xc SECTION A:	QUALIFICATION DETAILS

QUALIFICATION DEVELOPER (S)	Realic Professional and Technical College

TITLE	Diploma in Secretarial and Administrative Services	**NCQF LEVEL**	6

FIELD	Business, Commerce and Management Studies	**SUB-FIELD**	Secretarial and Administrative Services	**CREDIT VALUE**	292

New Qualification	✓	Review of Existing Qualification	

SUB-FRAMEWORK	General Education		TVET		Higher Education	✓

QUALIFICATION TYPE	Certificate	I	II	III	IV	V	Diploma	✓	Bachelor	

	Bachelor Honours		Post Graduate Certificate		Post Graduate Diploma	

	Masters		Doctorate/ PhD	

RATIONALE AND PURPOSE OF THE QUALIFICATION

RATIONALE: In the recent years it has been presumed that computers have taken up the duties of secretaries in that a lot of what secretaries do is simplified through computing. This may be a fallacy because replacing natural and professional human abilities in personnel management is not an easy task. The truth of the matter is that the computers and their related software have made secretarial duties more functional, modern, and even more effective. In 1993, the Government of Botswana launched a productivity movement to improve civil service performance. The centrepiece of the movement was the introduction of Work Improvement Teams (WITs). A WIT is a group of civil servants from the same work unit, irrespective of divisional status, who meet regularly to solve problems, examine improvement opportunities, and develop problem solving skills. It is inspired by the model in Singapore which in turn is an adaptation of the Japanese Quality Control Circle. WITs are well established in Singapore as a mechanism for improving the performance of the work force in the public sector and have been credited with the successful implementation of 22,000 improvements in public organizations. A twinning arrangement between the Botswana Institute of Administration and Commerce (BIAC) and Singapore's Civil Service Training Institute was adopted as the instrument for transplanting WITs

Building a seamless Education and Training System

into Botswana. WITs can be potentially effective tools for productivity improvement by helping to establish a mind-set that seeks optimum performance, participative leadership and teamwork, innovative work styles, strong client orientation and empowerment of people. However, it will take an estimated 5-10 years to witness a significant impact on productivity, with employees themselves, rather than their management, seeking to actively improve efficiency and the quality of work-life. Citation: "World Bank. 1996. Governance and Public Administration (Botswana). Africa Region Findings & Good Practice Info-briefs; No. 09. World Bank, Washington, DC. © World Bank.   https://openknowledge.worldbank.org/handle/10986/9955 License: CC BY 3.0 IGO."   In order to make Work Improvement Teams to be effective and efficient, secretarial, and administrative services training is needed to make this possible. No institution, private or public can operate in the absence of middle level operational secretaries or administrative officers.

Every organization is controlled from a nerve centre called "the office". The office therefore plays an important role in business activities, namely production, distribution, and service delivery to the world at large. Somebody has to be well trained to manage these important office administrations.

There has been a gap between 1993 and 2013 as far as productivity improvement is concerned. This necessitated the formation of Human Resource Development Council to deal with improvement of Human Resource in the Republic. In November 2013, The Human Resource Development Council (HRDC) was established by the HRDC Act No 17 of 2013 which became effective on the 8th of November 2013. In Human Resource Development Council (HRDC) report, Business Services and Administration Managers, Hotel Receptionists and Small Business Managers are among the top twenty careers in demand, (HRDC, 2016). The professions which are within the purview of secretarial and administrative services are very much in demand to drive the customer care agenda in both private and public services

PURPOSE:

The purpose of this qualification is to produce graduates with knowledge, skills, and competences to:

- Apply the advanced skills in customer care, secretarial services, and administration.
- Demonstrate mastery of innovation of work environment to ensure conducive work atmosphere.
- Select and apply technical processes in secretarial services and
assume management responsibilities of customer care, customer needs and office practice.

ENTRY REQUIREMENTS (including access and inclusion)

To be admitted into Diploma in Secretarial and Administrative Services Program, the applicant must:

- Minimum of Certificate IV, NCQF level 4 (TVET/ HE) or equivalent
- Applicants who do not meet the above criteria but possess relevant industry experience may be considered through Recognition of Prior Learning (RPL) and Credit Accumulation and Transfer (CAT) policies for access; this consideration will be done following guidelines of the ETP which are aligned with

Building a seamless Education and Training System

BQA/ National policies.

SECTION B	QUALIFICATION SPECIFICATION

GRADUATE PROFILE (LEARNING OUTCOMES)	ASSESSMENT CRITERIA
1. In a team, demonstrate advanced understanding of theories and principles in office organization and administration	1.1 In a team, manage front office services effectively 1.2 In a team, manage office data effectively 1.3 In a team display communication competency in management competency
2. Display advanced administration skills in complex and unpredictable workplace environment	2.1 Create conducive environment for the administrative workers and customers to interact freely 2.2 In a team demonstrate skills of providing administrative services in workplace environment 2.3 Demonstrate competencies of administration by providing services to customers appropriately
3. Demonstrate advanced understanding of principles in secretarial services	3.1 Deliver data processing knowledge about the secretarial services for office and senior officers 3.2 Present competency in minute taking in the context of office organization and secretarial duties 3.3 In a team demonstrate skills of office practice and secretarial knowledge to keep office records safely
4. In a team demonstrate advanced understanding of principles in customer care	4.1 Deliver knowledge in public relations with customer care for office and senior officers

	4.2 Present competency in ethical issues in the context of customer care 3.4.3 In a team demonstrate skills of customer care to keep office records safely.
5. In a team demonstrate advanced understanding of principles of guest management	5.1 Manage guest data base in the context of customer Care. 5.2 Manage guest account effectively. 5.3 Ensure guest satisfaction. 5.4 Manage customer feedback survey form.
6. Use ethics and decorum to resolve office issues	6.1 Guide and counsel office staff. 6.2 Preside over conflict resolution. 6.3 Manage disciplinary procedures effectively. 6.4 In a team develop code of conduct for office workers.

Building a seamless Education and Training System

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

SECTION C	QUALIFICATION STRUCTURE				
COMPONENT	**TITLE**	**Credits Per Relevant NCQF Level**			**Total (Per** Subject/ Course/ Module/ Units)
		Level [5]	Level [6]	Level [7]	
FUNDAMENTAL COMPONENT Subjects/ Courses/ Modules/Units	Business Theory and Practice	8			8
	Business Communication	8			8
	Bookkeeping and Accounts	8			8
	Office Procedures and Administration	8			8
	Keyboard and Typing Skills	20			20
	Use of Computer Packages: Word Processing, Spreadsheet	20			20
	Principles and Practice of Management	20			20
CORE COMPONENT Subjects/Courses/ Modules/Units	Stores and Inventory Management	8			8
	Public Relations		8		8
	Human Resource Management		8		8
	Customer Care Services		8		8

	Professional Ethics		**8**		8
	Written Communications		**8**		8
	Organization Behaviour		**8**		8
	Research Methods		**8**		8
	Attachment – industrial attachment and office practice experience		**60**		60
	Research Project Writing			**60**	60
ELECTIVE/ OPTIONAL COMPONENT Subjects/Courses/ Modules/Units	Introduction to Botswana Labor Laws			**8**	8
	Corporate Governance			**8**	8
	Entrepreneurship Development			**8**	8
	Principles of Purchasing and Supplies Management			**8**	8
	NB: Learners will have to choose two electives out of the four available choices	100	116	76	**292**

Building a seamless Education and Training System

SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL	
TOTAL CREDITS PER NCQF LEVEL	
NCQF Level	**Credit Value**
5	**100**
6	**116**
7	**76**
TOTAL CREDITS	**292**

Rules of Combination:

(Please Indicate combinations for the different constituent components of the qualification)

- Each student shall be required to study at least 18 modules. The total modules are 21 where fundamentals and core courses are compulsory, and the candidate shall choose not more than two electives from the four given. To successfully graduate, a learner should achieve 292 credits with 92 credits gained from fundamental component, 184 from core component and 16 credits from elective component. Candidates are required to choose any two electives but those who have excelled in Public Relations and Human Resource are encouraged to elect Introduction to Labor Law and Corporate Governance.

- Apart from industrial attachment the learners will be given opportunity to observe activities that take place in real office work and administration

- Each module is worth minimum of 8 credits except where stated otherwise and for the dissertation and attachment which are worth sixty [60] credits each.

- Learners shall take only two electives

- Students will be required to undertake Industrial Practice at the end of final year, and this is considered as final attachment. Students will be required to pass the attachment in order to be declared competent secretaries and office administrators.

Building a seamless Education and Training System

ASSESSMENT ARRANGEMENTS

There will be formative and summative assessments.

MODERATION ARRANGEMENTS

Formative assessment

Formative assessment or continuous assessment contributing towards the award of credits should be based on course outcomes. The contribution of formative assessment to the qualification is 60%.

Summative assessment

This is the final assessment done at the end of each course. Candidates may undergo assessment including written and practical and simulated projects. Summative contributes 40 % of the qualification.

RECOGNITION OF PRIOR LEARNING

Recognition of previous learning policy [RPL Policy] shall apply.

CREDIT ACCUMULATION AND TRANSFER

Credit Accumulation and Transfer policy [CAT Policy] shall apply.

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

The following pathways are open for a graduate of this qualification:

Horizontal Articulation (related qualifications of similar level that graduates may consider)

Graduates of this qualification may consider pursuing related qualifications (at this level) such as:

- Diploma in Business Management.
- Diploma in Human Resource Management.
- Diploma in Information and Records.
- Diploma in Purchasing and Supplies Management.

Vertical Articulation (qualifications to which the holder may progress to).

Building a seamless Education and Training System

Graduates may progress to higher level qualifications such as:

▪ Bachelors in Business Administration.

▪ Bachelor in Secretarial and Administrative Services.

▪ Bachelor of Science in Human Resource Management.

▪ Bachelor of Information and Informatics.

▪ Bachelor of Public Administration.

Employment pathways

- Secretaries in both private and public offices.

- Customer care officers.

- Business managers.

- Assistants to procurement officers.

QUALIFICATION AWARD AND CERTIFICATION

Upon successful completion of the qualification, a Diploma in Administration and Secretarial Services shall be awarded to learners who have fulfilled 292 credits. A certificate will be awarded.

REGIONAL AND INTERNATIONAL COMPARABILITY

Similarities

This qualification of Diploma in Administration and Secretarial Services has been developed in regional and international comparability and international best practices have been duly considered. Some of the institutions offering secretarial services outside Botswana are in, Kenya and South Africa. These are **Mangosuthu University, COFA Institute of Technology and Tshwane University of Technology. The modules that are similar in** all qualifications are Communication, Human Resource Management, Business Management, Computer literacy and Accounting. Similarities are also found in the assessment arrangements, as in all qualifications there will be formative and summative assessments.

Differences

Realic professional and Technical College qualification and COFA Institute of Technology are 240 credits as the minimum entry requirements for the Diploma is an NCQF level 4 or equivalent while Mangosuthu University and

Building a seamless Education and Training System

Tshwane University of Technology Qualification is 360 credits minimum entry requirements is that the candidate shall have obtained a National Senior Certificate.

REVIEW PERIOD

The qualification review shall be done every five years.

Building a seamless Education and Training System