

Occupational Certificate: Management Assistant

SAQA: 101876 | NQF | Level: 5 | Total Credits: 316 | Duration: 2 Years (4 Semesters)
Accreditation Authority: Quality Council for Trades and Occupations

Step into the dynamic world of business management with the Management Assistant. This qualification provides you with the skills to support managers, coordinate office activities and streamline business operations. Gain practical experience in office management, communication, and document handling ensuring you're ready for the fast-paced business world.

Admission Requirements

To register for this qualification, candidates must meet one of the following criteria:

- ❖ National Senior Certificate (NSC) or equivalent NQF Level 4
- ❖ Recognition of Prior Learning (RPL) is available.

Qualification Structure

This Qualification structured into modules that progressively build essential competencies with a strong focus on real-world application through workplace learning, ensuring graduates are job-ready and capable supporting management in various industries.

Module	Description	NQF Level	Credits
<u>YEAR 1 - SEMESTER 1</u>			
Knowledge Modules			
KM-05	Office protocol, deportment and etiquette	4	10
KM-06	Business communication and customer services	5	8
KM-08	Basic business calculations	4	5
KM-09	Apply End User Computing	3	6
Practical Modules			
PM-04	Design and develop complex text documents	5	5
PM-07	Apply communication and effective customer relationship	5	10
PM-02	Address protocol requirements	5	5
Work Modules			
WM-04	Assist in planning and coordinating at least two special events or conferences	5	20
<u>YEAR 1 - SEMESTER 2</u>			
Knowledge Modules			
KM-01	Document management and record keeping	5	15
KM-10	Business documentation and design	4	10
KM-04	Social media and digital literacy	4	5
Practical Modules			
PM-01	Create a trip itinerary	5	15
Work Modules			
WM-03	Handle customer and client queries and liaison in an office	5	8
WM-03	Manage a paperless office	5	20
WM-08	Prepare a trip itinerary	4	15

YEAR 2 - SEMESTER 3**Knowledge Modules**

KM-03	Resource and procurement management	5	5
KM-11	Meeting administration	4	10

Practical Modules

PM-03	Determine ,acquire and allocate resources for the secretarial unit	5	10
PM-06	Support the recruitment, selection and induction of secretarial staff	5	10

Work Modules

WM-02	Apply ready for work standards to everyday work activities	5	25
WM-05	Procure and allocate resources	5	15

YEAR 2 - SEMESTER 4**Knowledge Modules**

KM-12	Introductory project management	4	2
KM-02	Computerised Information Processing	5	25
KM-07	Ready for work standards	4	5

Practical Modules

PM-05	Manage a small project	5	10
PM-08	Organise meetings	5	10

Work Modules

WM-01	Perform administrative and meeting support functions to support management	5	12
WM-07	Apply supervisory skills to coordinate and direct clerical staff activities	5	20

Career Opportunities

Upon completing this qualification, Students can pursue various career opportunities, including:

- ❖ Personal Assistant (PA)
- ❖ Executive Secretary
- ❖ Office Manager
- ❖ Administration Coordinator
- ❖ Project Administrator

Articulation Options

- ❖ **Horizontal:** Office Administration, Project Manager, Office Supervisor (NQF Level 5)
- ❖ **Vertical:** School Principal , Financial Advisor (NQF Level 6)
- ❖ **Diagonal:** Advanced Certificate in Business Administration, Diploma in Business Administration (NQF Level 6)