

OA101



OFFICE ADMINISTRATION

www.crestwoodcollege.com

OBJECTIVE

This short programme has been specifically designed to upgrade skills and knowledge to ensure success in a chosen field of learning, but is not credit bearing. It differs from full qualifications that are registered on the National Qualifications Framework (NQF).



CRESTWOOD COLLEGE



Office Administration

Office administrators, secretaries and general admin staff all have an important role to play in the effectiveness and smooth-running of a business. This programme is designed to teach vital customer service and administration skills necessary in all companies.

The programme equips the learner with knowledge and appreciation of the business environment (world of work) and will give the learner the fundamental skills to function effectively in an administrative or secretarial capacity.

Type of qualification

- Part-time
- Endorsed by the CIBM
- Provider Qualification / Short Programme*

*This short programme has been specifically designed to upgrade skills and knowledge to ensure success in a chosen field of learning, but is not credit bearing. It differs from full qualifications that are registered on the National Qualifications Framework (NQF).

Who should attend

This programme is ideal for those wanting to enter the business world in an office administration or secretarial position, as well as current receptionists, personal assistants, secretaries and office administrators who want to improve their effectiveness and career prospects.

Admission requirements

Learners are required to have knowledge, comprehension and application of English at NQF Level 2 / Grade 10 or equivalent.



Duration

The programme duration is 12 weeks. Classes are held on Saturday mornings.

Certification

Upon successful completion of the study programme and internal assessments, learners will be awarded the UniCollege Short Programme Certificate in Office Administration. This qualification is endorsed by the Chartered Institute of Business Management (CIBM).

Course Material

All course material is included in the tuition fee.

Programme outline

Understanding the business and office environment

- The South African business environment
- How the office interacts with every part of the business
- The role of business in society
- The role of an office administrator
- Office etiquette
- Good working relationships
- Good customer relations
- Handling complaints
- Telephone etiquette

Storage and retrieval systems

- Implement and control a filing system in an organisation

Time management

- Managing a diary for a manager and for yourself
- Scheduling appointments



Co-ordinating meetings

- Procedures for meetings
- Understanding meeting documentation

Business correspondence

- Communicate effectively using various forms of business correspondence
- Handling mail and electronic mail (emails)
- Your career – producing a professional curriculum vitae (CV)

Office equipment

- Understanding the basics of computer hardware and software
- Using office equipment eg. photocopier, fax, binding machine
- Data capture and database management
- Routine maintenance of office equipment

Office supplies and stock control

- Procedures for ordering office supplies and maintaining optimal levels of stock
- Using source documents in ordering and stock control
- Controlling the distribution of office supplies

Financial and banking procedures

- Handling petty cash
- Performing basic VAT calculations
- Understanding payroll functions
- Banking transactions and procedures

