

## Office Administration

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### Programme description

Office Administration programme aims to introduce trainees to day-to-day activities related to financial planning, record keeping, billing, personnel, physical distribution and logistics within an organisation.

Trainees are expected to demonstrate knowledge and skills pertaining to the following:

- Communicate effectively with colleagues and clients in an office environment
- Follow effective work practices in an office environment
- Demonstrate basic word processing skills and administrative duties in an office environment
- Handle office mail
- File and retrieve documents in an office environment
- Apply knowledge of enterprise to complete routine administrative tasks
- Operate office equipment and participate in a team in an office environment
- Take dictation to produce text documents as part of office procedures
- Coordinate work schedules to achieve team goals

### Course Duration

Level 1-3 (3 years)

### Course Contents

- Office Administration Theory
- Office Administration Practice
- ICT Theory
- ICT Practice
- Numeracy
- English Communication Skills
- HIV & AIDS
- Entrepreneurship

### Educational Requirements

Grade 10 or Grade 12 Certificate

Recommended Subjects: English, Mathematics, Business Management, Accounting, Computer Studies

### Occupational Requirements

Office administrator should have:

- Good customer service skills
- Good computer applications skills
- Attendance and punctuality

### Qualification Award

National Vocational Certificate: (Business Services) Office Administration



**Career Opportunities**

Administrative support in:

- private industry;
- government agencies;
- medical and financial institutions