altitude
SKILLS DEVELOPMENT

PROGRAMME BROCHURE

ALTITUDE SKILLS DEVELOPMENT

SAQA ID 102161

OCCUPATIONAL CERTIFICATE

Office Administrator

Build the capability to coordinate office activities, manage information and support business functions with confidence.

DEVELOP PROFESSIONAL ADMIN SKILLS



NQF LEVEL	QUALIFICATION	MANAGED ROLLOUT
Level 5	445 credits	24 months

Purpose & rationale

Purpose

The purpose of this qualification is to prepare a learner to operate as an Office Administrator. An Office Administrator applies administrative knowledge, practical capability and workplace experience to coordinate office activities, manage information and support management across business functions.

Qualified learners will be able to:

- Coordinate office administration and records.
- Communicate and maintain customer relationships.
- Support resources, procurement and tendering.
- Assist staffing, skills development and projects.

Why office administration matters

Office Administrators support the effective operation of businesses, government departments and other organisations. They coordinate information and processes, communicate with customers and help management deliver professional service across departments.

This national qualification develops administrative capability for an increasingly computerised office. Learners build skills in records, resources, people support, marketing and project administration, then apply those skills through practical activity and workplace evidence.

What sets the Altitude rollout apart

01 Integrated learning

Knowledge, practical activities and workplace experience are connected throughout the programme so learners build competence progressively.

02 Workplace connected

Learners practice tools and processes in a supported environment before applying them in authentic workplace settings.

03 Supported throughout

Facilitators, learner support staff, mentors and programme administration monitor progress and provide support throughout the programme.

ALTITUDE DELIVERY MODEL

Integrated programme delivery

Knowledge learning, practical skills and workplace experience are integrated throughout the programme. Learners build understanding in the classroom, practice office administration in a supported environment and apply those skills through authentic workplace evidence.

01

Build the knowledge

Facilitated learning develops office administration, communication, digital literacy, project administration, procurement, records, staffing and workplace skills planning.

02

Practice the skills

Structured practical activities, templates, case studies and simulations allow learners to practice customer service, meetings, payroll, recruitment, records and office projects before workplace application.

03

Apply it in the workplace

Learners complete authentic office administration activities, collect evidence, maintain work experience records and obtain mentor guidance and sign-off as required by the curriculum.

04

Assess, support and progress

Assessment, feedback, learner support and progress tracking run throughout the programme. Practical activities and workplace evidence help learners prepare for programme completion and EISA readiness.

Integrated by design

Knowledge, practical application and workplace experience are connected throughout the programme so that learners build competence progressively rather than in isolation.

Learner support built in

Facilitator feedback • Study group support • Progress monitoring • Workplace evidence guidance • Catch-up planning • Attendance and submission tracking

Learning modules

Knowledge modules

MODULE	MODULE TITLE	NQF	CREDITS
334102002-KM-01	Effective Office Administration and Management	5	10
334102002-KM-02	Business Communication and Customer Services	5	8
334102002-KM-03	Office Protocol, Deportment and Etiquette	5	8
334102002-KM-04	Apply End User Computing	3	6
334102002-KM-05	Social Media and Digital Literacy	4	5
334102002-KM-06	Introductory Project Management	4	2
334102002-KM-07	Computerised Project Management	5	15
334102002-KM-08	Basic Business Calculations	4	5
334102002-KM-09	Resource and Procurement Management	5	15
334102002-KM-10	Tender and Procurement Processes and Procedures	5	5
334102002-KM-11	Document Management and Record Keeping	5	15
334102002-KM-12	Staffing and People Support	5	15
334102002-KM-13	NQF, Skills Development and Workplace Skills Plan Administration	5	12
334102002-KM-14	Public Relations, Marketing and Advocacy	5	6
334102002-KM-15	Ready for Work Standards	4	5
TOTAL CREDITS FOR KNOWLEDGE MODULES: 132			

Learning modules continued

Practical skills modules

MODULE	MODULE TITLE	NQF	CREDITS
334102002-PM-01	Communication and Effective Customer Relationships	5	10
334102002-PM-02	Coordinate Administrative and Clerical Support of Resources	5	15
334102002-PM-03	Assist in Administration and Preparation of Tendering	5	15
334102002-PM-04	Manage Meetings	5	15
334102002-PM-05	Payroll Processing and Pay Administration	5	15
334102002-PM-06	Support Recruitment, Selection and Induction of Staff	5	15
334102002-PM-07	Classify, Identify, Register, Track and Dispose of Records	5	15
334102002-PM-08	Assist in Workplace Skills Plan Administration	5	15
334102002-PM-09	Provide Administrative Support to Marketing/Public Relations	5	20
334102002-PM-10	Prepare, Install and Dismantle Exhibition Elements	5	10
334102002-PM-11	Manage a Small Project	5	10
TOTAL CREDITS FOR PRACTICAL SKILLS MODULES: 155			

Learning modules continued

Work experience modules

MODULE	MODULE TITLE	NQF	CREDITS
334102002-WM-01	Administrative and Meeting Support Functions for Management	5	12
334102002-WM-02	Handle Customer and Client Queries and Liaison in an Office	5	8
334102002-WM-03	Marketing/Public Relations and Administrative Support	5	25
334102002-WM-04	Plan and Coordinate at Least Two Special Events/Conferences	5	20
334102002-WM-05	Procure and Allocate Resources	5	15
334102002-WM-06	Solicit Tender Offers Using Set Procedures	5	10
334102002-WM-07	Manage a Paperless Office	5	20
334102002-WM-08	Supervision and Training of Administration Staff	5	15
334102002-WM-09	Support Development of a Workplace Skills Plan	5	8
334102002-WM-10	Apply Ready for Work Standards to Everyday Work Activities	5	25
	TOTAL CREDITS FOR WORK EXPERIENCE MODULES: 158		

Minimum qualification credits

445

Altitude Skills Development provides training, internal formative assessment and support to prepare learners for the External Integrated Summative Assessment (EISA). The EISA is conducted separately through the relevant QCTO assessment arrangements at an accredited assessment centre. Learners must provide the required evidence of completed knowledge, practical skills and work experience components to qualify for external assessment.

altitude
SKILLS DEVELOPMENT

BUILD CAPABILITY. CREATE OPPORTUNITY. DELIVER IMPACT.

Develop your next generation of office professionals.

Partner with Altitude Skills Development for a managed 24-month Office Administrator programme that connects learning, practical application and workplace experience.

ENTRY REQUIREMENTS

NQF Level 4 with Communication.

WEBSITE

altitudeskillsdevelopment.co.za

CAPE TOWN

+27 21 761 5321 / 6

Block Z, Greenford Office Estate
Punters Way, Kenilworth, Cape Town, 7708

Occupational Certificate: Office Administrator

SAQA ID 102161 | NQF LEVEL 5 | 445 CREDITS | 24 MONTHS MANAGED ROLLOUT