

Qualification Information:	Qualification Title	SAQA ID	NQF Level	Credits		
Curriculum Code: 334302001	Occupational Certificate: Management Assistant	101876	5	316		
Knowledge Component		Notional Hours	Implementation Schedule (4 Hourly)	Assessment Schedule	Training Venues	
334302001-KM-01,	Document management and record-keeping, NQF Level 5, Credits 15	150 Hours	38 Days	1 day	Main Campus	
334302001-KM-02,	Computerized Information Processing, NQF Level 5, Credits 25	250 hours	63 days	1 day	Main Campus	
334302001-KM-03,	Resource and procurement management, NQF Level 5, Credits 5	50 hours	13 days	1 day	Main Campus	
334302001-KM-04,	Social media and digital literacy, NQF Level 4, Credits 5	50 hours	13 days	1 day	Main Campus	
334302001-KM-05,	Office protocol, deportment and etiquette, NQF Level 4, Credits 10	100 hours	25 days	1 day	Main Campus	
334302001-KM-06,	Business communication and customer services, NQF Level 5, Credits 8	80 hours	20 days	1 day	Main Campus	
334302001-KM-07,	Ready for work standards, NQF Level 4, Credits 5	50 hours	13 days	1 day	Main Campus	
334302001-KM-08,	Basic business calculations, NQF Level 4, Credits 5	50 hours	13 days	1 day	Main Campus	
334302001-KM-09,	Apply End User Computing, NQF Level 3, Credits 6	60 hours	15 days	1 day	Main Campus	
334302001-KM-10,	Business documentation and design, NQF Level 4, Credits 10	100 hours	25 days	1 day	Main Campus	
334302001-KM-11,	Meeting administration, NQF Level 4, Credits 10	100 hours	25 days	1 day	Main Campus	
334302001-KM-12,	Introductory project management, NQF Level 4, Credits 2	20 hours	5 days	1 day	Main Campus	

Practical Component			(6- Hourly Training sessions)		
334302001-PM-01,	Create a trip itinerary, NQF Level 5, Credits 15	150 hours	25 days	3 days	Main Campus
334302001-PM-02,	Address protocol requirements, NQF Level 5, Credits 5	50 hours	8 days	3 days	Main Campus
334302001-PM-03,	Determine, acquire and allocate resources for the secretarial unit, NQF Level 5, Credits 10	100 hours	17 days	3 days	Main Campus
334302001-PM-04,	Design and develop complex text documents, NQF Level 5, Credits 5	50 hours	8 days	3 days	Main Campus
334302001-PM-05, ,	Manage a small project, NQF Level 5, Credits 10	100 hours	17 days	3 days	Main Campus
334302001-PM-06,	Support the recruitment, selection and induction of staff, NQF Level 5, Credits 10	100 hours	17 days	3 days	Main Campus
334302001-PM-07,	Apply communication and effective customer relationships, NQF Level 5, Credits 10	100 hours	17 days	3 days	Main Campus
334302001-PM-08,	Organize meetings, NQF Level 5, Credits 10	100 hours	17 days	3 days	Main Campus
Workplace Component			(8 Hourly Training Sessions)		
334302001-WM-01,	Perform administrative and meeting support functions to support management, NQF Level 5, Credits 12	120 hours	15 days	3 days	Work Place
334302001-WM-02,	Apply ready for work standards to everyday work activities, NQF Level 5, Credits 25	250 hours	32 days	3 days	Work Place
334302001-WM-03,	Handle customer and client's queries and liaison in an office, NQF Level 5, Credits 8	80 hours	10 days	3 days	Work Place

334302001-WM-04,	Assist in planning and coordinating at least two special events/conferences, NQF Level 5, Credits 20	200 hours	25 days	3 days	Work Place
334302001-WM-05, ,	Procure and allocate resources, NQF Level 5, Credits 15	150 hours	19 days	3 days	Work Place
334302001-WM-06,	Manage a paperless office, NQF Level 5, Credits 20	200 hours	25 days	3 days	Work Place
334302001-WM-07,	Apply supervisory skills to coordinate and direct clerical staff activities, NQF Level 5, Credits 20	200 hours	25 days	3 days	Work Place
334302001-WM-08,	Prepare a trip itinerary, NQF Level 4, Credits 15	150 hours	19 days	3 days	Work Place

General Information

The purpose of this qualification is to prepare a learner to operate as a Management Assistant.

Entry Requirements

- Grade 9, NQF Level 4 with English / Communication.

Occupational Purpose

The qualification provides an opportunity for the learner to acquire a range of skills to be able to coordinate the activities of the organisation and provide professional administrative and secretarial support to managers, either as part of a team or individually. They also coordinate activities of assigned personnel and provide current and updated relevant information to the manager as support for upcoming meetings.

The Management assistant can also function as a Senior or Executive secretary, depending on experience and is the gatekeeper who promotes the professional image of the manager and the organisation. The management assistant also needs to be able to manage special projects using resources given according to good governance procedures.

The qualified learner will be actively engaged in becoming a well-rounded, multi-skilled person, prepared for further, more specific study and a number of alternative career choices within the secretarial or personal assistant field.

Career

- Administration Officer (Local Government).
- Business Administration Officer (Local Government).
- Office Supervisor.
- Office Coordinator.
- Administration Clerk/Officer.
- Administrative Assistant.
- Client Services Administrator.
- Operation Services/Support Officer.
- Planning Support Officer/Site Clerk.
- Tender Coordinator.

Horizontal Articulation:

- Occupational Certificate: Office Administrator, Level 5.
- Occupational Certificate: Conference and Events Organiser, Level 5.
- Certificate: Executive Secretarial Studies, Level 5, (ID: 57204).

- Certificate: Executive Secretarial, Level 5 (ID: 57871).
- Certificate: Executive Secretarial Studies, Level 5 (ID: 36085).
- Certificate: Executive Secretarial Studies, Level 5 (ID: 36137).
- Certificate: Executive Secretarial Studies, Level 5 (ID: 58693).
- Certificate: Executive Secretarial Studies, Level 5 (ID: 36112).

Vertical Articulation:

- Diploma in Conveyancing Secretary, Level 6 (ID: 15536).
- Diploma: Professional Secretary, Level 6 (ID: 21073).
- Higher Diploma in Legal Secretary, Level 6 (ID: 15539).
- Diploma in Office Support and Secretarial Studies, Level 6 (ID: 6067)
- National Diploma in Office Management and Technology, Level 6 (ID 2252).

A qualified learner will be able to:

- Plan, organise and support department meetings and workshops.
- Apply appropriate personal and interpersonal skills to a range of situations to facilitate the smooth relations between internal and external stakeholders according to organisational standards.
- Apply basic knowledge of relevant administration governance, policies and procedures to manage resources effectively in the organisation.
- Plan, administer and provide support services to a special project within an organisation.
- Promote professional documentation by utilising effective and accurate information processing and research skills to enhance the professional image of the organisation or industry.

What can I become?

- Personal assistants
- Administrative Secretary
- Correspondence Assistant
- Executive Assistant
- Private Secretary
- Administrative assistant
- Office Support Worker

Where can I work?

- Hospitals
- Public and Private Sector
- Transport industry etc.
- Events company

What is the duration of the course?

The Duration is 3 years

RECOGNITION OF PRIOR LEARNING (RPL):

RPL for access to the qualification: JTVC and approved workplaces may recognise prior learning against the relevant access requirements. Application forms are available from our offices.

RPL for access to the external integrated summative assessment: JTVC and workplaces must confirm prior learning by issuing a statement of result or certifying a work experience record.

Assessments / Examinations & Certification

Internal assessment: Portfolio of evidence will be submitted within two months after the training of each module. Assessment activities include evaluating all documentation produced during the process and questioning to test knowledge and ability to apply. This assessment leads to entrance into the integrated external summative assessment.

External Integrated Summative Assessment (EISA): The External integrated summative assessment conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external assessment will be conducted through a theoretical assessment by an assessor registered by the AQP at approved assessment centres.

Certification: The QCTO will issue the certificate to successful candidates after completion of the EISA.

**Fees**

- Registration Fees: **R1000**
- Deposit: **R3000 (Includes Student Card, Course Material/ Study Material / Assessments Fees)**
- Monthly Instalment: **R2000**
- Duration: **3 Years**



Qualifications or Part Qualifications

