketing/PR Division
PM-10: Prepare, Install and Dismantle Exhibition Elements
PM-11: Manage a Small Project

Work Experience Modules (158 Credits)
These modules ensure that learners apply their skills within a real-world environment, gaining exposure to typical workplace systems, policies, procedures, and practices.

WM-01: Procedures for completing before shift duties
WM-02: Procedures for cleaning above the floor surfaces
WM-03: Procedures for cleaning the commercial kitchenette
WM-04: Procedures for cleaning ablution facilities
WM-05: Procedures for cleaning and maintaining storeroom
WM-06: Procedures for cleaning floor surfaces
WM-07: Procedures for checking and confirming completed tasks
WM-08: Supervision and Training of Administration Staff
WM-09: Assist in Developing a WSP
WM-10: Apply Ready for Work Standards to Everyday Activities

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