



Knowledge Mining Academy (Pty) Ltd.

Qualification Overview

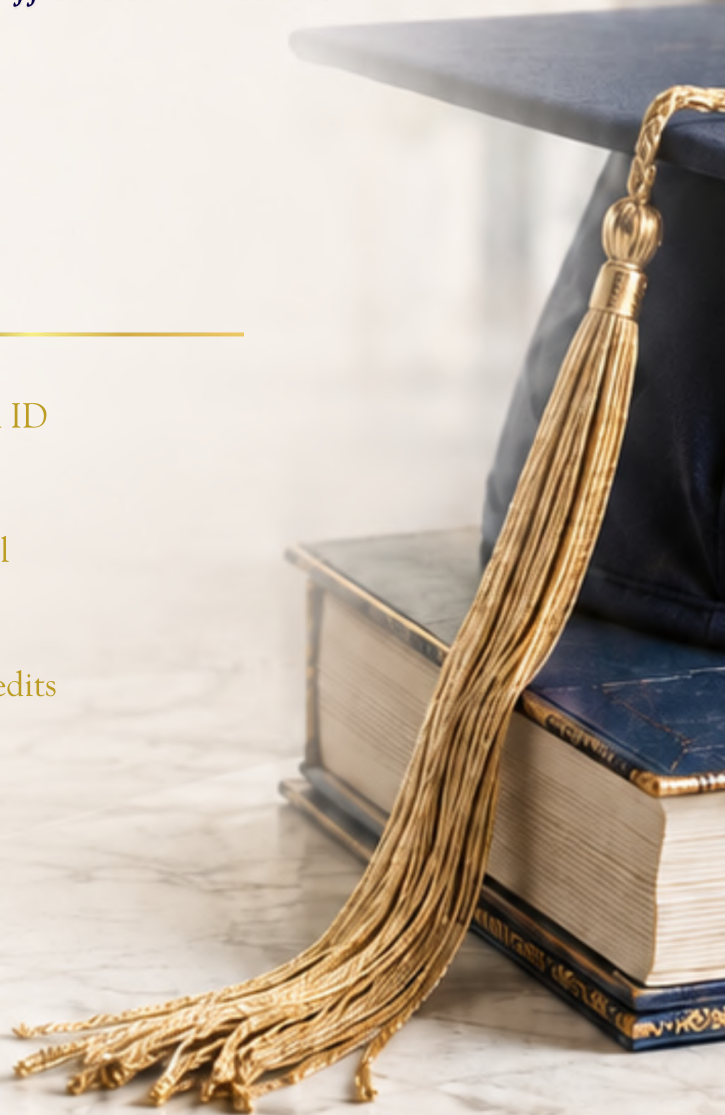
Occupational Certificate: Office Administrator



Qualification ID
102161

NQF Level
5

Minimum Credits
445





Knowledge Mining Academy (Pty) Ltd.

QCTO Qualifications and Learnerships

Employment Equity, B-BBEE and SDF Consultation

Skills Development ROI Consultation

OC: Office Administrator

NQF 5 | SAQA ID 102161 | Total Credits: 445

Occupational Purpose

The Occupational Certificate: Office Administrator prepares learners to coordinate and manage administrative functions that support the effective operation of organisations across the public and private sectors.

Learners develop knowledge and practical skills in office administration, business communication, records and information management, customer service, resource coordination and administrative compliance. Through structured learning and workplace experience, they develop the competence to manage office systems, coordinate information and provide professional administrative support across organisational functions.

Rationale

Office administration is essential to the effective functioning of organisations across all sectors, providing the coordination, communication and administrative support required for efficient daily operations. As workplaces become increasingly digital, service-driven and compliance-focused, organisations require skilled Office Administrators who can manage information, records, business processes and stakeholder interactions professionally.

The qualification develops broad administrative competence that supports organisational efficiency, effective service delivery and career progression across a range of business environments. Knowledge Mining Academy delivers the qualification through its proprietary Knowledge MINING™ Learning Methodology, illustrated on the following page.



Every programme is delivered through our proprietary Knowledge MINING™ Learning Methodology, ensuring that learning is practical, contextualised and directly applicable in the workplace.



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A qualified learner will be able to:

- Manage organisational resources and office administration.
- Coordinate administrative and computerised office systems.
- Support recruitment, induction and employee wellness processes.
- Assist with Workplace Skills Plan administration.
- Support marketing, public relations and customer relations.
- Provide administrative support for organisational projects.

Target Audience

The qualification is suitable for school leavers who meet the NQF Level 4 entry requirement, TVET graduates, university graduates, new entrants to administrative and business support environments, and existing employees seeking to formalise or expand their office administration skills.

It is equally appropriate for organisations wishing to upskill employees in administrative, coordination, customer service and business support roles.

Career Pathways

Depending on their prior experience, workplace exposure and further development, successful learners may pursue opportunities such as:

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| <ul style="list-style-type: none"> • Office Administrator • Senior Office Administrator • Administrative Officer • Office Coordinator • Administrative Coordinator • Executive Assistant | <ul style="list-style-type: none"> • Personal Assistant • Project Administrator • Human Resources Administrator • Skills Development Administrator • Procurement Administrator • Customer Service Administrator • Marketing and Public Relations Administrator |
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Note on Qualification Contextualisation

The scope and extent of contextualisation will be discussed and agreed upon with the client during the project-planning phase. Approved contextualisation requirements will be documented in the Learnership Implementation Plan before the programme commences.



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The Integrated Learning Journey

Building knowledge. Developing skills. Gaining experience. Demonstrating competence.



*Knowledge
Modules*



*Practical
Modules*



*Workplace
Modules*



*Statement of
Results (SoR)*



EISA

*The foundation of
learning.*



Learners build theoretical understanding and conceptual knowledge through structured learning content.

*Learning by practical
application.*



Learners develop practical skills and apply knowledge in simulated or controlled environments.

*Building competence
through experience.*



Learners gain hands-on experience, apply skills in the workplace and develop occupational competence.

*Official recognition
of achievement.*



On successful completion of all the requirements, the SDP issues the Statement of Results (SoR).

*The final step to
achievement*



Learners demonstrate integrated competence through external assessment, confirming readiness for skills application and certification.

With knowledge, potential is discovered; through experience, confidence grows; and with competence, the future takes shape.



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Qualification Structure

Duration:

18 - 24 Months

Recognition of Prior Learning Available in Accordance with QCTO Policies.

Entry Requirements:

The minimum entry requirement for this qualification is an NQF Level 4 qualification.

This qualification comprises compulsory Knowledge, Practical Skills & Workplace Experience Modules.



Knowledge Modules

Total credits: 132

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| <ul style="list-style-type: none"> • KM-01, Effective office administration and management, NQF Level 5, Credits 10 • KM-02, Business communication and customer services, NQF Level 5, Credits 8 • KM-03, Office protocol, deportment and etiquette, NQF Level 5, Credits 8 • KM-04, Apply End User Computing, NQF Level 3, Credits 6 • KM-05, Social media and digital literacy, NQF Level 4, Credits 5 • KM-06, Introductory project management, NQF Level 4, Credits 2 • KM-07, Computerized Project Management, NQF Level 5, Credits 15 • KM-08, Basic business calculations, NQF Level 4, Credits 5 | <ul style="list-style-type: none"> • KM-09, Resource and procurement management, NQF Level 5, Credits 15 • KM-10, Tender and procurement processes and procedures, NQF Level 5, Credits 5 • KM-11, Document management and record keeping, NQF Level 5, Credits 15 • KM-12, Staffing and people support, NQF Level 5, Credits 15 • KM-13, Principles of the NQF in relation to Skills development and Workplace skills Plan administration, NQF Level 5, Credits 12 • KM-14, Public relations, marketing and advocacy, NQF Level 5, Credits 6 • KM-15, Ready for work standards, NQF Level 4, Credits 5 |
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Practical Skill Modules

Total credits: 155

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| <ul style="list-style-type: none"> • PM-01, Communication and effective customer relationships, NQF Level 5, Credits 10 • PM-02, Manage, coordinate and assist in the administration and clerical support of resources to facilitate the smooth and effective operational activities within the organization, NQF Level 5, Credits 15 • PM-03, Assist in the administration and preparation of the process of tendering of contracts, NQF Level 5, Credits 15 • PM-04, Manage meetings, NQF Level 5, Credits 15 • PM-05, Payroll processing and pay administration, NQF Level 5, Credits 15 | <ul style="list-style-type: none"> • PM-06, Support the recruitment, selection and induction of staff, NQF Level 5, Credits 15 • PM-07, Classify, identify, register, track and dispose of records and information, NQF Level 5, Credits 15 • PM-08, Assist in the administration and preparation of the Workplace Skills Plan (WSP), NQF Level 5, Credits 15 • PM-09, Provide administrative support to Marketing/Public relations division, NQF Level 5, Credits 20 • PM-10, Prepare, install and dismantle exhibition elements, NQF Level 5, Credits 10 • PM-11, Manage a small project, NQF Level 5, Credits 10 |
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Workplace Modules

Total credits: 158

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| <ul style="list-style-type: none"> • WM-01, Perform administrative and meeting support functions to support management, NQF Level 5, Credits 12 • WM-02, Handle customer and client queries and liaison in an office, NQF Level 5, Credits 8 • WM-03, Marketing/Public relations and administrative support, NQF Level 5, Credits 25 • WM-04, Assist in planning and coordinating at least two special events/conferences, NQF Level 5, Credits 20 • WM-05, Procure and allocate resources, NQF Level 5, Credits 15 • WM-06, Solicit tender offers in terms of a set of procedures, Level 5, Credits 10 • WM-07, Manage a paperless office, NQF Level 5, Credits 20 • WM-08, Supervision and training of administration staff, NQF Level 5, Credits 15 • WM-09, Assist in developing a Workplace Skills Plan according to employee training needs, NQF Level 5, Credits 8 • WM-10, Apply ready for work standards to everyday work activities, NQF Level 5, Credits 25 |
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Exit Level Outcomes

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| <ul style="list-style-type: none"> • Manage resources according to good governance policies and procedures to facilitate the smooth and effective operational activities within the organisation. • Manage, coordinate and assist in the administration and clerical support of specific departments to facilitate the smooth running thereof by using computerised systems and practices. • Assist in selection process, induction, employee wellness and skills development of employees. | <ul style="list-style-type: none"> • Process given data to complete a Workplace Skills Plan.5. Assist in the administrative function of the marketing, public relations and advocacy of the organisation. • Communicate effectively using appropriate methods to maintain effective customer relationships according to organisational standards customer service of internal and external stakeholders. • Plan, administer and provide support services to a special project within an organisation. |
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Assessment and External Integrated Summative Assessment (EISA)

Assessment is conducted in accordance with QCTO requirements.

The EISA Process: Path to Qualification

1. Qualifying for Entry

Learners must complete all required knowledge, practical skills and workplace experience modules, internal assessments, Portfolio of Evidence and applicable Statements of Results (SoR).

2. Registration and EISA

Eligible learners are registered for the EISA, conducted independently by the relevant AQP at an approved assessment centre in accordance with QCTO requirements.

3. Certification

Learners who pass the EISA receive the relevant Occupational Certificate from the QCTO. Re-assessment may be permitted in line with QCTO/AQP requirements, with any additional fees confirmed in the project agreement.



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International Comparability

- The qualification was internationally compared with similar business and administration qualifications in New Zealand and Canada.
- The comparison identified strong alignment in the development of office administration, business operations and organisational support competencies.
- Comparable international programmes include learning in business communication, administrative systems and the effective use of workplace technology.
- Similar emphasis is placed on using computer applications and digital tools to support efficient administrative and business processes.
- International programmes also develop competencies relating to human resources administration, employee support and organisational coordination.
- Common learning areas include marketing, public relations, customer service and professional stakeholder communication within business environments.

Partner with Us & Build Your Organisation's Future Talent

Equip your workforce with the skills to coordinate efficient office operations and provide effective administrative support.

Partner with Knowledge Mining Academy to develop competent, professional Office Administrators through structured learning, practical application and meaningful workplace experience.

Contact us to start the conversation.



Contact Us



Office: 010 143 1546



WhatsApp Only: 063 311 5916



www.knowledgemining.co.za



info@knowledgemining.co.za



recruitment@knowledgemining.co.za

Learner Applications sent to any other email address will not be considered.

