
	<b>BQA NCQF QUALIFICATION TEMPLATE</b>	Document No.	DNCQF.QIDD.GD02
		Issue No.	01
		Effective Date	04/02/2020

SECTION A: QUALIFICATION DETAILS														
<b>QUALIFICATION DEVELOPER (S)</b>		Mega Size College												
<b>TITLE</b>	Certificate V in Office Administration										<b>NCQF LEVEL</b>	5		
<b>FIELD</b>	Business, Commerce and Management Studies			<b>SUB-FIELD</b>		Office Administration			<b>CREDIT VALUE</b>	120				
New Qualification					Review of Existing Qualification									
<b>SUB-FRAMEWORK</b>		General Education			TVET		✓		Higher Education					
<b>QUALIFICATION TYPE</b>	Certificate	I	II	III	IV	V	✓	Diploma	Bachelor					
	Bachelor Honours			Post Graduate Certificate				Post Graduate Diploma						
	Masters					Doctorate/ PhD								
<b>RATIONALE AND PURPOSE OF THE QUALIFICATION</b>														
<p>RATIONALE:</p> <p>Rationale for the Qualification</p> <p>The development of human capital, the skilling in both the informal sector and formal sector is critical for the achievement of Botswana Vision 2036 pillars, Sustainable Economic Development and Human and Social Development (Botswana Vision 2036). It is to this end that the qualification in Office Administration will serve as a key stone in the provision of the desired skills which will spur the country forward to its desired state as envisaged by Vision 2036.</p>														

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The Botswana Education and Training Sector Strategic Plan (ETSSP 2015-2020) seeks to create a more diversified, knowledge and skills-based economy. Through the strategic development of human capital, the ETSSP seeks to achieve the social and economic aspirations identified in the Revised National Policy on Education (RNPE), the National Development Plan 11, Vision 2036 and as well as the Sustainable Development Goals (UNDP). Strategically the ETSSP plans to join the skill set through qualifications with labour market requirements, thereby ensuring that education and training outputs are more closely aligned to the socio-economic development needs of the country. This is strongly supported by the HRDC report on scarce occupations of 2016 to include soft skills and administration skills. Stakeholder input has revealed a need for this qualification in Office Administration (Stakeholder input doc attached)

#### **PURPOSE:**


The purpose of this qualification is to produce graduates with broad technical knowledge, cognitive and practical skills, and competencies to:

- Demonstrate the ability to competently organize, plan and manage an office.
- Implement general office procedures including records management.
- Perform office-related duties utilizing prioritization and necessary communication skills.
- Use a wide variety of office equipment, including computers, peripherals, and non-computerized office machines.
- Perform the tasks of a junior secretary.


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

##### **Minimum entry requirements:**


- A Certificate IV, NCQF level 4 (General Education or TVET) or equivalent.
- Access through Recognition of Prior Learning (RPL) and Credit Accumulation and Transfer (CAT) will be done in accordance with the ETP Policies in line with the National RPL Policy.

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<b>SECTION B QUALIFICATION SPECIFICATION</b>	
<b>GRADUATE PROFILE (LEARNING OUTCOMES)</b>	<b>ASSESSMENT CRITERIA</b>
LO 1. Demonstrate broad technical knowledge and understanding of appropriate communication principles in writing of business correspondence.	<ul style="list-style-type: none"> <li>1.1 Communicate effectively using written business correspondence such as memorandum, intranet, email, and business letter.</li> <li>1.2 Recognize the dynamics of groups and the procedures involved within an organization.</li> <li>1.3 Review effectiveness the formats for talks and oral presentations in a written format.</li> <li>1.4 Determine the different graphic communication techniques available.</li> <li>1.5 Define the background and context of communication.</li> <li>1.6 Establish common principles of public relations.</li> <li>1.7 Account For the purpose of public relations to a group of people in an organization</li> </ul>
LO 2. Determine the legal implications involved in meetings in business and develop best practice in this regard.	<ul style="list-style-type: none"> <li>2.1 Promote best practice in office management.</li> <li>2.2 Define how corporate personalities make use of individuals to think and act for them.</li> <li>2.3 Record the proceedings at a general meeting detailing the key points and capturing the attendees, date, and time of the meeting.</li> <li>2.4 Perform administrative arrangements and duties for a secretary before, during and after meetings for information management.</li> <li>2.5 Draft minutes during a meeting, including action items and resolutions made for circulation to attendees.</li> <li>2.6 Defend points that may be raised against accusations of defamation in meetings.</li> <li>2.7 Devise a defensive strategy to counter defamation that may be raised against accusations of defamation in meetings.</li> </ul>
LO 3. Apply technical skills and function of a secretary in the organization.	<ul style="list-style-type: none"> <li>3.1. Use the telephone as a resource in business.</li> <li>3.2. Receive correspondence and mail in an office.</li> <li>3.3. Prepare correspondence for internal and external stakeholders.</li> <li>3.4. Reproduce documents and graphic material in the office/workplace.</li> <li>3.5. Take inventory of records in the office.</li> <li>3.6. Draft documentation relating to meetings that are held in the office/workplace.</li> </ul>

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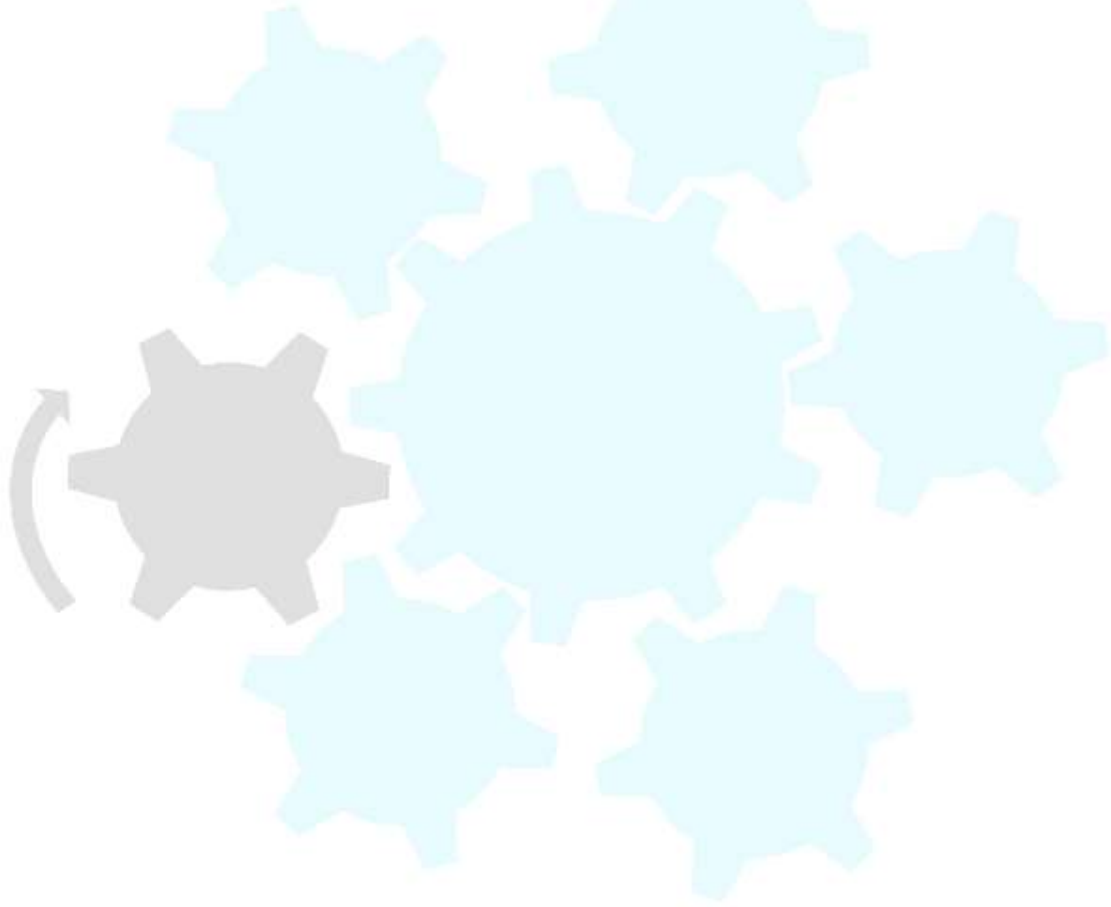
LO 4. Implement functions of accounting and its purpose in the business environment.	4.1. Deal with practical situations confidently when dealing with customers/stakeholders. 4.2. Organize business forms relevant to bookkeeping and accounts. 4.3. Apply fundamental accounting equations to run day to day errands in the office. 4.4. Calculate depreciation and disposal of assets from the company's accounting records. 4.5. Manage stock and stock valuation reconciliations. 4.6. Draw up control accounts including salary ledger. 4.7. Produce income statements and a balance sheet.


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<b>SECTION C</b>	<b>QUALIFICATION STRUCTURE</b>				
<b>COMPONENT</b>	<b>TITLE</b>	<b>Credits Per Relevant NCQF Level</b>			<b>Total (Per Subject/ Course/ Module/ Units)</b>
		<b>Level [ 5 ]</b>	<b>Level [ ]</b>	<b>Level [ ]</b>	
<b>FUNDAMENTAL COMPONENT</b> <i>Subjects/ Courses/ Modules/Units</i>	Introduction to communication	10			10
	English Language Skills	10			10
<b>CORE COMPONENT</b> <i>Subjects/Courses/ Modules/Units</i>	Administrative Practice	15			15
	Secretarial Office Technique 1	15			15
	Secretarial Office Technique 2	15			15
	Public Relations 1	15			15
	Keyboard Technology	15			15
	Financial Accounting 1	15			15
	Introduction to Management	10			10
<b>ELECTIVE/ OPTIONAL COMPONENT</b> <i>Subjects/Courses/ Modules/Units</i>					

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		Issue No.	01
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		Issue No.	01
		Effective Date	04/02/2020

<b>SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL</b>	
<b>TOTAL CREDITS PER NCQF LEVEL</b>	
<b>NCQF Level</b>	<b>Credit Value</b>
<b>Level 5</b>	<b>120</b>
<b>TOTAL CREDITS</b>	<b>120</b>
<b>Rules of Combination:</b> <b>(Please Indicate combinations for the different constituent components of the qualification)</b>	
<p>Candidates are required to achieve a minimum of 120 credits inclusive of 20 credits from fundamental courses, and 100 credits from core courses. The fundamental courses support the preparation of the graduate to assume the role and understand the sustainability in office Administration context</p>	

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## **ASSESSMENT 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**

The weighting of formative assessment is 70% of the final assessment mark.

#### **2. Summative Assessment**

The weighting of summative assessment is 30% of the final mark.

Assessment arrangements will be done by BQA registered and accredited assessors.

## **MODERATION ARRANGEMENTS**

There shall be provision for internal and external moderation done by BQA registered and accredited Moderators.

## **RECOGNITION OF PRIOR LEARNING**

There will be provision Recognition of Prior Learning (RPL) for award of the qualification through the use of ETP RPL Policy in line with the National RPL Policy.

## **CREDIT ACCUMULATION AND TRANSFER**

There shall be access and award of credits of the qualification using Institutional Credit Accumulation and Transfer (CAT) Policy in line with the National CAT Policy.

## **PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)**


### **Horizontal Articulation:**

- Certificate V in Office Administration and Technology

### **Vertical Articulation:**

- Diploma in Office Administration and Technology
- Diploma in Office Administration



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### Employment:

- Executive Personal Assistants
- Project Assistants
- Office Administrators
- Receptionists

### QUALIFICATION AWARD AND CERTIFICATION

#### Qualification Award:

For the student to be awarded the qualification they must pass all the modules of the qualification and acquire **120 credits**.

#### Certification:

Candidates meeting the prescribed requirements will be awarded **Certificate V in Office Administration**.

### REGIONAL AND INTERNATIONAL COMPARABILITY

#### Benchmarking

This Qualification was benchmarked with several Qualifications offered either by professional Boards or by Academic Institutions.

#### The qualification was benchmarked with the following:

- Certificate in Office Administration –Level 5, offered by Institute of Administration and Commerce – South Africa, which is accredited by SAQA.
  - Gateway Community College – America which offers a Certificate in Office Administration level 5
  - Lyceum College-South Africa Certificate in Office Management, SAQA ID: 100806, (Credits: 120)
1. Institute of Administration and Commerce –South Africa S' Certificate in Office Administration –Level 5 is like this qualification in terms of course content, moderation, and assessment methods.
  2. Gateway Community College – America Certificate in Office Administration is also pitched on level 5 and is similar with this qualification in the terms of content, assessment, and duration.
  3. Lyceum College-South Africa Certificate in Office Management is like this qualification in terms of NQF Level 5, number of Credits which are 120 and by and large the content and assessment.

### REVIEW PERIOD

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		Issue No.	01
		Effective Date	04/02/2020

Every five (5) years.

