



Office Administrator

Course Information

Occupational Qualification: Office Administrator

Qualification Information

Level	SAQA ID	Credits
NQF 5	102161	445

Entry Requirements:

- NQF Level 4 with Communication

Occupational Purpose

This occupational qualification provides an opportunity for the learner to acquire a range of administrative skills to coordinate the activities of an office including information management and operational processes.

Occupational Tasks:

- Manage resources according to good governance policies and procedures to facilitate the smooth and effective operational activities within the organization (NQF Level 5).
- Manage, coordinate and assist in the administration and clerical support of the specific departments.
- to facilitate the smooth running thereof by using computerized systems and practices (NQF Level 5).
- Assist in selection process, induction, employee wellness and skills development of employees (NQF Level 5).
- Process given data to complete a Workplace Skills Plan (NQF Level 5).
- Assist in the administrative function of the marketing, public relations and advocacy of the organization (NQF Level 5).
- Communicate effectively using appropriate methods to maintain effective customer relationships.
- according to organizational standards customer service of internal and external stakeholders (NQF Level 5).
- Plan, administer and provide support services to a special project within an organization (NQF Level 5).

Assessments

- Formative assessment activities during the course of each module.
- Summative assessments at the end of each module
- An External Integrated Summative Assessment (EISA) at the end of the qualification.

NB: Access to the EISA is dependent on the successful of all qualification deliverables and formative and summative assessment at IQ.

Knowledge, Practical and Workplace Modules comprise the following competencies.

Knowledge Experience Module	Level	Credits
Effective office administration and management	5	10
Business communication and customer services	5	8
Office protocol, deportment and etiquette	5	8
Apply End User Computing	3	6
social media and digital literacy	4	5
Introductory project management	4	2
Computerised Project Managemen	5	15
Basic business calculations	4	5
Resource and procurement management	5	15
Tender and procurement processes, and procedures	5	5
Document management and record keeping	5	15

Staffing, and people support	5	15
Principles of the National Qualifications Framework (NQF) in relation to Skills development and Workplace Skills Plan (WSP) administration	5	12
Public relations, marketing and advocacy	5	6
Ready for work standards	4	5
Practical Module	Level	Credits
Communication and effective customer relationships	5	10
Manage, coordinate and assist in the administration and clerical support of resources to facilitate the smooth and effective operational activities within the organisation	5	15
Assist in the administration and preparation of the process of tendering of contracts	5	15
Manage meetings, Level	5	15
Payroll processing and pay administration	5	15
Support the recruitment, selection, and induction of staff	5	15
Classify, identify, register, track and dispose of records and information	5	15
Assist in the administration and preparation of the Workplace Skills Plan (WSP)	5	15
Provide administrative support to Marketing/Public Relations division	5	20
Prepare, install and dismantle exhibition elements	5	10
Manage a small projec	5	10

Workplace Modules	Level	Credits
Perform administrative and meeting support functions to support management	5	12
Handle customer and client's queries and liaison in an office	5	8
Marketing/Public Relations and administrative support	5	25
Assist in planning and coordinating at least two special events/conferences	5	20
Procure and allocate resources	5	15
Solicit tender offers in terms of a set of procedures	5	10
Manage a paperless office	5	20
Supervision, and training of administration staff	5	15
Assist in developing a Workplace Skills Plan according to employee training needs	5	8
Apply ready for work standards to everyday work activities	5	25

Knowledge Module 01

Basic organisation and administrative concepts	5	30%
Office design trends to enhance workflow effectiveness	5	30%
Working with internal staff	5	40%

Knowledge Module 02

Knowledge Modules Breakdown

Concise business communication media	5	13%
Organisational communication	5	13%
Multi-cultural communication	5	13%
Oral communication and listening skills	5	13%
Conflict and stress	5	13%
Problem solving and decision making	5	13%
Business letters	5	13%
Report writing	5	9%

Knowledge Module 03

Introduction to the Transportation industry	5	25%
Cultural diversity	5	25%
Multi-cultural communication	5	25%
Grooming and deportment	5	25%

Knowledge Module 04

Understand keyboard functions	3	5%
Office design trends to enhance workflow effectiveness	3	20%
Understand and use presentation software	3	20%
Understand and apply Graphic User Interface (GUI) based spreadsheet application skills	3	20%
Create, send and receive e-mail messages	3	20%
Demonstrate ability to use the World Wide Web	3	10%
Safety and security of Information and Communications Technology (ICT)	3	5%

Knowledge Module 05

Introduction to the different social media and digital literature platforms	4	50%
Social media as a communication tool	4	50%

Knowledge Module 06

Project management and the operating environment	4	10%
Project Life cycle	4	10%
Management structures by which projects operate	4	10%
Project management planning	4	10%
Scope management	4	10%
Scheduling and resource management	4	10%
Risk management and issue management	4	10%
Project quality management	4	10%

Communication	4	10%
Leadership and teamwor	4	10%

Knowledge Module 07

Access project scope and other relevant documentation	5	25%
Project life cycle	5	25%
Develop project plan	5	25%
Administer and monitor project	5	25%

Knowledge Module 08

Perform financial calculations	4	20%
Select appropriate methods and carry out financial calculations	4	20%
Check calculations and record outcomes	4	20%
Prepare and process banking and petty cash documents	4	20%
Prepare and process invoices for payment to creditors and for debtors	4	20%

Knowledge Module 09

Principles of financial and supply chain management	5	20%
Budgeting and expenditure	5	20%
Procurement	5	20%
Asset management and stocktaking	5	20%
Disposal management	5	20%

Knowledge Module 10

Tendering Process	5	25%
Legislation related to tender procurement	5	25%
Administer in the pre-tender procurement procedures	5	25%
Maintain proactive communication with all role-players of the tender procurement process	5	25%

Knowledge Module 11

Origination of documents	5	10%
Creation of a filing system	5	15%
Distribution of documents	5	15%
Filing categories	5	15%
Storage of documentation	5	10%
Archiving of documents	5	15%
Disposal of out-dated documentation	5	15%

Knowledge Module 12

Assist in selection and shortlisting of candidates	5	25%
Assist with induction procedures and administration	5	25%
Health and wellness in the organisation	5	25%
Payroll and support services	5	25%

Knowledge Module 13

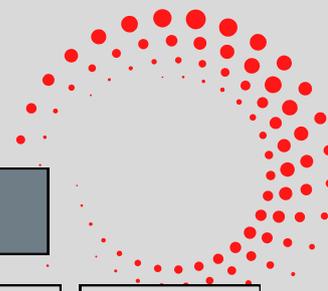
The statutory framework, which underpins the aim of the NQF as a transformative vehicle	5	20%
Composition of skills planning team, roles and responsibilities, resources and methods of analysis for identifying skills gaps	5	40%
Finding the skills gaps	5	40%

Knowledge Module 14

Communication and Public relations	5	25%
Introduction to marketing	5	25%
Overview Integrated Marketing Communications	5	50%

Knowledge Module 15

Rules of professional conduct and ethics	4	20%
Interpersonal management	4	20%
Work-readiness	4	40%
Legislation governing employment	4	20%



Practical Module 01

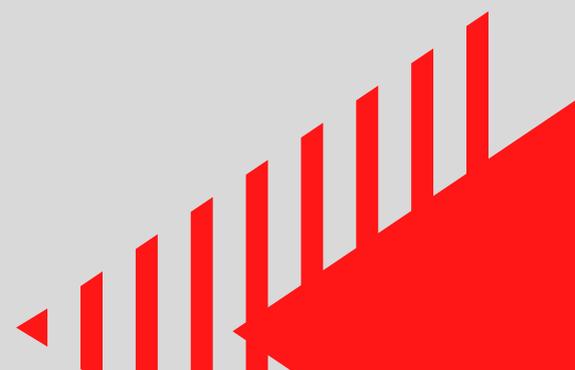
General office administration	5	Credits 10
Interact with clients via telephone or in branch	5	
Respond to various customer service scenarios	5	
Manage the operational customer interaction systems	5	

Practical Module 02

Administration and clerical support of resources	5	Credits 15
Determine, acquire and allocate resources according to requirements	5	
Monitor and control operational activities	5	
Review compliance to ethical operational practices in the organisation	5	

Practical Module 03

Establish pre-tender requirements	5	Credits 15
Assemble documentation and determine process and timeline for the tender phase	5	
Determine and describe the process and requirements of tender evaluation	5	
Determine the process and requirements for post-tender administration	5	



Practical Module 04

Prepare for meetings	5	Credits 15
Conduct meetings	5	
Follow up meeting	5	

Practical Module 05

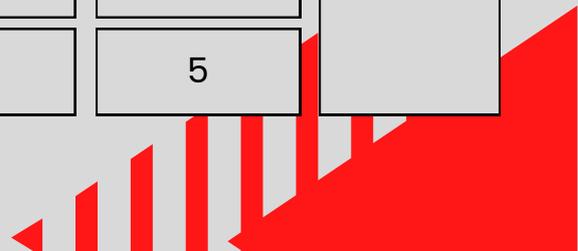
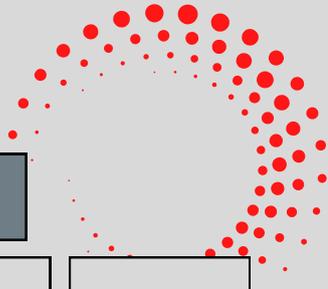
Prepare payroll data	5	Credits 15
Authorise payment of salaries	5	
Administer salary records	5	

Practical Module 06

Plan for recruitment	5	Credits 15
Plan for selection	5	
Support selection process	5	
Induct successful candidate	5	

Practical Module 07

Classify and store records	5	Credits 15
Identify, register and track records	5	
Transfer records	5	
Disposal and destruction of records	5	



Practical Module 08

Process data for skills planning administration of the organisation	5	Credits 15
Interpreting skills needs of individual employees	5	
Assist in the completion of the workplace skills plans (WSP) for the organisation	5	

Practical Module 09

Provide administrative support to all public relations and marketing activities	5	Credits 15
Assist with Marketing, Advocacy and Communication activities	5	
Coordinate events and conduct exhibitions	5	

Practical Module 10

Prepare display mounts for collection material	5	Credits 10
Install and dismantle exhibition elements	5	

Practical Module 11

Contribute to project initiation, scope definition and scope change control	5	Credits 10
Apply time management techniques to a project	5	
Apply cost management techniques to a project	5	
Apply quality management techniques to a project	5	
Apply risk management techniques to a project	5	

Workplace Modules

Perform day-to-day administrative tasks such as maintaining information files and processing paperwork	5	Credits 12
Organise at least three different kinds of meetings	5	
Apply effective and accurate information processing skills to create professional documentation	5	

Workplace Modules

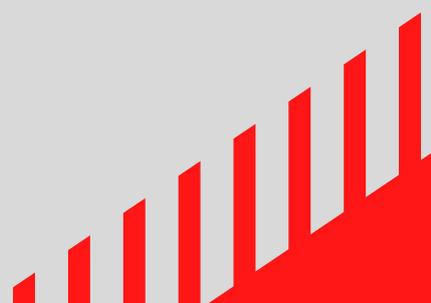
Handle customer and clients queries and liaison	5	Credits 8
Work in an office conveying specialised knowledge in response to customer queries	5	
Maintain a comfortable environment for customers and staff	5	

Workplace Modules

Provide administrative support to all public relations	5	Credits 25
Create content for press releases, by-line articles and keynote presentations	5	
Manage client relations and develop opportunities for the Public Relations/Marketing unit	5	

Workplace Modules

Assist with planning at least two conferences and or events	5	Credits 20
Organise logistics for conference and or event	5	
Follow up on conference and or event proceedings	5	



Workplace Modules

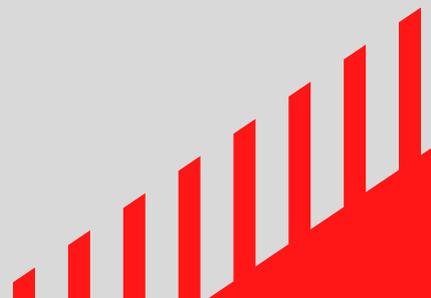
Procure office materials, supplies and or equipment	5	Credits 15
Allocate resources	5	
Manage assets and stocktaking	5	

Workplace Modules

Prepare procurement documents	5	Credits 10
Obtain approval for procurement documents	5	
Invite suppliers to submit tender offers or expressions of interest	5	
Receive tender offers or expressions of interest	5	
Record data relating to submissions	5	

Workplace Modules

Plan the filing structure and storage of documents	5	Credits 20
Apply security features to e-filing of documentation	5	
Utilise an e-diary for daily planning of work	5	



Workplace Modules

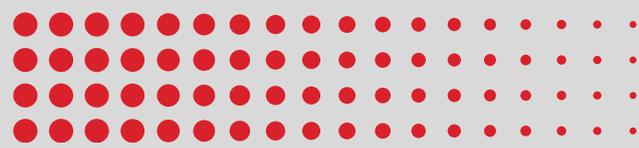
Apply basic knowledge of Human resource related legislative, governance, policies and procedures	5	Credits 15
Establish work procedures or schedules and keep track of the daily work of clerical staff	5	
Supervise other clerical staff and provide training and orientation to new staff	5	
Develop a plan for staff training related to office administration.	5	

Workplace Modules

Gather information and identify employee"s skills development needs	5	Credits 15
Compile a report on the skills needed by employees for professional development	5	
Facilitate the completion of WSPs for the organisation	5	
Analyse and make recommendations/contributions for implementation of the organisations skills development interventions	5	

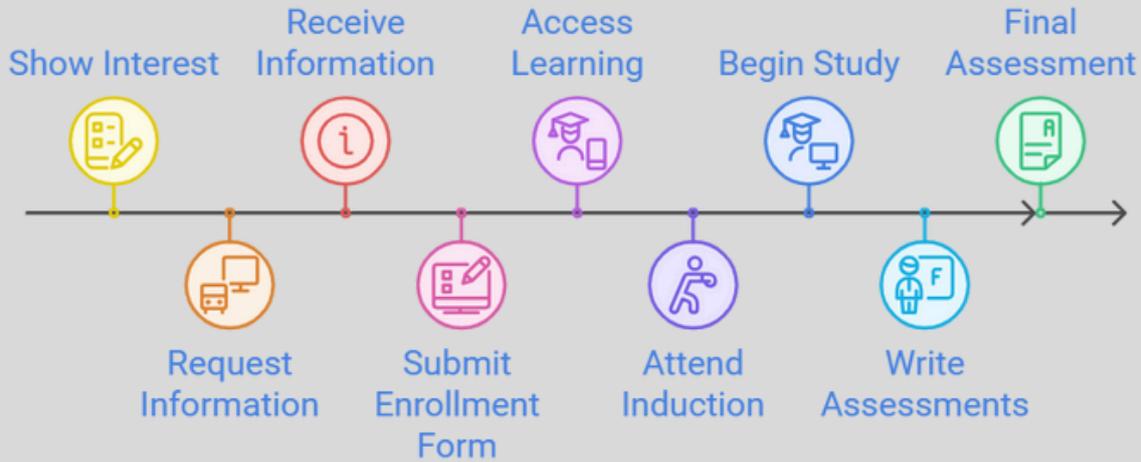
Workplace Modules

Apply ethics and values of the company to everyday business dealings	5	Credits 15
Apply appropriate personal and interpersonal skills to enhance smooth relations with internal and external stakeholders and promoting professional image of the organisation	5	
Apply time management skills to all supportive tasks for the unit/division to be able to meet operational targets	5	
Inform colleagues on stress management techniques through a presentation	5	
Identify and advise on barriers and discriminatory practices re disability	5	



Customer Journey

Enrollment and Completion Process for IQ Programmes



IQ Commitment

Our Commitment to Your Success: Responsibilities to Our Learners from Enrolment

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