

BQA NCQF Qualification Template

DNCQF.FDMD.GD03

Issue No.: 02

SECTION A: QUALIFICATION DETAILS																
QUALIFICATION DEVELOPER			Institute of Development Management													
TITLE	Bachelor of Arts in Office Management										NCQF LEVEL		7			
FIELD	Business, Commerce and Management Studies			SUB-FIELD		Office Management				CREDIT VALUE		364				
New Qualification					✓		Review of Existing Qualification									
SUB-FRAMEWORK		General Education						TVET					Higher Education		✓	
QUALIFICATION TYPE		Certificate	I	II	III	I	V	Diploma	Bachelor	✓						
		Bachelor Honours		Post Graduate Certificate				Post Graduate Diploma								
		Masters					Doctorate/ PhD									
RATIONALE AND PURPOSE OF THE QUALIFICATION																
<p>RATIONALE:</p> <p>With globalization and the drive towards a knowledge economy (NHRDS, 2013, NDP 11, Vision 2036, ETTSP, 2015-2020), one of the key enablers is a well-trained human resource. In a global and competitive business environment, a modern secretary has many functions and responsibilities to undertake. Their role is also constantly changing and expanding with various forms of administrative and managerial responsibilities. This changing environment has created a pressing need for higher education and training in office management. Even further employers, through the Human Resource Development Council (HRDC) - Top Occupations in high Demand (Dec,2016), identified Business Services and Administration Managers (Occupation code 1219) of Finance and Business Services as being in high demand at a national level.</p> <p>An ongoing court case between DPSM and the Secretarial Cadre (Case ONKGOPOTSE NTATANE & 376 OTHERS VS ATTORNEY GENERAL- Case No: MAHGB 000060 of 2016) contests prolonged lack</p>																

of mobility of secretaries within organisational structures. A minority of Secretaries working with accounting officers tend to benefit while the majority do not. The lack of mobility is attributable in part to lack of a higher qualification post the diploma and/or advance diploma hence a need in Bachelor of Arts in Office Management.

A Training Needs Assessment Report (Bachelor of Office Management Needs Assessment, 2015/16) also revealed that there is a pressing need for bachelor's qualification for secretaries, and executive assistants, to facilitate smooth day to day operation of executive offices. Cumulatively, the need is not only to capacitate and enable secretaries to deliver at a pace and manner required by a modern office but also to allow for academic articulation and career growth within the organisation.

Therefore, the Bachelor of Arts in Office Management qualification will afford an opportunity for office administration managers to be trained beyond the diploma. Skilled, knowledgeable and competent office managers who are able to progress in their careers will not only be motivated but will effectively manage executive officers' offices and subsequently improve productivity levels

PURPOSE:

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

- Organize and coordinate office administration in order to ensure organizational effectiveness, efficiency and productivity
- Work independently and/or collaboratively as a team in providing support to key management personnel to meet the needs of the organization
- Demonstrate effective and appropriate formal and informal communication (verbal and written) in diverse work environments.
- Assign and supervise clerical, administrative and secretarial responsibilities and tasks among office staff.
- Participate actively in budgeting, planning and execution of marketing and events in the organization.
- Manage the executive offices effectively and efficiently in order to enhance executive officer's

productivity.

ENTRY REQUIREMENTS (including access and inclusion)

Applicants will be admitted to Bachelor of Arts in Office Management qualification if they meet any of the following:

- Certificate V, NCQF Level 5 (or equivalent).
- There will be provision for access through RPL and CAT as per institutional RPL and CAT policies in line with applicable national policies.

SECTION B QUALIFICATION SPECIFICATION

GRADUATE PROFILE (LEARNING OUTCOMES)

ASSESSMENT CRITERIA

LO 1 Apply specialized knowledge, skills and attributes to communicate effectively, using different modes and techniques in a business environment.

- 1.1 Plan successfully for, and participate effectively, in meetings
- 1.2 Draw effective business communication documents
- 1.3 Demonstrate understanding of business etiquette
- 1.4 Apply appropriate technology to the creation and dissemination of communication
- 1.5 Express ideas and information competently in written or oral form with clarity and organization.
- 1.6 Formulate appropriate communication messages for group and organizational effectiveness
- 1.7 Apply oral and written communication
- 1.8 Brand self and organization.

LO 2 Manage and maintain office systems and processes

- 2.1 Organize and manage oneself and activities responsibly and effectively by following processes, procedures and protocols
- 2.2 Generate and maintain executive officer 's diary
- 2.3 Apply techniques to plan and manage workload and executive office effectively to achieve daily and long term objectives

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	<p>2.4 Apply online skills to send, receive and process and store information</p> <p>2.5 Apply procedures for managing relations in the workplace so as to promote fair labour practice and ethical practice</p> <p>2.6 Manage change in an organization</p>
LO 3 Manage different types of records, archives and information	<p>3.1 Develop a records management system</p> <p>3.2 Control and track records movement</p> <p>3.3 Design and implement filing system</p> <p>3.4 Retrieve and transfer records</p> <p>3.5 Preserve and dispose records</p>
LO 4 Apply research methodology skills to solve work related problems	<p>4.1 Formulate a research topic, research objectives, research questions and hypothesis</p> <p>4.2 Critically review literature to support the research</p> <p>4.3 Apply research methodology skill to collect and analyze research findings</p> <p>4.4 Conduct ethical research</p> <p>4.5 Produce a logically organized research report</p> <p>4.6 Disseminate research findings to expert and non-expert audience.</p>
LO 5 Procure and manage purchase of goods and services	<p>5.1 Source goods and services</p> <p>5.2 Assess quotations against evaluation criteria</p> <p>5.3 Negotiate for favorable terms and conditions from suppliers</p> <p>5.4 Complete purchasing and supply documents</p>
LO 6 Manage transport and logistics	<p>6.1 Manage and monitor fleet usage</p> <p>6.2 Plan efficient transport routes and maintenance schedules</p>

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	6.3 Collect, evaluate, analyse and communicate data for transport planning 6.4 Implement fleet maintenance schedule
LO 7 Innovate and develop business ventures	7.1 Analyze the small business and start up environment 7.2 Identify and pursue an entrepreneurial opportunity 7.3 Assess business viability based on return 7.4 Develop a business plan

SECTION C	QUALIFICATION STRUCTURE				
FUNDAMENTAL COMPONENT Subjects/ Courses/ Modules/Units	TITLE	Credits Per Relevant NCQF Level			Total (Per Subject/ Course/ Module/ Units)
		Level [5]	Level [6]	Level [7]	
	Professional Communication		12		12
	ICDL	20			20
	Human Resource Management		12		12
	Records and Information Management		12		12
	Introduction to Entrepreneurship and Innovation		10		10
	Total				66
	Administrative Office Management			18	18

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CORE COMPONENT <i>Subjects/Courses / Modules/Units</i>	Business Management and Ethics			15	15
	Emotional Intelligence			15	15
	Events Management			15	15
	Organization Behavior and Development			18	18
	Procurement and Operations Management			15	15
	Logistics and Transport Management			15	15
	Strategic Management & Leadership			15	15
	Financial Management			15	15
	Research Methods & Proposal			24	24
	Employee Relations			15	15
	Research Project			40	40
	Work Integrated Learning/Practicum			60	60
	Total				346
ELECTIVE/ OPTIONAL COMPONENT <i>Subjects/Courses / Modules/Units</i> Choose one	Occupational Health and Safety			18	18
	Employability & Personal Branding			18	18
	Total				18
	Total				364
SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL					
TOTAL CREDITS PER NCQF LEVEL					
NCQF Level		Credit Value			
5		20			
6		46			

7		280
TOTAL CREDITS		364
Rules of Combination: (Please Indicate combinations for the different constituent components of the qualification)		
Fundamental	Level 5	20 Credits
Fundamental	Level 6	46 Credits
Core	Level 7	280 Credits
Electives	Level 7	18 Credits
Minimum Electives Credits		18 Credits (Learners choose 1 elective)
Total		364 Credits

ASSESSMENT ARRANGEMENTS

Formative assessment

The contribution of formative assessment to the final grade is 40%

Summative assessment

Candidates will undergo assessment including written final examination for each module which contributes 60 % of the final mark for that course.

MODERATION ARRANGEMENTS

There will be provision for moderation (internal and external, pre and post) arrangements for the qualification in accordance with institutional moderation policy, conducted by BQA registered and accredited moderators.

RECOGNITION OF PRIOR LEARNING (if applicable)

There will be provision for candidates to submit evidence of prior learning for the award of credits towards the qualification in accordance with applicable national RPL policies as per the NCQF requirements.

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Horizontal Articulation and Progression Arrangement

- Bachelor of Arts in Business Administration
- Bachelor of Arts in Business Management

Vertical Articulation and Progression Arrangement

- Bachelor of Arts (Hons) in Office Management
- Bachelor of Arts (Hons) in Business Management

Progression Pathways (Employment)

Graduates of an office management program often have a combination of operational and organizational skills, which they can use in offices across a number of industries.

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

- Office administration managers
- Office managers
- Events managers
- Executive secretary

QUALIFICATION AWARD AND CERTIFICATION

Qualification Award

Candidates who attain a minimum of 364 credits will be awarded the Bachelor of Arts in Office Management in accordance with standards prescribed for the qualification.

REGIONAL AND INTERNATIONAL COMPARABILITY

Similarities of modules to Bachelor of Arts in Office management qualification range between 10 to 15 modules out of a maximum of 27 modules from the qualifications with which comparison and benchmarking was done (regionally and internationally), although the naming (title) is not the same. Some similarities were also observed in the duration of study, which ranges between 3 to 4 years. The credits and entry requirements, where available, are also in the similar.

There was no or limited information on assessment strategies and weightings, and on qualification rules and minimum standards for the award of the qualification.

The proposed qualification has a wider scope in terms of modules to be covered and graduates will acquire knowledge and skills in wider scope in modules such as occupational health and safety, transport & logistic management and employability and personal branding. This implies that, the graduates from the proposed Bachelor of Arts in Office Management qualification will be more widely skilled than from the benchmarked ones.

REVIEW PERIOD

The qualification will be reviewed after 5 years in line with the NCQF requirements.