

**PURPOSE OF THE PROGRAMME**

The purpose of this programme is to equip learners with the necessary knowledge, skills and attitudes to develop administrative procedures to make the administrative component of the organisation more effective and efficient and so aid the organisation to attain its mission, vision and objectives

**PROGRAMME OUTCOMES**

On completion of this programme learners will be able to:

- Induct a member into a team
- Develop administrative procedures in a selected organisation
- Describe and assist in the control of fraud in an office environment
- Manage administration records
- Manage service providers in a selected organisation.

**PROGRAMME OUTLINE**

- Induct a member into a team
- Develop administrative procedures in a selected organisation
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**LEARNING ASSUMED TO BE IN PLACE**

Delegates wishing to enroll on this programme should be competent in Communication and Mathematical Literacy 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:** 5 Days

**Assessment:** : Portfolio of evidence will be submitted within two months after completing the training. Assessment activities include questioning to test knowledge and ability to apply.

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

**Unit Standard(s):**

- 242812 – Induct a member into a team
- 110003 - Develop administrative procedures in a selected organisation
- 110026 - Describe and assist in the control of fraud in an office environment
- 110009 - Manage administration records
- 109999 - Manage service providers in a selected organisation.

**NQF Level:** 3 and 4

**Credits:** 25

**TARGET GROUP**

This course is aimed at all persons involved in Administration in commercial or non-commercial organisations, as well as for managers of teams, sections, divisions and departments.

It is also applicable to learners working in other sub-fields who are responsible for keeping records of an administrative nature and learners who have the task of managing service providers to an organisation.

**BENEFITS**

- Effective and efficient administration components in an organisation
- Develop policies and procedures on administrative systems and write them into a manual
- Credits towards a qualification
- Improved opportunities to claim skills grants