



The Institute of Certified Bookkeepers Office Management



Programme Title	NQF	SAQA ID
National Diploma in Office Administration	Level 6	35958

Articulation

On successful completion of each of the following qualifications learners will receive the respective certificate and can continue onto the next qualification:

Programme	SAQA ID	NQF Level
Certified Junior Office Administrator	23618	Level 5
Certified Senior Office Administrator	23619	Level 5
Certified Office Manager	35958	Level 6

Career Fields

Receptionist
Office Assistant
Office Administrator
Public Relations Officer
Marketing Administrator

Type of Programme – 2 available options

Full Time studies

- The duration is 18 months
- Tuition is face to face and is scheduled per campus

Part Time Studies

- The duration will depend on modules selected
- Tuition is face to face and is scheduled after hours (evening & Saturday)

Professional Programmes

- These are endorsed and externally assessed by industry leading organisations and accredited institutions

Admission Requirements

- Grade 12 (Std 10) or equivalent
- No prior Accounting knowledge is required

About the Programme

Ideal if you are interested in learning a little bookkeeping and a lot of all round office knowledge. This is a great choice if you believe in the huge benefits of running any company in an organized way. The knowledge you gain in each successive qualifications builds on the last, allowing you to take on key functions and increased responsibility in your workplace.

About the Institute

The Institute of Certified Bookkeepers has been around since 1931. Its role is to improve and maintain the quality, credibility and reputation of bookkeeping, accounting, office administration and financial management training and qualifications in Southern Africa.

As a Quality Assurance Partner (QAP) of the Sector Education and Training Authority for Finance, Accounting, Management Consulting and other Financial Services (FASSET), the ICB is an external assessment (examining) body for many of the business qualifications that FASSET awards.

Qualitas Newcastle is an approved and recognised tuition centre for the ICB and does provide tuition towards the various ICB qualifications. ICB is responsible for curriculum development, programme accreditation, final assessment and certification.

Value Adds

We are serious about your career. We will add the following to your programme to make you even more desirable in the professional job market:

- First Job Preparation
 - ✓ CV Preparation
 - ✓ Interview Skills
- Office Computer Ready
 - ✓ Windows
 - ✓ Word
 - ✓ Excel
 - ✓ Internet & Email

Assessments

In all learning areas, learners will be assessed based on the completed ICB POE containing formative activities (Assignments), formative evaluations (Tests) and a summative assessment (final exam). In the event of a learner having to complete a Supplementary Assessment this will be charged for additionally.

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Office Management

Certification

- On successful completion of the programme, the learner will receive an ICB results letter outlining the unit standards covered. Learners who have been found competent and who have successfully completed all modules, will be awarded with ICB's National Diploma: Office Administration (NQF L6).
- Office Computing Proficiency certificate

PROGRAMME MODULES

Certified Office Manager (National Diploma (NQF 6))	12. Management
	11. Financial Accounting
	10. Business & Office Administration 3
Certified Senior Office Administrator (NQF 5)	9. Economics
	8. Human Resource Man & Labour Relations
	7. Business & Office Administration 2
Certified Junior Office Administrator (NQF 5)	6. Cost & Management Accounting
	5. Business Law & Administrative Practice
	4. Marketing Man & Public Relations
	3. Bookkeeping
	2. Business & Office Administration 1
	1. Office Communication

1. CERTIFIED JUNIOR OFFICE ADMINISTRATOR – NATIONAL CERTIFICATE (NQF 5)

Office Communication

- The key principles of effective business communication
- Spoken communication
- Written communication
- Understanding the work environment

Business and Office Administration

- The role and function of the secretary
- Creating evidence and maintaining confidentiality
- Handling mail
- The role of the receptionist
- Record management systems
- Communication for business

Marketing Management and Public Relations

- Basic concepts in marketing management
- The internal & external marketing environment
- Determining a marketing strategy
- Understanding the 4 'P's in the marketing mix
- The role of public relations and mass communication
- Integration – formulating a strategic marketing plan

Bookkeeping

- An introduction to basic business, bookkeeping
- Value Added Tax and source documents
- Recording cash transactions
- Recording credit and sundry transactions
- Inventory systems

- Individual accounts for debtors and creditors
- The bank reconciliation process
- An introduction to financial statements
- Depreciable assets

Business Law and Administrative Practice

- The law of contract
- Breach of contract
- Termination of contracts
- The law of delict
- Various Contracts
- Credit agreements
- Business entities
- Negotiable instruments
- Intellectual property and competition law
- Environmental law and Revision

Cost and Management Accounting

- An introduction to managerial accounting
- Controlling inventory and overhead costs
- Accounting for a manufacturing enterprise
- Budgeting and standard costing
- Job costing
- Preparing contract accounts
- Process costing
- Financial management

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2. CERTIFIED SENIOR OFFICE ADMINISTRATOR – HIGHER CERTIFICATE (NQF 5)

Business and Office Administration 2

- Demonstrate and understanding of the concept of ergonomics and its contribution to conducive working conditions
- Demonstrate efficient records management
- Demonstrate the ability to manage time effectively
- Demonstrate and understanding of stock control systems
- Compile a business information manual
- Demonstrate the ability to deal with difficult situations and people in a professional manner
- Plan business receptions and social functions
- Make travel arrangements for a manager
- Prepare correspondence for a range of situations
- Demonstrate an understanding of the mechanics of cash control
- Demonstrate an understanding of banking and forms of payment

Human Resources Management and Labour Relations

- Describe various organisational structures and discuss their respective merits and demerits.
- Explain the human resource planning process
- Describe job analysis and job design processes and techniques
- Demonstrate an understanding of recruitment, selection, placement and induction processes
- Demonstrate an understanding of performance management issues and techniques
- Discuss the need for career management in an organisation
- Describe how wages and salaries are determined
- Demonstrate a clear understanding of health and safety issues in the work environment

- Demonstrate and understanding in the interaction of the background and development of industrial relations in South Africa
- Demonstrate an understanding of the legislative framework governing the employment relationship in South Africa
- Provide definitions of labour relations terms
- Demonstrate a general understanding and application of grievance procedures and disciplinary codes
- Identify key role players in the labour relations arena in South Africa

Economics

- Demonstrate an understanding of the economic problem
- Demonstrate an understanding of the production possibility frontier
- Demonstrate an understanding of various economic systems
- Differentiate between micro-and macro -economics
- Demonstrate an understanding of the concepts of micro-economics
- Demonstrate an understanding of the concepts of macro-economics
- Demonstrate an understanding of concepts of international trade and finance
- Demonstrate an understanding of concepts of monetary theory and policy
- Demonstrate an understanding of concepts of public finance
- Demonstrate an understanding of concepts of labour economics
- Discuss the economic growth and development of the South African economy

3. CERTIFIED OFFICE MANAGER – NATIONAL DIPLOMA (NQF 6)

Business and Office Administration 3

- Business organisations
- The human resource function
- Filing systems and records management
- Basic financial concepts for business
- How to manage yourself in the workplace

Financial Accounting

- Recording business financial transactions
- Finalise and interpret accounts
- Financial Statements
- Partnerships
- Statements of cash flow
- Sundry topics in financial accounting

Management

- A brief history of early management activities
- Management functions: Operational planning, organising, and delegating
- Management functions: Innovation, Culture, Diversity and Technology
- Main management functions: Leading
- Main management functions: Motivating, Communicating and Controlling
- The place and role of the middle manager in the organisation
- Ethics, corporate social responsibility and corporate governance

General Information

- Courses are run on student demand. Qualitas reserves the right to cancel any course and change prices without notice.
- The full deposit is due before campus opens.
- A R2 000 registration fee is payable to secure your place and is NOT REFUNDABLE. This fee is already included in the course fee
- The first installment is due at the end of March 2014
- All credit applicants are subject to undergo a credit assessment; they also need to supply necessary financial information and proof of earnings for reference purposes.
- The cost of field trips and practical's are not included in the course fees.
- Students will not be allowed to attend classes until all necessary forms have been properly completed and relevant payments made.
- Please take note of the cancellation policy on the enrolment form.

What is needed to register?

- Completed enrolment form

For Cash Payments:

- Copy of students ID
- 2 ID Photos
- Last School report
- The required payment

Additional Documents required for Terms payments:

- Municipal account as proof of residential address
- ID of the person responsible for payment
- Salary slip of the person responsible for payment
- Credit Application Form