OCCUPATIONAL CERTIFICATE

Management Assistant

SAQA ID	NQF LEVEL	CREDITS	DURATION	QUALITY PARTNER
101876	5	316	36 Months	SERVICES SETA

OVERVIEW

The Occupational Certificate: Management Assistant prepares learners to coordinate organisational activities, provide professional administrative and secretarial support to managers, and manage special projects in accordance with good governance procedures. It is designed for aspiring or practicing administrative and secretarial professionals—including those moving into senior, executive, or supervisory roles—who want a multi-skilled qualification to build a career in office administration or pursue further study.

WHAT YOU WILL BE ABLE TO DO

Plan, organise and support department meetings and workshops. Apply appropriate personal and interpersonal skills to a range of situations to facilitate the smooth relations between internal and external stakeholders according to organisational standards. Apply basic knowledge of relevant administration governance, policies and procedures to manage resources effectively in the organisation. Plan, administer and provide support services to a special project within an organisation. Promote professional documentation by utilising effective and accurate information processing and research skills to enhance the professional image of the organisation or industry.

MODULES

Knowledge Modules (106 Credits) 334302001-KM-01: Document management and record-keeping, Level 5, 15 Credits 334302001-KM-02: Computerised Information Processing, Level 5, 25 Credits 334302001-KM-03: Resource and procurement management, Level 5, 5 Credits 334302001-KM-04: Social media and digital literacy, Level 4, 5 Credits 334302001-KM-05: Office protocol, deportment and etiquette, Level 4, 10 Credits 334302001-KM-06: Business communication and customer services, Level 5, 8 Credits 334302001-KM-07: Ready for work standards, Level 4, 5 Credits 334302001-KM-08: Basic business calculations, Level 4, 5 Credits 334302001-KM-09: Apply End User Computing, Level 3, 6 Credits 334302001-KM-10: Business documentation and design, Level 4, 10 Credits 334302001-KM-11: Meeting administration, Level 4, 10 Credits 334302001-KM-12: Introductory project management, Level 4, 2 Credits

Practical Skill Modules (75 Credits) 334302001-PM-01: Create a trip itinerary, Level 5, 15 Credits

- 334302001-PM-02: Address protocol requirements, Level 5, 5 Credits 334302001-PM-03: Determine, acquire and allocate resources for the secretarial unit, Level 5, 10 Credits 334302001-PM-04: Design

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and develop complex text documents, Level 5, 5 Credits 334302001-PM-05: Manage a small project, Level 5, 10 Credits 334302001-PM-06: Support the recruitment, selection and induction of secretarial staff, Level 5, 10 Credits 334302001-PM-07: Apply communication and effective customer relationships, Level 5, 10 Credits 334302001-PM-08: Organise meetings, Level 5, 10 Credits

Work Experience Modules (135 Credits) 334302001-WM-01: Perform administrative and meeting support functions to support management, Level 5, 12 Credits 334302001-WM-02: Apply ready for work standards to everyday work activities, Level 5, 25 Credits 334302001-WM-03: Handle customer and client's queries and liaison in an office, Level 5, 8 Credits 334302001-WM-04: Assist in planning and coordinating at least two special events/conferences, Level 5, 20 Credits 334302001-WM-05: Procure and allocate resources, Level 5, 15 Credits 334302001-WM-06: Manage a paperless office, Level 5, 20 Credits 334302001-WM-07: Apply supervisory skills to coordinate and direct clerical staff activities, Level 5, 20 Credits 334302001-WM-08: Prepare a trip itinerary, Level 4, 15 Credits

CAREER OPPORTUNITIES

Management Assistant Senior or Executive Secretary (depending on experience) Personal Assistant / Secretarial Roles Specialist, Management, or Supervisory Roles in Office Administration Corporate Reputation and Social Media Image Specialist (internal/external)

ENTRY REQUIREMENTS

Level 4 with Communication.

ASSESSMENT

The assessment strategy comprises two stages:

Integrated Formative Assessment:Conducted internally by the skills development provider using stipulated internal assessment criteria and weightings to grant entrance into the external assessment. External Integrated Summative Assessment (EISA):Conducted through the relevant Quality Council for Trades and Occupations (QCTO) Assessment Quality Partner, focusing on the Exit Level Outcomes and Associated Assessment Criteria upon proof of required modules and work experience.

ACCREDITATION

Type	Accreditation number	Valid until
QCTO SDP	01-QCTO/SDP191024060115	17 Oct 2029
Assessment centre	05-QCTO/AC-TTC140826111629	18 Aug 2031
QCTO SDP	05-QCTO/SDP170326121059	12 Jan 2027
Assessment centre	06-QCTO/AC-TTC020426114824	31 Mar 2031
QCTO SDP	06-QCTO/SDP030125092858	05 Jan 2030
Assessment centre	07-QCTO/AC-TTC020426113936	31 Mar 2031
Assessment centre	07-QCTO/AC-TTC020426115516	31 Mar 2031

QCTO SDP	07-QCTO/SDP061125034240	26 Dec 2026
QCTO SDP	07-QCTO/SDP190526154625	14 Jan 2027
QCTO SDP	07-QCTO/SDP191024060355	17 Oct 2029
QCTO SDP	09-QCTO/SDP240824104924	22 Aug 2029

Verify any accreditation and download letters at www.gcc-sd.com/accreditations

Run this qualification as a learnership

Request a proposal: www.gcc-sd.com/request-a-proposal?qualification=management-assistant-101876