
	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022

SECTION A: QUALIFICATION DETAILS															
QUALIFICATION DEVELOPER (S)		ABM University College													
TITLE	Bachelor of Business Administration in Office Administration										NCQF LEVEL	7			
STRANDS (where applicable)	1. 2. 3. 4.														
FIELD	Business, Commerce and Management			SUB-FIELD		Office Administration Studies				CREDIT VALUE	500				
New Qualification						Legacy 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															
<p>RATIONALE:</p> <p>Botswana has also prioritized occupations in demand which is informed by National priorities as outlined in Vision 2036, HRDC has identified top skills in demand in Sectors of which this qualification allows to be versatile and have a broad multifaceted skills and competencies to function in various industries such as Tourism, Front desk administrators, Small business managers, Data base administrators, client service managers.</p> <p>The National Development Plan (NDP 11) and long term strategies of the different sectors of the economy states that Development of the human capital is essential in achieving the vision 2036 pillars mainly pillar 1 : Sustainable economic Development and pillar 2: Human and social Development . The 2 pillars emphasize transformation of the economy to a knowledge based economy and producing a globally</p>															


	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022

competitive human resource as key strategies for driving the economic growth and diversification. In order to achieve sustainable economic prosperity and personal growth, the improvement of quality education systems must translate into high quality jobs, and skilled workers will create jobs. The Education and Training Sector Strategic Plan (ETSSP) 2015-2020, aims to progress from the old economies and be part of the global market promise of knowledge economy.

Graduate unemployment is a serious concern to Botswana, which can be addressed through lifelong learning (LLL) where individuals engage in self-driven learning at any time in their life and institutions must take a broader view towards self-sufficiency by developing qualifications that offer industry ready graduates and are prepared to be adequately absorbed and compete for opportunities internationally. The education and training institutions must produce the right caliber of skills in the right areas and maximize the chances of graduates reaching their full potential. A wide spread survey of the execution of responsibilities by the secretarial cadre in Botswana was carried by ABM University and the findings revealed that career opportunities for this cadre is met with challenges of limited career advancement as a result of low quality certification short courses that do not accord them the necessary skills to operate at a high level of efficiency and professionalism as a result this cadre does not attract, retain, motivate experienced and suitably qualified secretarial personnel of high moral and caliber, because of narrow training opportunities leading to narrow progression, promotional options and career advancement.

The recent qualifications survey conducted by ABM University College 2019) on the relevance of qualifications offered by the College revealed that certificate, diploma students intake in the Secretarial qualification raised a dire need for the Institution to introduce a degree qualification for secretarial cadre which will address vertical progression and employability opportunities for them in the world of work in Botswana. This qualification will enable individuals to access high quality and relevant training opportunity, for 21st century office administrator /manager who is self-driven, skilled, resilient and innovative human capital, who are ready to address the diverse and dynamic challenges in the work place and create robust business cultures that can serve the Global as well as the national economic need. ABM University College in 2019 carried out a Needs assessment and stakeholder consultation which targeted current and former students; subject and/or industry advisory groups; reports from government ministries, agencies and awarding bodies; local and national employers and employer bodies; professional institutes, and NGOs required the following information: if the employer would readily employ someone with the secretarial qualification; if the employee would readily study for a secretarial qualification, if the employer would readily pay for their staff/employee to enroll for the Secretarial qualification; if the employee would readily pay for tuition to study a Secretarial qualification; if industry attachment is desirable to enforce the qualification for the secretarial qualifications; whether the secretarial qualification for the secretarial qualification holds relevance to the Botswana economy; if in their view the qualification for the secretarial qualifications will still be relevant in the next five 5 years; if the demand for the secretarial qualifications is likely to remain relevant beyond the next five(5) years. The needs assessment also sought to establish the extent of importance of the skills required by the secretarial cadre in undertaking their roles.

The survey affirmed that a Bachelor of Office Administration qualification is meant to enhance the role of the current executive secretary which is evolving and taking on more of the work of a manager which is long overdue. The office administrator needs to develop administrative skills into managerial talents in order to enable their supervisor to delegate them work with assurance. This qualification will enlighten graduates who will respond to day to day challenges and opportunities of managing a modern dynamic office by coming up with resilient and sustainable solutions as well as to propel human capital who can create jobs that can serve the national as well as the global need. The key skills and competencies for the qualification

	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022

are computer applications literacy, communication skills, advanced problem solving, organizational and strategic planning skills, time management, human resource leadership and management competence.

PURPOSE:


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


- Apply office administration management procedures in the workplace.
- Use visual, auditory and speech protocols competently.
- Use fundamentals of computer software and hardware, modern E- technology, shorthand speed, social media, and computerised systems of ICT.
- Apply critical thinking, problem-solving, negotiation skills and analytical skills in the execution of tasks related to modern office tasks, techniques and leadership theories and methodologies.
- Manage various forms of records, archives, and coordination of events to achieve desired event objectives.
- Adapt project management tools in managing projects and office operations to ensure continuous improvements in the workplace.


MINIMUM ENTRY REQUIREMENTS (including access and inclusion)

Minimum entry requirements:


- Certificate IV (NCQF level IV) and equivalent.
- There will be a consideration for candidates wishing to enter the qualification through RPL and CAT instruments in accordance with the institutional policies, guidelines, processes, and procedures.

	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022


SECTION B		QUALIFICATION SPECIFICATION	
GRADUATE PROFILE (LEARNING OUTCOMES)		ASSESSMENT CRITERIA	
3.1 Demonstrate knowledge and understanding of the duties of a secretary in various work contexts.		 <p>3.1.1 Categorize key Common secretarial tasks</p> <p>3.1.2 Explain the key functions of a secretary in various work contexts</p> <p>3.1.3 Analyse historical evolution and changes in the secretarial profession</p> <p>3.1.4 Apply effective Note-taking strategies and techniques</p> <p>3.1.5 Use shorthand with speed in minute taking and interpretation of oral communication</p> <p>3.1.6 Use proper English protocol with clients & telephone etiquette</p> <p>3.1.7 Exhibit effective mail handling techniques</p> <p>3.1.8 Compose and format business correspondence</p> <p>3.1.9 Critique Principles and Ethos for Certified Professional Secretary/ administrative professional</p> <p>3.1.10 Compare and contrast the role of a Personal secretary and office administrator</p> <p>3.1.11 Apply the law of meetings in managing meetings</p> <p>3.1.12 Prepare for a business meetings</p> <p>3.1.13 Evaluate laws and procedures for organising meetings</p> <p>3.1.14 Develop a diary for a personal secretary</p> <p>3.1.15 Design the Secretary's Code of Conduct for the workplace</p>	
3.2 Analyse business and data management communications procedures		<p>3.2.1 Evaluate communication structures, and barriers to communication in work-related environment</p> <p>3.2.2 Analyse verbal and written communication approaches in the various contextual issues in the workplace.</p> <p>3.2.3 Differentiate business communication procedures and information technology</p>	

	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022


	<p>procedures</p> <p>3.2.4 Critique various written communication systems and tools.</p> <p>3.2.5 Review the Communication system in the organization</p> <p>3.2.6 Analyse privacy, security and confidentiality policies and procedures the or exchange of information in the organization</p> <p>3.2.7 Develop awareness materials on confidentiality, privacy and security of information</p>
<p>3.3 Apply broad knowledge and understanding of office administration management procedures in a work setting</p>	<p>3.3.1 Use Office administration management models in managing work environment challenges</p> <p>3.3.2 Apply management-related statutes in staff behaviour management</p> <p>3.3.3 Use key minute-taking principles, various formats and techniques in meetings.</p> <p>3.3.4 Apply meeting agendas for different types of meetings.</p> <p>3.3.5 Apply standard procedures in organizing business meetings</p>
<p>3.4 Demonstrate specialized competence in the use of fundamentals of computer software and hardware, modern E technology, shorthand speed, social media and computerised systems of ICT.</p>	<p>3.4.1 Construct the major themes and approaches of data management and security</p> <p>3.4.2 Establish E-communications legal and ethical issues</p> <p>3.4.3 Critique Principles of Use of telecommunications tools</p> <p>3.4.4 Compose methods to facilitate mail handling effectively</p> <p>3.4.5 Demonstrate advanced functions of word processing</p> <p>3.4.6 Design tables for analysing information and reports</p> <p>3.4.7 Exhibit various document processing techniques (word, spreadsheets)</p> <p>3.4.8 Demonstrate knowledge and competence in the use of teleconferencing</p> <p>3.4.9 Use social media for official communications</p> <p>3.4.10 Demonstrate appropriate channels of ICT</p>


	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022


	<p>communications</p> <p>3.4.11 Apply short hand speed development techniques in writing minutes.</p>
<p>3.5 Demonstrate competence and use of project management tools in managing projects</p>	<p>3.5.1 Use theories of project management in project planning stages.</p> <p>3.5.2 Apply the principles of Leading and managing projects teams (people management and risk) in project implementation stages</p> <p>3.5.3 Sketch Project stakeholders analysis systems for project management</p> <p>3.5.4 Develop project contracts using management principles and practices</p> <p>3.5.5 Demonstrate basic principles for negotiation and motivation</p> <p>3.5.6 Design a Project risk management plan</p>
<p>3.6 Demonstrate competence related to applied principles and theories of organizational management and change in complex work contexts</p>	<p>3.6.1 Apply procedural tools specific for organizational management in various work situations</p> <p>3.6.2 Demonstrate understanding of relevant, methodologies and theories in organizational practice</p> <p>3.6.3 Analyse Principles of organisational management and change management</p> <p>3.6.4 Exhibit Organisational behaviour theory and practice</p> <p>3.6.5 Design an Organisational structure</p>
<p>3.7 Demonstrate advanced knowledge in principles of procurement and applied frameworks in supply chain management</p>	<p>3.7.1 Use principles , theories , models of procurement and logistics management in managing supply chain issues</p> <p>3.7.2 Apply Principles of procurement in designing a procurement plan framework</p> <p>3.7.3 Use procedures for Management of inventory</p> <p>3.7.4 Exhibit Logistics systems management (logistics networks, transportation, warehousing management) Demonstrate the Supply chain processes, sourcing, supply selection process and supplier segmentation.</p>

	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022


3.8 Apply basic financial management principles within an organisation	<p>3.8.1 Use Basic theories of Financial management in defining the concept of financial management</p> <p>3.8.2 Apply key principles of budgeting in formulating a budget plan</p> <p>3.8.3 Demonstrate strategies for Solving financial management problems in work related contexts</p> <p>3.8.4 Apply work place budget management</p> <p>3.8.5 Apply E – budgeting systems in the work place</p> <p>3.8.6 Use work place Financial risk management systems</p> <p>3.8.7 Apply financial management strategies in Solving work place budget problems</p> <p>3.8.8 Design a work related financial budget</p>
3.9 Apply competence and skills to manage various forms of records and archives	<p>3.9.1 Demonstrate archives and records management principles.</p> <p>3.9.2 Use the Management audio visual archives at the work place</p> <p>3.9.3 Analyse Preservation and archives security systems of records and information in a work place</p> <p>3.9.4 Prepare records management classification system for the work place</p> <p>3.9.5 Apply principles and procedures of managing records and archives in setting a records and archives centre</p> <p>3.9.6 Carry out key record management procedures</p> <p>3.9.7 Develop an office organizational record management computerized system</p> <p>3.9.8 Design the retention & disposal policies and practices of organizational records.</p>
3.10 Analyse work place customer service protocols for improving excellent in customer service	<p>3.10.1 Apply customer service management models in responding to identified customer service needs.</p> <p>3.10.2 Review Customer service principles , legislation and standards</p> <p>3.10.3 Appraise Customer service Excellence in service delivery improvement</p> <p>3.10.4 Analyse techniques for Handling and resolving complex customer service Issues against set customer service standards</p>

	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022


	<p>3.10.5 Evaluate customer service standards against the work culture</p> <p>3.10.6 Analyse the work culture and how it impact work and assist customers</p> <p>3.10.7 Compare and contrast Customer retention and customer centricity principles</p> <p>3.10.8 Expound on key Foundations of Customer relationship management, meaning and application.</p> <p>3.10.9 Examine Customer service principles , legislation and standards in work contexts</p> <p>3.10.10 Evaluate the concept of Customer service Excellence</p> <p>3.10.11 Categorise Customer service delivery improvement strategies in developing a customer service strategy</p> <p>3.10.12 Explain procedures for Handling and resolving complex customer service Issues</p> <p>3.10.13 Distinguish Customer retention and customer centricity protocols</p> <p>3.10.14 Analyse work place strategies for Customer service Excellence</p> <p>3.10.15 Design a customer queries and complaints procedures and tools for the organisation</p> <p>3.10.16 Develop a Customer Value management system</p>
<p>3.11 Demonstrate Ability to Interpret and apply human resource management theories in business operations.</p>	<p>3.11.1 Demonstrate knowledge of human resource management theories</p> <p>3.11.2 Use Human resource management policies and procedures in specific work issues</p> <p>3.11.3 Analyse Recruitment , selection Assessment and on boarding systems of the work place</p> <p>3.11.4 Evaluate the Rewarding, incentives and employee retention schedules at the work place</p> <p>3.11.5 Develop strategy for effective work teams in the organization</p> <p>3.11.6 Develop strategies to motivate human resources in the organisation</p> <p>3.11.7 Design employee training and development plan</p> <p>3.11.8 Develop the Employee wellbeing and organisational health and safety plan</p>

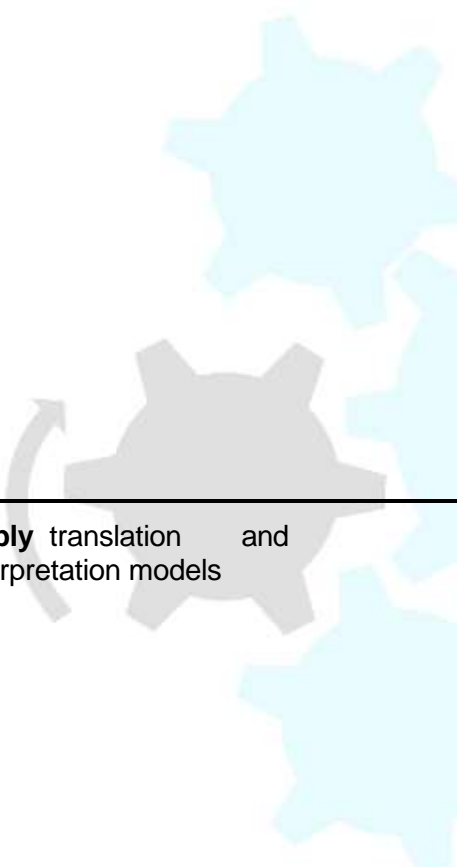
	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022


3.12 Demonstrate knowledge in coordination of events management to achieve desired event objectives.	3.12.1 Apply Principles of , planning and practice of events 3.12.2 Design out the protocol for handling external and official visitors (etiquette) 3.12.3 Use criteria for organising official events 3.12.4 Demonstrate organizational skills in organizing conferences, seminars at national & international level 3.12.5 Draw up an event management proposal and plan
3.13 Analyse office operations to initiate and manage continuous improvements in the work place	3.13.1 Critique office operations theories and models 3.13.2 Examine knowledge on dealing with challenges in office management and operations 3.13.3 Evaluate the office daily tasks in a given a work related situation. 3.13.4 Review Total Quality Management approaches to operations 3.13.5 Develop an Operations improvement setting strategy for the work place 3.13.6 Develop protocols & etiquette guidelines for the office
3.14 Apply a range of advanced and innovative leadership and management knowledge and skills to generate solutions to unpredictable problems and create a case for change	3.14.1 Use Leadership and management theories and styles and how they apply in the work place 3.14.2 Demonstrate Modern management and leadership approaches and styles 3.14.3 Apply leadership styles at the work place 3.14.4 Use strategies for Leading and managing people using disciplinary procedures, and employment regulations 3.14.5 Illustrate conflict triggers in generating solutions to problems and creating a case for change 3.14.6 Use conflict resolutions techniques formulating change strategy 3.14.7 Apply leadership and statutes in managing conflict 3.14.8 Develop a work improvement plan for addressing identified challenges 3.14.9 Use principal theories of leadership and management. 3.14.10 Demonstrate personal leadership styles

	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022


	<p>by using leadership theories and principles</p> <p>3.14.11 Apply disciplinary procedures and regulations in leading and managing people.</p> <p>3.14.12 Develop office/ work place charter for managing employees</p>
<p>3.15 Demonstrate competence to identify risk and apply recognised frameworks and approaches in risk managing work related situations</p>	<p>3.15.1 Use principal theories and practices of risk management in solving work situations</p> <p>3.15.2 Demonstrate the concepts of risk management</p> <p>3.15.3 Apply risk factors in the organization</p> <p>3.15.4 Carry out steps in risk assessment</p> <p>3.15.5 Develop a risk management plan and use applicable risk management strategies to address work related challenges.</p>
<p>3.16</p>	<p>3.16.1Discuss Types of Research methodologies, strengths and limitations of different research strategies</p> <p>3.16.2Critique Research ethics</p> <p>3.16.3Discuss Research procedures ,Criteria for an appropriate literature review and data collection methods</p> <p>3.16.4Develop survey questionnaire and interview guide</p> <p>3.16.5Compare and contrast Basic quantitative and qualitative research analysis</p> <p>3.16.6Conduct a research in a specialized area related or the organization of their choice.</p> <p>3.16.7Present research study findings in an academic and professional way.</p> <p>3.16.8Distinguish challenges facing information management and make recommendations</p>
<p>3.17</p>	<div><p>3.17.1 Apply Principles of public relations describing public relation</p><p>3.17.2 functions Use Communication models in a</p></div>

	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022


		<p>working with multi nationals</p> <p>3.17.3 Demonstrate principles for Communicating using social media platforms</p> <p>3.17.4 Use principles of Protocol management in designing media and communication articles</p> <p>3.17.5 Evaluate the public administration system in Botswana against protocols and standards</p> <p>3.17.6 Compare and contrast public relations and public administration</p>	
<p>3.18 Apply translation and interpretation models</p>		<p>3.18.1 Describe the translation theory and its practice</p> <p>3.18.2 Discuss Audio translation technologies and dialogue interpretation models</p> <p>3.18.3 Use translation technology and models in accomplishing work related tasks</p> <p>3.18.4 Evaluate the Literary translation challenges</p> <p>3.18.5 Discuss general shorthand theory and practice</p> <p>3.18.6 Practice to key board techniques</p> <p>3.18.7 Discuss Ethics of stenography</p> <p>3.18.8 Apply Principle of dictation (80 -120 words / minute)</p> <p>3.18.9 Analyse literary parliamentary, company and commercial reports</p> <p>3.18.10 Discuss the types of translations (Commercial, audio and technical translations-scientific and technical</p> <p>3.18.11 Discuss the procedures for translating for court hearing, international organisations etc.</p> <p>3.18.12 Apply the principles of using translation technology translation memory.</p>	
<p>3.19 Demonstrate ability to establishing and manage a Contact centre</p>		<p>3.19.1 Illustrate the Principles of Establishing an outstanding contact centre (defining standards</p> <p>3.19.2 Apply monitoring strategies for Calls management (monitoring quantities of calls,</p>	

	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022


	<p>quality issues and complaints)</p> <p>3.19.3 Use the Contact centre operations management, Key process issues (technology & resources management)</p> <p>3.19.4 Demonstrate Contact centre people management approaches</p>
3.20 Apply knowledge of brand management	<p>3.20.1 Use branding and brand management</p> <p>3.20.2 Design brand building and marketing strategies</p> <p>3.20.3 Use organisational brands</p> <p>3.20.4 Apply Management of brands over geographical boundaries</p> <p>3.20.5 Develop a departmental brand and a management strategy</p>

	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022

SECTION C	QUALIFICATION STRUCTURE				
COMPONENT	TITLE	Credits Per Relevant NCQF Level			Total Credits
		Level [5]	Level [6]	Level [7]	
FUNDAMENTAL COMPONENT <i>Subjects/ Courses/ Modules/Units</i>	Bookkeeping		6		10
	Introduction to Economics		6		10
	Communication and Study Skills		6		10
	Computer appreciation and application		6		10
	Introduction to Business		6		10
	Introduction to Accounting		6		10
	Business Environment		6		12
	Business Communication		6		10
	Health and Safety Management		6		12
	Customer Service		6		12
	Research Methodologies		6		12
	Project Management		6		12
	Business Law		6		10
	Public Relations			7	12
	Events Management			7	12

	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022

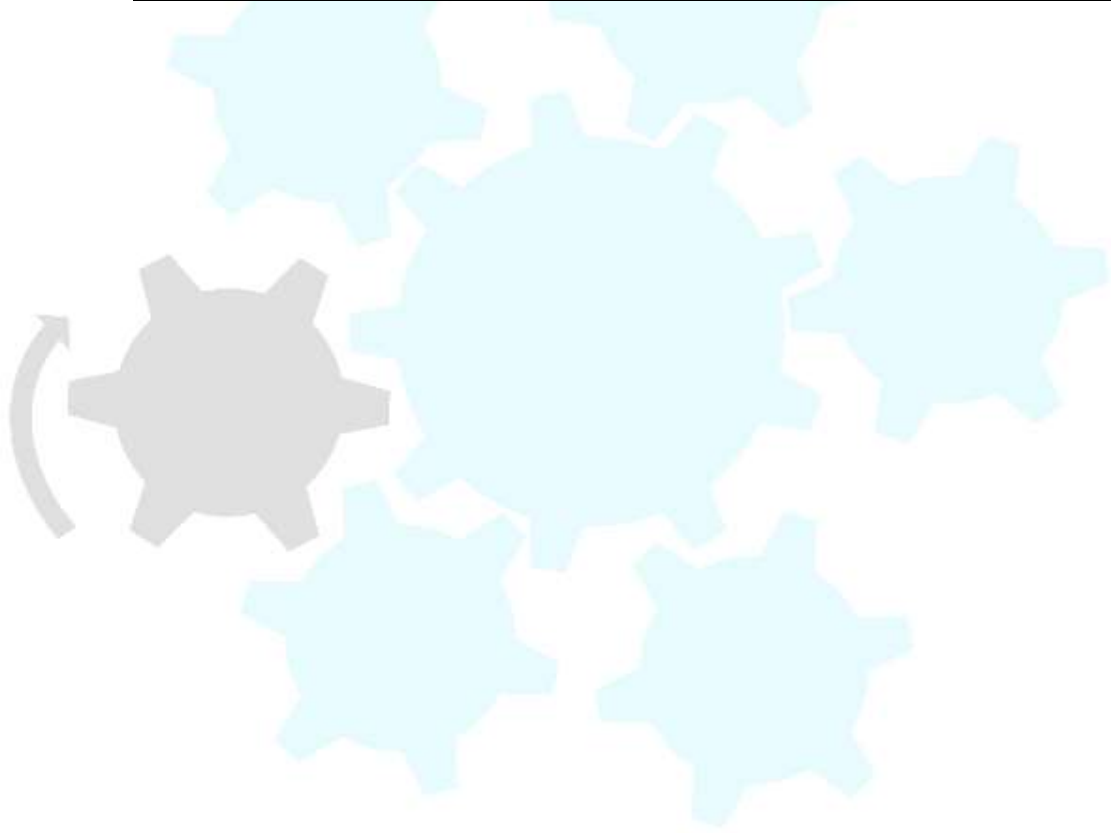
	Corporate Governance			7	12
	Organisational Behaviour			7	12
	Entrepreneurship 1	5			5
	Entrepreneurship 2		6		5
	Entrepreneurship 3			7	5
	Entrepreneurship 4			7	5
	Personal Mastery 1	5			5
	Personal Mastery 2		6		5
	Personal Mastery 3			7	5
	Personal Mastery 4			7	5
	Innovation 1	5			5
	Innovation 2		6		5
	Innovation 3			7	5
	Innovation 4			7	5
	Governance and Ethics 1	5			5
	Governance and Ethics 2		6		5
	Governance and Ethics 3			7	5
	Governance and Ethics 4			7	5
CORE COMPONENT <i>Subjects/Courses/ Modules/Units</i>	Word Processing in Ms Word			7	12
	Business Statistics			7	12
	Business Mathematics			7	10


	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022

	Office Procedure			7	12
	Spreadsheet In Ms Excel			7	12
	Office Technology and Information Processing			7	12
	Dynamics Of Secretarial Profession			7	12
	Public Administration			7	12
	Archives and Records Management			7	12
	Management Theory & Practice			7	12
	Office Administration			7	12
	Data Processing, ICDL & Report Writing			7	12
	Audio Interpretation Systems 1			7	12
	Operations Management			7	12
	Procurement, Logistics & Supply Chain Management			7	12
	Audio Interpretation Management 2			7	12
	Operations Risk Management			7	12
	Research Project			7	30
STRANDS/ SPECIALIZATION	<i>Subjects/ Courses/ Modules/Units</i>	Credits Per Relevant NCQF Level			Total Credits


	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022

		Level [5]	Level [6]	Level [7]	



	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022

SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL	
TOTAL CREDITS PER NCQF LEVEL	
NCQF Level	Credit Value
5	20
6	160
7	320
TOTAL CREDITS	500
Rules of Combination: (Please Indicate combinations for the different constituent components of the qualification)	
Bachelor of Business Administration in Office Administration Total credits: 510 credits Components Fundamental Level 5: 20 Credits Level 6: 160 Credits Level 7: 40 Credits Core Level 7: 280 Credits Total number of modules: 51	

	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022

ASSESSMENT ARRANGEMENTS

Formative Assessment

- The weighting of Formative Assessment is **60% of the final grade.**

Summative Assessment

- The Final Examination is **40% of the final grade.**

Assessment will be conducted by professionals registered and accredited by BQA as Assessors.

MODERATION ARRANGEMENTS

There will be both internal and external moderation, conducted by professionals registered and accredited by BQA as Moderators.

RECOGNITION OF PRIOR LEARNING

There is provision for Award of the qualification through RPL. This will be done with reference to the institution's policy which shall be aligned to the BQA National RPL policy.

CREDIT ACCUMULATION AND TRANSFER

There is provision for Award of the qualification through CAT. This will be done with reference to the institution's policy which shall be aligned to the BQA National CAT policy.


PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Horizontal Progression

- BA in Public Administration
- BA in Hospitality Management
- BCom in Operations Management
- BCom in Business Management
- BCom in Public Relations
- BA in Records and Archives Management
- BA in Information Management

Vertical Progression

- MSc in Strategic Management
- Master of Business Administration
- MA in Public Administration
- MA in Public Relations
- MA in Records and Archives Management

	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022

- MA in Information Management

Employment Pathways

Employment pathways include but are not limited to the following.

- Operations Officers
- Public Relations Professionals
- Office Administrators
- Information Management Specialists
- Executive Assistants
- Entrepreneurs

QUALIFICATION AWARD AND CERTIFICATION

Minimum Standard of achievement for the award of the qualification

Leaners will be awarded Certificate V in Electrical and Electronics Engineering qualification upon attainment of a **minimum of 500 credits**.


There will be issuance of a certificate and an official transcript at award

SUMMARY OF REGIONAL AND INTERNATIONAL COMPARABILITY

Benchmarking has been conducted against tertiary institutions regionally and internationally as shown by tables 1 and 2 respectively

Table 3.Regional and International

Institution	Qualification Name	Length of study	Credits	Mode of study
Makerere University	Bachelor of Office and Information Management	3yrs	117 credits	Full Time
Nkumba University - Uganda	Bachelor of Management & Secretarial Studies	3years	Not indicated 360 credits NCQF level 7 equivalent	Full time
Cape Peninsula University of Technology – South Africa	Office management and technology	3years	NCQF Level 7 (360 Credits)	Full Time

	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022


Evelyn Home College of Applied Arts, Science and Technology, Lusaka Zambia	Bachelor of Arts in Secretarial and office management	4 year degree	NOT INDICATED	Not indicated
Amsterdam University of Applied Science, Bachelors	Bachelor of Office Management	Full Time	180 ECTS credit units	(3 years) programme, tailor made guidance
University of Applied Sciences Artevelde, Belgium.	Bachelor degree in international office management	Full Time	180 credits	the 3 year programme has 3 internships and guest lectures

SUMMARY OF COMPARABILITY

Regional Comparability

- Nkumba University, Entembe Uganda**, Bachelor of office Management and Secretarial Studies offers three years qualification. This qualification provides language and administrative skills to Personal Assistants and Secretaries to interpret, translate and summarize information in order to ensure effective and efficient communication at local and global level. The languages taught in this qualification are Swahili, Chinese, Arabic, French, and Germany with the following content Fundamentals of Typewriting; Computer Applications I ; Fundamentals of Shorthand ; Business Communication ; Shorthand Speed Development 60/70 wpm ; Fundamentals of Accounting ; Customer Service Management Secretarial Ethics ; a Secretarial Communication Skills E-Communication ; Office Automation; Time and Stress Management ; Research Methods etc

Makerere University, Bachelor of Office and Information management Degree is a 3 year qualification, The qualification is meant to meet the needs of managerial, administrative and secretarial personnel in public offices. On completion of the courses, graduates are equipped with concepts, methods, techniques and tools that allow them to begin a career in government ministries, international organisations or the private sector. The course's structure and content are based on the 21st Century's need to produce highly trained graduates. The qualification focuses on enabling students to enhance their practical skills and widen their intellectual scope to cope with the demands of a Public Office. Students are helped to acquire efficient communication

	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
		Effective Date	01.08.2022

skills needed in all aspects of life. Throughout the courses there is an emphasis on the production of bilingual or multilingual personnel with excellent translation and interpretation skills.

Similarities

Evelyn Home College of Applied Arts, Science and Technology, Lusaka Zambia offers Bachelor of Arts in Secretarial and Office Management for 4 years and Cape Peninsula University of Technology in Cape Town South Africa offers Office management and technology which is a 4 year programme. Nkumba University in Uganda & University of Applied Technology in South Africa offers Bachelor of Office Management and technology. Makerere University offers Bachelor of Office and Information Management which is 3years programme, with 117 credit unit. These qualifications are all at NCQF level 7 equivalent like this Bachelor of Office Administration qualification.

Differences

This qualification has an edge over these regional benchmarks because it runs for 4years.

c)INTERNATIONAL COMPARABILITY

University of Applied Sciences Artevelde, Belgium offers Bachelor degree in international office management as a four year programme full time mode of study, students specialise in Human Resources Management the first year, learn how to communicate professionally in English and in two other foreign languages (German, Spanish, French, Chinese or Dutch as foreign language

Similarities

The qualification title is the same Bachelor degree in international office management. Both universities offer core courses and electives. Some courses are also similar like communication studies, business studies, attachment (Internship), Research Project etc.

Differences

Duration of the qualification is 3 years on full time basis with 3 internships and guest lectures while ABM University College offers a comparable programme for four years with 3 months work place attachment and a capstone research project. Total number of credits at **University of Applied Sciences Artevelde, Belgium** is 180 credits which is less than 360 credits required by BQA at level 7.

	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
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REVIEW PERIOD
This qualification will be reviewed after 5 years

