

Management Assistant

Prepares learners to provide comprehensive administrative and logistical support to management, enhancing the productivity and professional image of any organisation.



**AMALGA
TRAINING**

SAQA ID

101876

NQF LEVEL

5

MINIMUM CREDITS

316

DURATION

36 Months

▼ Purpose of the Qualification

This qualification prepares learners for the critical role of a Management Assistant (or Personal/Executive Assistant). Graduates are equipped to provide comprehensive administrative and logistical support, enhancing the productivity and professional image of management within any organisation.

▼ Entry Requirements

A learner must hold **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.

▼ A qualified learner will be able to:

Operational and project support **01**

Plan, organise and support department meetings and workshops, and plan, administer and support special projects within the organisation.

Stakeholders and governance **02**

Apply refined interpersonal skills for smooth stakeholder relations, apply governance, policies and procedures to manage resources, and promote professional documentation.

COMPLETION PATHWAY ► ALL THREE COMPONENTS, THEN THE EXTERNAL ASSESSMENT

1 COMPONENT

Knowledge

106 Credits

Essential underpinning theory.

2 COMPONENT

Practical Skills

75 Credits

Practice in simulated settings.

3 COMPONENT

Work Experience

135 Credits

Practice in a real workplace.

★ FINAL

EISA

External Assessment

Externally assessed at the end.

Three compulsory components

Three compulsory components aligned with QCTO standards, giving the full benefit of a structured learnership. All three must be completed before a learner may attempt the EISA.

316
TOTAL CREDITS

Knowledge Modules

106 CREDITS

Essential theory for the Management Assistant role.

- KM-01** Document management and record-keeping
- KM-02** Computerised information processing
- KM-03** Resource and procurement management
- KM-04** Social media and digital literacy
- KM-05** Office protocol, deportment and etiquette
- KM-06** Business communication and customer services
- KM-07** Ready for work standards
- KM-08** Basic business calculations
- KM-09** Apply end user computing
- KM-10** Business documentation and design
- KM-11** Meeting administration
- KM-12** Introductory project management

Practical Skill Modules

75 CREDITS

Applying the knowledge in simulated, controlled environments.

- PM-01** Create a trip itinerary
- PM-02** Address protocol requirements
- PM-03** Determine, acquire and allocate resources for the secretarial unit
- PM-04** Design and develop complex text documents
- PM-05** Manage a small project
- PM-06** Support the recruitment, selection and induction of staff
- PM-07** Apply communication and effective customer relationships
- PM-08** Organise meetings

Work Experience Modules

135 CREDITS

Applied practice and evidence gathering in a real workplace.

- WM-01** Perform administrative and meeting support functions to support management
- WM-02** Apply ready for work standards to everyday work activities
- WM-03** Handle customer and client queries and liaison in an office
- WM-04** Assist in planning and coordinating at least two special events/conferences
- WM-05** Procure and allocate resources
- WM-06** Manage a paperless office
- WM-07** Apply supervisory skills to coordinate and direct clerical staff activities
- WM-08** Prepare a trip itinerary

EISA Eligibility

Before attempting the External Integrated Summative Assessment, a learner must provide a Statement of Results from a skills development provider confirming successful completion of:

- ✓ All knowledge modules
- ✓ All practical skill modules
- ✓ All work experience modules