

## Office Administration Skills

**Duration:** 3 Days

**Prerequisites:** NQF Level 3 numeracy and literacy skills

**NQF Level:** 4

### Lesson 1: Confidential information and documents

- Confidential Matters
- Systems and Procedures
- Manual procedures
- Computerised processing

### Lesson 2: Office stationery

- Control Stationery
- Stationery room
- Issuing stationery
- Ordering stationery
- Stock Control
- List of stationery items typically used

### Lesson 3: Control measures

- Human Resources
- Process of Control
- Standards of Performance
- How to measure actual performance
- Evaluate Deviations
- Take Corrective Action
- Discipline

### Lesson 4: Documentation Preparation

- Deadlines in Preparation
- Communicate Deadlines
- Documentation
- Distribution
- Checklists

### Lesson 5: Confidential information and documents

- Confidential Matters
- Systems and Procedures
- Manual procedures
- Computerised processing

### Lesson 6: Office Stationery

- Control Stationery
- Stationery room
- Issuing Stationery
- Ordering Stationery
- Stock Control

### Lesson 7: Control Measures

- Human Resources
- Process of Control
- Standards of Performance
- Evaluate Deviations
- Take Corrective Action

### Unit Standard Alignment:

- US 110009, Manage Administration Records, NQF 4, 4 credits
- US 110003, Develop administrative procedures in a selected organisation, NQF 4, 8 credits

**Articulation:** Credits obtained during this skills programme will contribute towards qualification 61595, FETC: Business Administration Services, NQF Level 4.

**Delivery Method:** The programme is facilitated by a competent subject matter specialist/s, who utilises the following techniques to ensure that the session is practical and experiential: Discussion; Role Plays; Exercises & Case Studies; Simulations, Videos/DVDs; and learner assessment.

**Language of delivery:** English

### Certification:

- Upon completion, the learner will receive a Turnstone Certificate of Attendance.
- Upon verified Competence, the learner will receive a Certificate of Competence from Turnstone and Services SETA.

**Accreditation and Registration:** Services SETA: 6465

