



# BQA NCQF Qualification Template

DNCQF.FDMD.GD04

Issue No.: 01

QUALIFICATION SPECIFICATION									
SECTION A									
QUALIFICATION DEVELOPER		Gaborone Institute of Professional studies (GIPS)							
TITLE		Certificate IV in Secretarial Studies				NCQF LEVEL		4	
FIELD	Business, Commerce, and Management Studies			SUB-FIELD		Secretarial Studies			
NEW QUALIFICATION		√	Review of existing qualification						
SUB-FRAMEWORK		General Education			TVET	√	Higher Education		
QUALIFICATION TYPE		Certificate		√	Diploma			Bachelor	
		Bachelor Honours			Master			Doctorate/ PhD	
CREDIT VALUE							60		
RATIONALE AND PURPOSE OF THE QUALIFICATION									
<p><b>1.1 Rationale</b></p> <p>The field of Business, Commerce and Management Studies is crucial in developing countries such as Botswana. The government long term strategy to create a SADC business hub will require people who can communicate at all levels of the business industry. We use leadership roles in so many aspects of our lives without noticing or even realizing it. Business leaders and managers are the core strength of every economy, and this course will prepare the people of Botswana to create, lead and start their own business. This has been identified by the Human Resource Development Council (HRDC) (BHRDS Fair and Career Clinics 2018. Pages 92-100.), as well as HRDC has identified the significance of Business start-up and Management as one of the key sectors that make up Botswana's future economy. The stakeholder survey among the industrial and potential business personals in line with the need analysis of the qualification revealed the fact that this qualification is most needed in the soil of Botswana. The modules in the qualification, such as Office Procedures, Customer Service, English for Business Communication, etc., will equip graduates with knowledge and skills to develop themselves as successful business personnel. They will be able to carry out environmental studies and assess business opportunities, apply information technologies to manage the</p>									



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business and market the products successfully. Above all, they will be able to utilize the managerial skills to lead, control and motivate staff members to manage the business effectively. Besides, this qualification is very essential while the country is preparing for the transition from traditional agro-based economy to an industrial knowledge-based economy in order to be able to compete with the other countries in the world and to foster more employment scope to its citizens ([www.ibe.unesco.org/en/document/world-data-educationseventh-edition-2010-11.P.9](http://www.ibe.unesco.org/en/document/world-data-educationseventh-edition-2010-11.P.9))

### 1.2 Purpose.

The purpose of this qualification is to produce graduates who have Knowledge, Skills and Competences to:

- Manage office and administrative duties which includes answering incoming calls, taking messages, and redirecting calls.
- Take minutes, manage, and arrange diary appointments, and provide administration support to sales representatives and senior managers.
- Perform computer packages including Word Processing, Spreadsheets, Databases / Filing Systems, and Information Network Systems.
- Perform administrative duties on both practical as well as theoretical level.
- Analyze changes in the administrative environment by developing accuracy, flexibility, commitment, and initiative duties.
- Develop awareness on administrative duties.

### ENTRY REQUIREMENTS (including access and inclusion)

- Certificate III, NCQF level 3 (General Education or TVET).
- Entry through Recognition of Prior Learning in line with Institutional and National Policies will be recognized.



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<b>QUALIFICATION SPECIFICATION</b>		<b>SECTION</b>
<b>B</b>		
<b>GRADUATE PROFILE (LEARNING OUTCOMES)</b>	<b>ASSESSMENT CRITERIA</b>	
<b>On Successful Completion of The Certificate in Secretarial Studies</b> <b>Learners should be able to:</b>	<b>Learners' ability to:</b>	
1. Demonstrate a clear understanding of English for business communication.	1.1 Locate and attach appropriate files to incoming correspondence requiring replies including mail newsletters, promotional material, and other information 1.2 Maintain scheduling and event calendars. 1.3 Make copies of correspondence and other printed material. 1.4 Open, read, route, and distribute incoming mail and other material, and prepare answers to routine letters. 1.5 Schedule and confirm appointments for clients, customers, or supervisors. 1.6 Coordinate conferences and meetings. 1.7 Identify characteristics of a speaker's style, tone and mannerisms that attract or alienate an audience with reference to the effect of each feature in creating audience response 1.8 Work in a team, understand and practice soft skills, technical English to communicate with required clarity. 1.9 Execute written communication.	



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<p>2. Use the different office procedures that are needed by the organizations.</p>	<p>2.1 Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.</p> <p>2.2 Arrange conferences, meetings, and travel reservations for office personnel.</p> <p>2.3 Complete forms in accordance with company procedures.</p> <p>2.4 Compose, type, and distribute meeting notes, routine correspondence, and reports.</p> <p>2.5 Set up and maintain paper and electronic filing systems for records, correspondence, and other material.</p> <p>2.6 Take dictation in shorthand or by machine and transcribe information.</p> <p>2.7 Keep records of collections and disbursements.</p> <p>2.8 Manage projects and contribute to committee and teamwork.</p> <p>2.9 Review work done by others to check for correct spellings, grammar and ensuring that company format and policies are followed.</p> <p>2.10 Operate office equipment such as fax machines, copiers, and phone systems.</p>
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<p>3. Apply the different micro-soft packages relevant to everyday office use and other computer skills.</p>	<p>3.1 Conduct searches to find needed information, using such sources as the Internet.</p> <p>3.2 Operate new office technologies as they are developed and implemented.</p> <p>3.3 Operate electronic mail systems and coordinate the flow of information both internally and with other organizations.</p> <p>3.4 Use computers for spreadsheet, word processing, database management, and other applications.</p> <p>3.5 Check layout, spelling, punctuation and syntax for accuracy and readability.</p> <p>3.6 Apply the computer application processes learned during the course for example Microsoft office package.</p>
<p>4. Demonstrate knowledge of the fundamental principles of accounting theory and practice.</p>	<p>4.1 Discuss the nature and purpose of financial statements in relation to decision making.</p> <p>4.2 Use the fundamental accounting equation to analyze the effect of business transactions on an organization's accounting records and financial statements.</p> <p>4.3 Explain the basic accounting system that is to create record, classify, and summarize the data needed to solve a variety of business problems.</p> <p>4.4 Use accounting concepts, principles, and frameworks to analyze and effectively communicate information to a variety of audiences.</p> <p>4.5 Use accounting information to solve a variety of business problems.</p> <p>4.6 Outline the main financial statements and their purposes.</p>



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5. Apply the various customer service procedures that can be employed by organizations.	<p>5.1 Greet visitors and callers.</p> <p>5.2 Handle customer inquiries and direct them to the appropriate persons according to their needs.</p> <p>5.3 Provide services to customers, such as order placement and account information.</p> <p>5.4 Provide exceptional customer service that achieves results and gets noticed.</p> <p>5.5 Use the skills and techniques that routinely deliver positive customer experiences.</p> <p>5.6 Maximize the value of your customer interactions.</p> <p>5.7 Deal effectively with difficult customers and turn complaints into opportunities.</p> <p>5.8 Contribute to a customer-centric culture and achieve greater personal growth and customer satisfaction.</p> <p>5.9 Demonstrate a positive, confident, and professional approach with internal and external customers.</p>
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QUALIFICATION STRUCTURE			SECTION
C			
FUNDAMENTAL COMPONENT Subjects / Units / Modules /Courses	Title	Level	Credits
	Bookkeeping and Accounts.	4	10
	Computer skills.	4	10
CORE COMPONENT Subjects / Units / Modules /Courses	Office Procedures.	5	20
	Customer Service.	4	10
	English for Business Communication.	4	10
ELECTIVE COMPONENT Subjects / Units / Modules /Courses	N/A		
RULES OF COMBINATIONS, CREDIT DISTRIBUTION (WHERE APPLICABLE):			
<p>The qualification consists of (Core only: 60 Credits):</p> <ul style="list-style-type: none"> <li>Fundamental modules at NCQF Levels 4: 20 Credits.</li> <li>Core modules at NCQF Levels 4: 20 Credits.</li> <li>Core modules at NCQF Levels 5: 20 Credits.</li> </ul> <p>TOTAL NUMBER OF CREDITS= 60</p>			



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D	<b>ASSESSMENT AND MODERATION ARRANGEMENTS</b>
	<p><b><u>Assessment</u></b></p> <ul style="list-style-type: none"><li>• <b>Formative Assessment</b></li></ul> <p>Formative assessment will constitute 55% of the final mark.</p> <ul style="list-style-type: none"><li>• <b>Summative assessment</b></li></ul> <p>Summative assessment will constitute 45% of the final mark.</p> <p><b>Moderation Arrangements</b></p> <p>The qualification will have two types of moderation, namely Internal Moderation and External Moderation, in accordance with applicable policies and regulations. Assessors and Moderators shall be registered and accredited.</p>
	<p><b>RECOGNITION OF PRIOR LEARNING (if applicable)</b></p> <p>Recognition of Prior Learning (RPL) and Credit Accumulation Transfer (CAT) will be applicable for consideration for award in this qualification and will be in line with the Institutional and relevant national-level policy and legislative framework. This Policy provides processes and procedures by which RPL is conducted.</p>
	<p><b>PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)</b></p> <p>This qualification is designed to facilitate vertical, horizontal, and diagonal progression both locally and internationally.</p> <p><b>5.1 Horizontal Progression</b></p> <p>Graduates may progress horizontally between qualifications if they meet the minimum requirements for admission to the target qualification. Other comparable qualification to this qualification include:</p> <ul style="list-style-type: none"><li>• Certificate level IV in Office Procedures.</li><li>• Certificate level IV in Customer Service.</li><li>• Certificate level IV in English for Business Communication.</li></ul>





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- Certificate level IV in Bookkeeping and Accounts.

### 5.2 Vertical progression – Exit

- Diploma in Office Procedures.
- Diploma in Customer Service.
- Diploma in English for Business Communication.
- Diploma in Bookkeeping and Accounts.

### 5.3 Diagonal Progression

Graduates may progress diagonally between qualifications by presenting a completed qualification or credits towards a qualification in a similar study area and must meet the minimum requirements for admission to the target qualification, which they will often do by virtue of the credits obtained towards an equivalent qualification.

### 5.4 Employment Pathways

The following are the employment pathways for a graduate who has successfully completed this qualification:

- Administrative Assistant/Secretary.
- Clerk.
- Typist.
- Executive Secretary.
- File Clerk.
- General Clerk.
- Legal Secretary.
- Medical Secretary.
- Receptionist.
- Admin Manager.
- Confidential secretary.



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#### QUALIFICATION AWARD AND CERTIFICATION

Learners who have accumulated a minimum of 60 credits in this course qualify to graduate. Only after passing all modules in the qualification and obtaining 60 credits, the learners can successfully be awarded the Qualification Certificate IV in Secretarial Studies. Therefore, there is only a single exit award, which is awarded after accumulating 60 credits.

#### REGIONAL AND INTERNATIONAL COMPARABILITY

Certificate in Secretarial Studies Qualification was benchmarked with similar qualifications Certificate in Secretarial Studies offered by International University of Management (IUM) - Namibia which offers short course - Centre for improved Institutional performance (CIIP) –Certificate in Secretarial and Office Administration.

A similar certificate is also offered at Gaborone University College- Botswana (GUC) -Certificate in Secretarial and Administration. Course duration and entry criterion is the same. The course curriculum is like our course as it includes Business Communication, Office Procedure, Computer Skills, Introduction to Accounting and Customer Service which is also part of our curriculum.

Similar qualification is offered at an international institution such as administrative, personal assistant & secretarial duties offered by the British International College of Professional management- Britain. The program provides essential training about office management principles, staff matters, accounts and IT. The Program also teaches about supervision of office personnel, and how to prepare for promotion to managerial posts. However, it differs with our program on course duration which is one year, and they award a diploma but learning outcomes are the same. City and guilds –United Kingdoms also offer a similar course.

#### REVIEW PERIOD

5 Years.