

QUALIFICATION SPECIFICATION							SECTION A
<b>QUALIFICATION DEVELOPER</b>		Cathedral Commercial School					
<b>TITLE</b>		Certificate V in Secretarial Studies			<b>NCQF LEVEL</b>		<b>5</b>
<b>FIELD</b>	Business, Commerce and Management Studies			<b>SUB-FIELD</b>	Secretarial Studies		
New qualification		✓	Review of existing qualification				
<b>SUB-FRAMEWORK</b>		General Education		TVET	✓	Higher Education	
<b>QUALIFICATION TYPE</b>		Certificate	✓	Diploma		Bachelor	
		Bachelor Honours		Master		Doctor	
<b>CREDIT VALUE</b>					<b>132</b>		
RATIONALE AND PURPOSE OF THE QUALIFICATION							
<p>Secretaries are the access points to any company/organization, they are the first contact of the outside business environment. Their conduct either physically or over the phone will either push away potential clients or bring business. Secretaries have to be equipped with the necessary skills for them to carry out their business, to listen to customers' requirements and wants and to surpass customer expectations at all times.</p> <p>The Future of Jobs Report recognizes people skills as an essential required skill in administrators and secretaries that deal with people on a daily basis. World Economic Forum (2016, 2018). Secretarial qualification is necessary to equip learners with necessary people skills to allow them to serve customers they meet daily with ease and a warm smile.</p> <p>The aim of the Certificate V in Secretarial Studies qualification is to develop professionals with well-rounded support skills to manage internal and external customer for greater success of the organization. These skills are also necessary in diffusing difficult clients they may come across and still assist them with a smile knowing the value of customer care.</p> <p>Secretarial studies is a critical support structure in any workplace that ensures that the highest quality customer care services are offered at all times for propelling the organisation forward. In all honesty a company's name is only as good as the people working for it and the intelligence, quality and attributes that they bring to the table. With this in mind, it's not just necessary for a company to have good employees,</p>							

but to also have good talented first contacts that will establish positive interaction with the outside world for the benefit of the entire organisation.

Needs assessment exercise has exposed a gap in the community where majority of secretaries lacked soft skills in majority of organisation demonstrated by frontline secretaries and Personal Assistance. In a conducted survey administered around Gaborone to solicit their views in terms of secretaries' attitudes in assisting customers revealed the following results.

Part of the needs assessment results have shown that majority of secretaries and personal assistance do not help customers whole heartedly as the responses show dissatisfaction in the level of assistance given. Majority indicated secretaries where somehow not interested in assisting them followed by not interested and least was interested. With these results in mind we desired to develop a qualification that will close up this gap and guarantee customers the best of service delivery when they approach any organizations where our learners will be stationed.

### **PURPOSE**

This qualification will contribute towards the intended outcomes by providing learners with a range of broad-based knowledge, theory and practice in Secretarial studies which are critical for the attainment of the Botswana Vision 2036 pillar advocating for education and skills development to meet global and national demands. Furthermore, it will specifically provide the learners with integrated knowledge, theory and practice in customer service to cater for customer needs as they walk through and call the organization for assistance and to adequately take notes accurately and timely when need arises including basic knowledge in computing and communication skills.

This qualification will equip candidates with skills to undertake the secretarial duties in a functioning office. Qualifying learners will have acquired competence in the areas of:

- office procedures and administration,
- business computing,
- communication,
- computer literacy,
- business management,
- marketing, word processing and presentations.

### **ENTRY REQUIREMENTS (including access and inclusion)**

#### **Entry requirements:**

To be admitted into the programme, the candidate must have satisfied the minimum requirements for entry outlined below: -

- i. NCQF Level IV, Certificate IV in General Education (BGCSE) or equivalence, with 5 subjects passes (Grade C or better)
- ii. NCQF Level IV, Certificate IV in Secretarial Studies or related discipline
- iii. RPL and CAT will be applied in accordance to institutional and national policies.

<b>QUALIFICATION SPECIFICATION: SECTION B</b>	
<b>GRADUATE PROFILE (LEARNING OUTCOMES)</b>	<b>ASSESSMENT CRITERIA</b>
<b>1.</b> Demonstrate effective use of oral and written business communication through varied media	<b>1.1</b> Write effective and concise letters and memos employing appropriate business format <b>1.2</b> Prepare informal and formal reports that include analysis and offer recommendations <b>1.3</b> Participate in meetings and conduct proper techniques in telephone usage <b>1.4</b> Summarize personal achievements and skills in appropriate formats for future employers or academic institutions <b>1.5</b> Perform effectively in interviews <b>1.6</b> Prepare and deliver an oral presentation utilizing electronic software <b>1.7</b> Realize the impact of language usage on applying business etiquette to a variety of professional situations <b>1.8</b> Recognize the importance of cultural differences and how they affect communication in a business environment.
<b>2.</b> Utilize Information and Communications Technology to communicate effectively for business success	<b>2.1</b> Use computer hardware and software to enhance daily work being done <b>2.2</b> Acquire knowledge of an operating system and application software <b>2.3</b> Use and maintain a personal computer and peripherals according to manufacturer's instructions <b>2.4</b> Operate a personal computer <b>2.5</b> Apply principles, features and functions of computer applications <b>2.6</b> Save and print a document

	<p><b>2.7</b> Create, File and manage documents in a personal computer</p> <p><b>2.8</b> Exchange information using an Electronic mail (send, receive, organize and save e-mail)</p> <p><b>2.9</b> Access computer resources using internet</p>
<b>3.</b> Demonstrate ability in transcribing business-related texts from an audio recording	<p><b>3.1</b> Accurately take notes precisely and timely</p> <p><b>3.2</b> Rapidly wring of dictation and transcription of shorthand passages.</p> <p><b>3.3</b> Build higher speed in Stenography</p>
<b>4.</b> Practice business communication in the work environment	<p><b>4.1</b> Communicate effectively within the organization and to customers that seek assistance for the company.</p> <p><b>4.2</b> Diffuse difficult customers with ease without endangering image of the company and affecting business</p> <p><b>4.3</b> Use computer technology to communicate effectively using memos, letters and other means of communication</p>
<b>5.</b> Practice business etiquette in a business environment	<p><b>5.1</b> Etiquette answering of calls in a professional manner</p> <p><b>5.2</b> Implement different methods of diffusing a difficult client with respect and high regard</p> <p><b>5.3</b> Exhibit basic skills of writing reports in different formats as required</p> <p><b>5.4</b> Take notes whenever necessary in the organization especially during meetings</p> <p><b>5.5</b> Use the computer to enhance their work in filing purposes, report writing and create databases for customer and organizational needs.</p>
<b>6.</b> Professionally practice business etiquette in the work environment.	<p><b>6.1</b> Illustrate willingness to diffuse difficult customers with ease for business continuity.</p> <p><b>6.2</b> Dress appropriately that will invite the outside customer to bring business to the organization</p> <p><b>6.3</b> Speak clearly and smile at all times to be welcoming to the external customer to meet their needs</p> <p><b>6.4</b> Carry themselves in a way that demonstrates the requirements of the organization at all times to uphold the image of the company.</p>

## QUALIFICATION STRUCTURE: SECTION C

<b>FUNDAMENTAL COMPONENT</b>	<b>Title</b>	<b>Level</b>	<b>Credits</b>
Subjects / Units / Modules /Courses	Communication and Study skills	5	12
	Introduction to computer skills	5	12
<b>CORE COMPONENT</b>	Problems solving	5	13
Subjects/Units/Modules/Courses	Introduction to MS Office	6	14
	Customer Service	5	13
	Public relations	5	13
	Business Communication	5	13
	Book-Keeping and Accounts	6	15
	Office Procedures	6	15
<b>ELECTIVE COMPONENT</b>	Audio Transcription	5	12
Subjects/Units/Modules/Courses	Shorthand Speed	5	12
	<b>TOTAL CREDITS</b>		<b>132</b>

### Rules of combinations, Credit distribution

#### Fundamental

Consists of 2 level 5 modules with **24** credits total

#### Core modules

Consists of 4 modules at level 5 with **52** credits total

3 modules at level 6 with **44** credits total

1 elective at level 5 with **12** credits total

**Total credits being 132**

### ASSESSMENT AND MODERATION ARRANGEMENTS

#### Assessment

All assessments leading to the awarding of this qualification will be based on learning outcomes associated with the following assessment criteria;

##### 1. Formative assessment

- Assignments
- Tests
- Mid-term Examination

The weighting of formative assessment is 40% of the final assessment mark

##### 2. Summative Assessment

- Final Examination 60%

The weighting of summative assessment is 60% of the final mark

The outcomes of each module in the qualification are assessed through Continuous Assessments. Students will be provided assignments and Mid Semester Examination for each module covering all the outcomes. 20 % of the assessment marks from 2 assignments (10 % each) and 20% of the Mid Semester Assessment marks from the internal test will contribute to the Final Mark.

### **Internal Moderation**

All assessment tools undergo internal moderation. Once an exam paper has been set, it is moderated by internal moderators who are field specialists. Their job is to ensure that the questions are based on and aligned to the learning outcomes for the qualification and that the paper is a valid assessment tool. The internal moderators also ensure that the suggested answers and marking schemes are appropriate and fair. They check that the final version of the question paper, suggested answers and marking scheme have been set in accordance with the standards required for the level of the exams. They also ensure that there is no duplication of items in the assessment instruments or avoid unnecessary overlap with other papers and ensure progression. After marking, exam papers are checked by internal moderators and submitted to the academic board for approval before external moderation

### **Post-assessment Moderation**

Moderators must verify that the assessment has been done in compliance with assessment principles. This should include the following:

- Checking if all scripts have been assessed using the same criteria.
- Verifying if assessment judgments and decisions have been done consistently and that principles such as validity, authenticity, currency and sufficiency have been considered.
- Checking if calculation of marks has been done correctly
- Checking if necessary records and reports have been completed.

### **Sampling Procedure for Moderation**

The total number of scripts to be sampled depends on the total number of candidates. If the number of candidates is 20 or less, the moderator should go through all the papers. For more than 20 candidates, the sample shall be 30% of the total number of Scripts. The sample should be representative of the population of candidates in relation to performance, gender, etc.

### **Moderation reports**

A moderation report shall capture, but not limited to the following:

- Sample size and sampling procedures
- Observations about the performance of candidates

- Consistency of assessment judgments and decisions
- Assessment instruments and alignment to learning outcomes
- Recommendations for improvement

### **EXTERNAL MODERATION**

All assessments leading to the award of credit or qualification must be externally moderated. Where the qualification is offered or awarded in collaboration with other institutions, external moderation processes and standards followed should be consistent with the NCQF quality standards. Results are published after external moderation through the Academic Board or similar structure.

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- Verifying if assessment judgments and decisions have been done consistently and that principles such as validity, authenticity, currency and sufficiency have been considered.
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Re Assessment: In order to qualify for the re assessment the candidate should have obtained minimum of 40% in the final assessment. Those falling below this minimum level of attainment should be considering for retake.

## RECOGNITION OF PRIOR LEARNING

Students not having the required academic entry qualifications shall be considered based on Prior Learning. The assessment for Prior Learning shall be governed by the Botswana Qualifications Authority (BQA) Policy or the institution's Policy.

## PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Secretarial employment opportunities exist in all sectors of our economy from public to private sector. As long as there are people working in an organization, there will always be a demand of a person who has the skills and knowledge in Secretarial Skills.

### Vertical articulation

- Diploma in Public Relations
- Diploma in Business Administration
- Diploma in Office Procedures
- Diploma in Secretarial and Administration
- Diploma in Entrepreneurship

### Horizontal articulation

Certificate V in Office Procedures

Certificate V in Secretarial Administration

Certificate V in Public Relations

## EMPLOYMENT PATHWAYS

Upon successful completion of this qualification learners have a great chance securing employment typically in positions such as;

- Personnel Officer
- Public Relations officer
- Company Secretary
- Personal Assistant
- Receptionist

## QUALIFICATION AWARD AND CERTIFICATION

Upon completion of the required 132 credits, learners will be conferred with a Certificate V in Secretarial Studies.



## REGIONAL AND INTERNATIONAL COMPARABILITY

In an effort to establish the international comparability and the suitability of the qualifications and its component is vital in the development of the countries in the region. A number of international and regional qualifications were identified as representative of a few schools of thought in tertiary education in Secretarial Studies and placed on a matrix.

- The qualifications compares favorably with tertiary institutions regionally and internationally in terms of entry requirements that are similar as most of the institutions admit school leavers with level 4.
- The module names differ across most institutions while the content is similar and the depth of information is also similar at this level of the qualification.
- The qualification study length ranges from 5 months to 1 and half years of study depending on the requirements of the host country

<b>Institute</b>	<b>Solomons island national university (Ghana)</b>	<b>Cape peninsula University of Technology (Cape Town, South Africa)</b>	<b>YMCA Comprehensive Institute</b>
Qualification Name	Certificate in secretarial studies	Certificate in secretarial studies	Secretarial studies certificate
Modules	Word processing, background to business, business math 1,communication 1,word processing 2,communication 2,administrative procedures 1,bookkeeping 1,law for secretaries, word processing 3,administrative procedures 2,bookkeeping 2,computer	Introduction to Computers Introduction to Windows Business Communication Introduction to MS Word Introduction to MS Excel Office Administration.	Computer Applications Secretarial Duties Office Practice Industrial training Computer Fundamentals Computer Applications Basic Shorthand II (60-70 w.p.m) Basic Typewriting 11(30 w.p.m) Fundamentals of Accounting Basic shorthand 1(50-60 w.p.m) Basic Typewriting 1(25 w.p.m) Basic Business Communication

		applications 1 and elements of marketing		Basic Entrepreneurship  Basic Business French Basic Business Swahili Commerce	
	Total credits	120	138	57	
	Length of study	12 months	5 months	1 ½ years	
	Mode of study	Full time	Full time	Full time	
<b>REVIEW PERIOD</b>					
The qualification will be reviewed in 5 years.					