

MANAGEMENT ASSISTANT NQF LEVEL 5

OCCUPATIONAL CERTIFICATE

OCCUPATIONAL CERTIFICATE

MANAGEMENT ASSISTANT, NQF LEVEL 5

QCTO CURRICULUM CODE: 334302001

SAQA ID:101867

CREDITS	SAQA ID	MINIMUM ENTRY LEVEL
316	101867	NQF LEVEL 4

Contact Session Days: 50

Duration of Qualification: 30 Months

PURPOSE

The purpose of this qualification is to prepare a learner to operate as a Management Assistant. The qualification provides an opportunity for the learner to acquire a range of skills to be able to coordinate the activities of the organisation and provide professional administrative and secretarial support to managers, either as part of a team or individually. They also coordinate the activities of assigned personnel and provide current and updated relevant information to the manager as support for upcoming meetings. The Management assistant can also function as a Senior or Executive secretary, depending on experience and is the gatekeeper who promotes the professional image of the manager and the organisation. The management assistant also needs to be able to manage special projects using resources given according to good governance procedures. The qualified learner will be actively engaged in becoming a well-rounded, multi-skilled person, prepared for further, more specific study and a number of alternative career choices within the secretarial or personal assistant field. A qualified learner will be able to:

- Plan, organise and support department meetings and workshops.
- Apply appropriate personal and interpersonal skills to a range of situations to facilitate 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.



CONTACT US: HEAD OFFICE

www.csggroup.co.za | skillsinfo@csggroup.co.za | +27 11 794 2000

shaped around you.



MANAGEMENT ASSISTANT NQF LEVEL 5

OCCUPATIONAL CERTIFICATE

MODULE OUTLINE

This qualification is made up of the following compulsory Knowledge, Practical Skill, and Work Experience Modules:

Knowledge Modules:

- Document management and record-keeping
- Computerised Information Processing
- Resource and procurement management
- Social media and digital literacy
- Office protocol, deportment and etiquette
- Business communication and customer services
- Ready for work standards
- Basic business calculations
- Apply End User Computing
- Business documentation and design
- Meeting administration
- Introductory project management

Practical Skill Modules:

- Create a trip itinerary
- Address protocol requirements
- Determine, acquire and allocate resources for the secretarial unit
- Design and develop complex text documents
- Manage a small project
- Support the recruitment, selection and induction of secretarial staff
- Apply communication and effective customer relationships
- Organise meetings

Work Experience Modules:

- Perform administrative and meeting support functions to support management
- Apply ready-for-work standards to everyday work activities,
- Handle customer and client queries and liaison in an office



CONTACT US: HEAD OFFICE

www.csigroup.co.za | skillsinfo@csigroup.co.za | +27 11 794 2000

shaped around you.



SKILLS

talent division
facilities division

MANAGEMENT ASSISTANT NQF LEVEL 5

OCCUPATIONAL CERTIFICATE

- Assist in planning and coordinating at least two special events/conferences
- Procure and allocate resources
- Manage a paperless office
- Apply supervisory skills to coordinate and direct clerical staff activities
- Prepare a trip itinerary



CONTACT US: HEAD OFFICE

www.csigroup.co.za | skillsinfo@csigroup.co.za | +27 11 794 2000

shaped around you.

