

**PURPOSE OF THE PROGRAMME**

The purpose of this programme is to equip the learners with the necessary knowledge, skills and attitudes to develop administrative procedures and manage administration records within their workplaces.

**PROGRAMME OUTCOMES**

On completion of this programme learners will be able to:

- Understand the various administrative systems required by an organisation
- Develop and update administrative systems in a specific business environment
- Develop systems to keep administrative information at the required level of confidentiality
- Develop policies and procedures on administrative systems and write them into a manual.
- Control and deal with confidential information and documents
- Control and evaluate ordering and distribution of office stationery
- Implement control measures with individuals.

**PROGRAMME OUTLINE**

- Administrative systems
- Develop administrative systems
- Levels of confidentiality
- The policy manual
- Office stationery

**LEARNING ASSUMED TO BE IN PLACE**

Delegates wishing to enroll on this programme should be competent in Communication at NQF Level 3.

**RECOGNITION OF PRIOR LEARNING (RPL)**

RPL against these unit standards are allowed. Application forms are available from our offices.

**METHODOLOGY**

**Training Programme Duration:** 3 Days

**Assessment:** Portfolio of evidence will be submitted within four weeks after completing the training. Assessment activities include evaluating administrative systems, policy manual and ordering procedures.

**Certification:** This includes obtaining endorsement from the SETQAA.

**Unit Standard(s):**

- 110003 - Develop administrative procedures in a selected organisation
- 110009 - Manage administration records

**NQF Level:** 4

**Credits:** 12

**TARGET GROUP**

- Team leaders
- Supervisors
- First line managers
- Administration managers
- Administration clerks

**BENEFITS**

- Increased productivity
- Effective admin procedures
- Credits towards a qualification
- Improved opportunities to claim skills grants