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<b>SECTION A: QUALIFICATION DETAILS</b>											
<b>QUALIFICATION DEVELOPER (S)</b>		Realic Professional and Technical College									
<b>TITLE</b>	Certificate V in Secretarial and Administrative Services								<b>NCQF LEVEL</b>	5	
<b>FIELD</b>	Business, Commerce and Management Studies			<b>SUB-FIELD</b>	Administration				<b>CREDIT VALUE</b>	128	
<i>New Qualification</i>					<input checked="" type="checkbox"/>	<i>Review of Existing Qualification</i>					
<b>SUB-FRAMEWORK</b>		<i>General Education</i>			<input type="checkbox"/>	<i>TVET</i>			<input checked="" type="checkbox"/>	<i>Higher Education</i>	
<b>QUALIFICATION TYPE</b>	<i>Certificate</i>	<i>I</i>	<i>II</i>	<i>III</i>	<i>IV</i>	<i>V</i>	<input checked="" type="checkbox"/>	<i>Diploma</i>	<i>Bachelor</i>	<i>or</i>	
	<i>Bachelor Honours</i>			<i>Post Graduate Certificate</i>				<i>Post Graduate Diploma</i>			
	<i>Masters</i>					<i>Doctorate/ PhD</i>					

**RATIONALE AND PURPOSE OF THE QUALIFICATION**

**RATIONALE:**

The Human Resource Development Council (HRDC) report indicates that Business Services and Administration Managers, Hotel Receptionists and Small Business Managers are among the top twenty careers in demand, (HRDC, 2016). These professions, which are within the purview of secretarial and administrative services are very much in demand in order to drive the customer care agenda in both private and public services.

One of the strategic plans of ETSSP (2015-2020) is to plan major priority focus on developing Botswana's human resource capacity through a broad range of perspectives ranging from expanding the labour market to developing education and skills training (ETSSP Strategic Plan, p.p.18-19). Vision 2036 of Botswana (2016)

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also emphasizes achieving prosperity for all which includes creating opportunities for graduates not only to attain a gainful employment but also to create own jobs.

According to Botswana’s Vision 2036 (2016; pp.13-14) human capital is a critical factor in knowledge based management. “Human capital plays a critical role in the development of the economy. Our country will have developed an internationally competitive workforce that is productive, creative and has international exposure...The economy will be endowed with skills that are competitive and relevant, offering domestic, regional and international opportunities...” In order for such opportunities to be developed, it is important to rely on and boost secretarial and administrative services.

**PURPOSE:**

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

- Manage information flow in the workplace in order to assist management with decision making.
- Handle mail, messages and written communication and compile reports in the workplace.
- Display customer care principles in dealing with customers and colleagues.

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

Minimum requirements:

- Certificate Level IV
- Those with prior learning in Secretarial and Administrative Services will also be considered through Recognition Prior Learning.

<b>SECTION B QUALIFICATION SPECIFICATION</b>	
<b>GRADUATE PROFILE (LEARNING OUTCOMES)</b>	<b>ASSESSMENT CRITERIA</b>
LO 1. Display customer care competencies by collaborating effectively with external public	1.1 Communicate effectively with customers. 1.2 Inform customers of the organizational objectives. 1.3 Demonstrate effective communication skills in the workplace.
LO 2. Demonstrate competencies in office administration to enable workers and customers to interact freely	2.1 Administer effectively to customers . 2.2 Guide and direct customers appropriately. 2.3 Relate effectively with workers.
LO 3. Display knowledge about the secretarial services for office and senior officers	3.1 Perform secretarial services in providing service to officers. 3.2 Organize office according to administrative and health and safety house keeping requirements. 3.3 Keep office records according records management standards.
LO 4. Demonstrate knowledge of purchasing and supplies in organizational setting	4.1 Purchase office equipment using modern methods of purchasing. 4.2 Supply office equipment to relevant departments. 4.3 Keep purchase and supply records in an appropriate manner. 4.4 Apply digital knowledge in purchasing and supply.

LO 5. Use digital platforms to manage office communications

- 5.1 Communicate effectively using emails.
- 5.2 Retrieve communication from digital platforms for office use.
- 5.3 Respond to customers when they use online inquiries.


<b>SECTION C</b>	<b>QUALIFICATION STRUCTURE</b>				
<b>COMPONENT</b>	<b>TITLE</b>	<b>Credits Per Relevant NCQF Level</b>			<b>Total Credits</b>
		<b>Level [ 4 ]</b>	<b>Level [ 5 ]</b>	<b>Level [ 6 ]</b>	
<b>FUNDAMENTAL COMPONENT</b> <i>Subjects/ Courses/ Modules/Units</i>	Business Theory and Practice		8		8
	Business Communication		8		8
	Book Keeping 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		8		8

<b>CORE COMPONENT</b> <i>Subjects/Courses/ Modules/Units</i>	Stores and Inventory Management		8		8
	Public Relations			8	8
	Customer Care Services			8	8
	Human Resource Management			8	8
<b>ELECTIVE/ OPTIONAL COMPONENT</b> <i>Subjects/Courses/ Modules/Units</i>	Professional Ethics			8	8
	Entrepreneurship Development			8	8
	Principles of Purchasing and Supplies Management			8	8
	Written Communications			8	8

**SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL**

**TOTAL CREDITS PER NCQF LEVEL**

<b>NCQF Level</b>	<b>Credit Value</b>
5	88
6	40
<b>TOTAL CREDITS</b>	<b>128</b>

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**Rules of Combination:**  
*(Please Indicate combinations for the different constituent components of the qualification)*

The structure comprises of 80 credits of fundamental components; 32 credits of core components and 16 credits of elective components making a total of 128 credits.

Learners shall choose two electives from the 4 given electives.

**ASSESSMENT 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 final grade is dependent on institutional policy on percentage of formative versus summative of which formative shall weigh more than summative assessment.

**Summative assessment**

This is the final assessment done at the end of each course. Candidates may undergo assessment including written, practical, and simulated projects. The final examination for each course contributes to the final mark for that course.

**MODERATION ARRANGEMENTS**

Registered and accredited moderators will moderate the qualification internally and externally. This is in accordance with approved institutional assessment and moderation policies.

**RECOGNITION OF PRIOR LEARNING**

Recognition of Previous Learning (RPL) shall be considered for awarding the qualification in line with the National and Institutional RPL Policies.

### **CREDIT ACCUMULATION AND TRANSFER**

Credit Accumulation and Transfer (CAT) shall be considered for awarding the qualification in line with the National and Institutional CAT Policies.

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

**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:

- Certificate V in Business Management
- Certificate V in Human Resource Management
- Certificate V in Information and Records
- Certificate V in Purchasing and Supplies Management
- Certificate V in Customer Care


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

Graduates may progress to higher level qualifications such as:

- Diploma in Business Administration
- Diploma in Secretarial and Administrative Services
- Diploma in Human Resource Management]
- Diploma in Information and Informatics
- Diploma in Public Administration

**Existing employment pathways in secretarial and administrative services are:**

- Secretaries in both private and public offices
- Customer care officers

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- Officers in Libraries and information retrieval centers
- Business managers
- Assistants to procurement officers

**QUALIFICATION AWARD AND CERTIFICATION**

Upon successful completion of the qualification, candidates shall be awarded Certificate V in Secretarial and Administrative Services. Consequently, a Certificate and a transcript shall be issued to learners who have fulfilled all the requirements of the Certificate V in Secretarial and Administrative Services. The graduate shall have attained 128 credits and shall have gone for a mandatory industrial attachment. The 128 credits includes all core components, all fundamental components and two elective components.


**REGIONAL AND INTERNATIONAL COMPARABILITY**

***This qualification compares with the following:***

1. The Institute of Administration and Commerce, South Africa
2. COFA Institute of Technology, Ongata Rongai, Kenya

This qualification in Certificate V in Administration and Secretarial Services has been developed in the context of regional and international comparability and international best practices. Some of the institutions offering secretarial services outside Botswana are in Kenya and South Africa. In South Africa, the Institute of Administration and Commerce has been used for this comparability. The similarities in all these comparability are that;

- i) This qualification has rigorous examination process which makes a graduate to be market relevant
- ii) in the institutions mentioned above the entry points are and requirements are all above junior school equivalence and are assessed by each country's regulatory authorities
- iii) This qualification and these institutions place a minimum of 50% as pass mark for undergraduate pass

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iv) The Institute of Administration and Commerce, South Africa and this qualification both have mandatory field attachment in secretarial duties before graduation. They also offer both certificate programs at NCQF Level 5 with minimum of 120 credits. Also in both institutions, business and office administration are intertwined in their modules hence making the graduate both an effective office administrator as well as business manager.

The qualification compares well both regionally and internationally in all aspects of comparability.

***REVIEW PERIOD***

The qualification review shall be done every five years.