IMSIMBI

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Imsimbi Training proudly presents:

Occupational Certificate: Management Assistant NQFL 5

This qualification is accredited by QCTO, and the material covers SAQA QUAL ID 101876 at a NQF level 5 worth 316 credits

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 BBBEE company with 51% black ownership.

QCTO
Quality Council for Trades & Occupations

julius@imsimbi.co.za - tammy@imsimbi.co.za - margaret@imsimbi.co.za - prince@imsimbi.co.za- gloria@imsimbi.co.za

PURPOSE OF THE PROGRAMME

The purpose of this qualification is to prepare a learner to operate as a Management Assistant. This qualification provides an opportunity for the learner to coordinate organistional activities and provide professional administrative/secretarial support to managers, either as part of a team or individually. 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 organisation. The management assistant also needs to be able to manage special projects according to good governance procedures. The qualified learner will be actively engaged in becoming a well-rounded, and multi-skilled person. The learner will be additionally prepared for further, more specific study and several alternative career choices within the secretarial or personal assistant field.

COURSE OUTCOMES

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 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.

COURSE CONTENT

Qualifying learners will have the necessary knowledge, skills and attitudes to function more effectively in a professional manner. Each learner will be able to add value to their job and enhance their ability to follow and implement policies and procedures. On achieving the competencies included in this qualification, the learners may advance their careers in the secretarial or personal assistant field within an organisation, across all sectors.

It is against this background that this qualification has been clustered into **four Blocks.** The break-down of the skills programmes is highlighted below:

Block 1: Office Protocol

KM	**Title**	**Credits**
334302001-KM - 05	Office protocol, deportment, and etiquette	10
334302001-KM - 07	Ready for work standards	5
	Total Credits	15
	Total Number of Days	3

Block 2: Business Communications



KM	Title	Credits
334302001-KM - 2	Computerised Information Processing	25
334302001-KM - 6	Business communication and customer services	8
334302001-KM - 10	Business documentation and design	10
334302001-KM - 11	Meeting administration	10
	Total Credits	53
	Total Number of Days	5

Block 3: Create and Manage Business Documents

KM	Title	Credits
334302001-KM -1	Document management and record-keeping,	15
334302001-KM -4	Social media and digital literacy	5
334302001-KM -9	Apply End User Computing	6
334302001-KM -10	Business documentation and design	10
	Total Credits	36
	Total Number of Days	5

Module 4: Finance, Resource and Procurement



KM	Title	Credits
334302001-KM -3	Resource and procurement management,	5
334302001-KM -8	Basic business calculations	5
334302001-KM -12	Introductory project management,	2
	Total Credits	12
	Total Number of Days	4

Total days 17

PRACTICAL SKILLS SPECIFICATIONS

The learners will be expected to perform the following tasks:

PM	Title	Credits
334302001-PM-01	Create a trip itinerary	15
334302001-PM-02	Address protocol requirements	5
334302001-PM-03	Determine, acquire, and allocate resources for the secretarial unit	10
334302001-PM-04	Design and develop complex text documents	5
334302001-PM-05	Manage a small project	10
334302001-PM-06	Support the recruitment, selection, and induction of staff,	10
334302001-PM-07	Apply communication and effective customer relationships	10
334302001-PM-08	Organise meetings	10
	Total Credits	75



WORKPLACE EXPERIENCE SPECIFICATIONS

The learners will be expected to engage in the following workplace activities:

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

