



CAREERS
BUSINESS INSTITUTE

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Office Administrator (NQF 5) Certificate

**Office Administrator
Certificate NQF 5**



Careers Business Institute has been empowering the community since its inception in 1991. We provide a comprehensive range of Management, Office Administration, Financial and IT courses that have been designed to help you launch your successful career. The Careers Training Group has campuses in Umhlanga Ridge and at the Chatsworth Centre in Kwazulu Natal

Microsoft
CERTIFIED
Partner

sage
Pastel
Business Partner
Authorised
Training Centre

QCTO
Quality Council for Trades & Occupations

Office Administrator Certificate (NQF 5)

What is an Office Administrator?

Office Administrators complete clerical and administrative tasks for an office. Their main duties include welcoming and directing visitors, coordinating meetings and appointments and performing clerical tasks, like answering phones and responding to emails. Other responsibilities include;

- Coordinate activities throughout the company to ensure efficiency and maintain compliance with company policy
- Manage emails, letters, packages, phone calls and other forms of correspondence
- Support bookkeeping and budgeting procedures for the company
- Create and update databases and records for financial information, personnel and other data
- Submit reports and prepare proposals and presentations as needed



According to the SA Department of Labour and Employment, employment opportunities for Office Administrators are expected to grow by 7% over the next decade, faster than the average for all occupations with an additional 227,400 jobs expected to be added to the market by 2029, showing the growth and current employment demands in this field

The Office Administrator Certificate Solution by Quality Council for Trades & Occupations (QCTO)

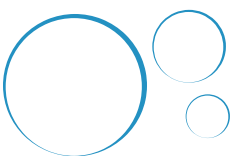
The QCTO is responsible for overseeing the development, implementation and maintenance of qualifications within the South African National Qualifications Framework (NQF).



As an integral part of South Africa's education and training system, the QCTO is responsible for ensuring that the skills development programmes meet the required standards and are in line with South Africa's economic and social goals. By setting and maintaining high standards, the QCTO contributes to the overall improvement of skill development and workforce quality.

Is an Office Administrator Career for me?

Office Administrator careers have the following characteristics; technical proficiency, resourcefulness, and the ability to troubleshoot and problem-solve in high-pressure situations. They also have good communication and teamwork skills. If you show these characteristics a Career in Office Admin could be perfect for you.



Office Administrator Certificate (NQF 5)

Office Administrator (NQF 5) certification at Careers Business Institute

The goal of the Office Administrator (NQF 5) certification is to equip students to work as Office Administrators. The certification allows the student to gain a variety of skills to coordinate the activities of an office, including information management and operational processes. Qualified learners will be competent to support management with office and information administration, demonstrating a range of administrative and communication skills.



Certified Administrators will be able to function in Human Resources, Marketing, Public Relations or Financial departments/unit which will enable them to accomplish tasks professionally and efficiently in the increasingly computerized environment of a business office in accordance with national and international standards in the field.

Careers Business Institute have been producing professional graduates for over 30 years, being Nationally & Internationally accredited has assisted our alumni in finding employment sooner!

I'm a Certified Office Administrator, What now?

Certified Office Administrators have a wide range of Career Opportunities available. We have listed some of the more widely available careers for certified administrators;

- Office Administrator
- Office Manager
- Management Assistant
- Administrative Supervisor

CORE SKILLS EVERY OFFICE ADMINISTRATOR SHOULD HAVE

HARD SKILLS

- 1 Familiarity with office software
- 2 Basic bookkeeping
- 3 Advanced scheduling
- 4 Document management
- 5 Speedy and accurate typing

SOFT SKILLS

- 1 Communication skills
- 2 Problem-solving
- 3 Attention to detail
- 4 Adaptability
- 5 Time management

Students have the option of specialization through Management, HR or IT programs offered at Careers Business Institute. Are you looking to become a Computer Technician or a Cyber Security Specialist? Many you'd like to become a Human Resource Practitioner? Contact a Careers Business Institute Campus to find more about these courses and their requirements!

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Course Breakdown: Knowledge Modules

- Effective office administration & management
- Business communication and customer services. Office protocol & etiquette
- Office protocol, deportment and etiquette
- Apply End User Computing
- Social media and digital literacy
- Introductory project management
- Computerized Project Management
- Basic business calculations
- Resource and procurement management,
- Tender and procurement processes, and procedures. Work Standards
- Document management and record keeping
- Staffing, and people support
- Principles of the National Qualifications Framework (NQF) in relation to Skills development and Workplace Skills Plan (WSP) administration
- Public relations, marketing and advocacy

Course Breakdown: Practical Modules

- Communication and effective customer relationships
- Assist in the administration and preparation of the process of tendering of contracts
- Payroll processing and pay administration
- Support the recruitment, selection, and induction of staff. Manage meetings
- Classify, identify, register, track and dispose of records and information
- Assist in the administration and preparation of the Workplace Skills Plan (WSP)
- Provide administrative support to Marketing/Public Relations division

- Prepare, install and dismantle exhibition elements, manage a project

Course Breakdown: Work Experience Modules

- Perform administrative and meeting support functions to support management
- Handle customer and client's queries and liaison in an office
- Marketing/Public Relations and administrative support
- Assist in planning and coordinating at least two special events/conferences
- Procure and allocate resources
- Solicit tender offers in terms of a set of procedures
- Manage a paperless office
- Supervision, and training of administration staff
- Assist in developing a Workplace Skills Plan according to employee training needs
- Apply ready for work standards to everyday work activities

Minimum Requirements & Details

Minimum Requirements: Grade 12 (English) or any NQF 4 Qualification

Full - Time: 3 Years (Part time also available)

SAQA ID: 102161 Credits: 445

Assessment method: External Integrated Summative Assessment (EISA). **Includes FREE Learning Materials – No hidden costs!**

Course Fees

Careers Business Institute has developed easy payment options for all courses. Please enquire for a full fee schedule