

Office Administrator

Prepares learners to coordinate all office activities, manage organisational information systems and support the HR, finance and marketing functions of a modern organisation.



**AMALGA
TRAINING**

SAQA ID

102161

NQF LEVEL

5

MINIMUM CREDITS

445

DURATION

48 Months

▼ Purpose of the Qualification

This qualification equips learners with a broad, foundational set of multi-skilled administrative competencies. Graduates are able to coordinate all office activities, manage complex information systems, and support key organisational functions including Human Resources, finance and marketing in a modern, professional environment.

▼ 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:

Resources and information

01

Manage office resources, procurement and governance, and classify, track and manage all organisational documentation and records.

Support and coordination

02

Deliver administrative support using computerised systems, assist with staff selection, induction and WSP development, and coordinate projects, events and marketing support.

COMPLETION PATHWAY ► ALL THREE COMPONENTS, THEN THE EXTERNAL ASSESSMENT

1 COMPONENT

Knowledge

132 Credits

Essential underpinning theory.

2 COMPONENT

Practical Skills

155 Credits

Practice in simulated settings.

3 COMPONENT

Work Experience

158 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.

445

TOTAL CREDITS

Knowledge Modules

132 CREDITS

Essential theory for the office administration role.

KM-01 Effective office administration

KM-02 Business communication and customer services

KM-03 Office protocol, deportment and etiquette

KM-04 Apply end user computing

KM-05 Social media and digital literacy

KM-06 Introductory project management

KM-07 Computerised project management

KM-08 Basic business calculations

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 NQF principles and WSP administration

KM-14 Public relations, marketing and advocacy

KM-15 Ready for work standards

Practical Skill Modules

155 CREDITS

Practice in simulated, controlled settings.

PM-01 Communication and customer service

PM-02 Coordinate resource administration

PM-03 Assist in tendering administration

PM-04 Manage meetings

PM-05 Payroll and pay administration

PM-06 Support recruitment and induction

PM-07 Classify, track and dispose of records

PM-08 Assist in WSP administration

PM-09 Admin support to marketing and PR

PM-10 Install exhibition elements

PM-11 Manage a small project

Work Experience Modules

158 CREDITS

Applied practice in a real workplace.

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

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