

## CERTIFIED SENIOR OFFICE ADMINISTRATOR

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 qualification builds on the last, allowing you to take on key functions and increased responsibility in your workplace.



### Earn credits as you qualify

Besides qualifying in any of the skills programmes listed below, you will build credits towards national qualifications.

Certified Office Manager (National Diploma: NQF 6) SAQA: 35958	12. Management
	11. Financial Accounting
	10. Buss & OA 3
<b>Certified Senior Office Administrator (Higher Certificate: NQF 5) SAQA ID: 23619</b>	9. Economics
	8. Human Resources Man & Labour Relations
	7. Business & Office Administration 2
	6. Cost & Management Accounting
	5. Business Law & Administrative Practice
Certified Junior Office Administrator (NQF 5) SAQA ID: 23618 120 Credits	4. Marketing Management & Public Relations
	3. Bookkeeping
	2. Business & Office Administration 1
	1. Office Communication

### Admission requirements

- Grade 12 (Std 10) or equivalent
- Junior Office Administrator certificate

### Certification

Upon successful completion of each of the Skills Programmes the learner will receive ICB module Certificates. Once all three Skills Programmes have been successfully completed, A National Higher Certificate in Office Administration (NQF Level 5) is to be awarded.

SKILLS PROGRAMMES	
<p><b>Economics</b></p> <ul style="list-style-type: none"> <li>• Demonstrate an understanding of the economic problem</li> <li>• Demonstrate an understanding of the production possibility frontier</li> <li>• Demonstrate an understanding of various economic systems</li> <li>• Differentiate between micro-and macro -economics</li> <li>• Demonstrate an understanding of the concepts of micro-economics</li> <li>• Demonstrate an understanding of the concepts of macro-economics</li> <li>• Demonstrate an understanding of concepts of international trade and finance</li> <li>• Demonstrate an understanding of concepts of monetary theory and policy</li> <li>• Demonstrate an understanding of concepts of public finance</li> <li>• Demonstrate an understanding of concepts of labour economics</li> <li>• Discuss the economic growth and development of the South African economy</li> </ul>	<p><b>Human Resource Management and Labour Relations</b></p> <ul style="list-style-type: none"> <li>• Describe various organisational structures and discuss their respective merits and demerits.</li> <li>• Explain the human resource planning process</li> <li>• Describe job analysis and job design processes and techniques</li> <li>• Demonstrate an understanding of recruitment, selection, placement and induction processes</li> <li>• Demonstrate an understanding of performance management issues and techniques</li> <li>• Discuss the need for career management in an organisation</li> <li>• Describe how wages and salaries are determined</li> <li>• Demonstrate a clear understanding of health and safety issues in the work environment</li> <li>• Demonstrate and understanding in the interaction of the background and development of industrial relations in South Africa</li> <li>• Demonstrate an understanding of the legislative framework governing the employment relationship in South Africa</li> <li>• Provide definitions of labour relations terms</li> <li>• Demonstrate a general understanding and application of grievances procedures and disciplinary codes</li> <li>• Identify key role players in the labour relations arena in South Africa</li> </ul>



**Business and Office Administration 2**

- Office equipment and ergonomics
- Filing Systems and records management
- Reception duties
- Dealing with customer queries