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

SECTION A: QUALIFICATION DETAILS													
<b>QUALIFICATION DEVELOPER (S)</b>		ABM University College											
<b>TITLE</b>	Diploma in Secretarial Studies										<b>NCQF LEVEL</b>	6	
<b>FIELD</b>	Business, Commerce and Management Studies				<b>SUB-FIELD</b>	Management Studies				<b>CREDIT VALUE</b>	263		
New Qualification					<input checked="" type="checkbox"/>		Review of Existing Qualification						
<b>SUB-FRAMEWORK</b>		General Education						TVET		<input checked="" type="checkbox"/>		Higher Education	
<b>QUALIFICATION TYPE</b>	Certificate	I	II	III	IV	V	Diploma	<input checked="" type="checkbox"/>	Bachelor				
	Bachelor Honours			Post Graduate Certificate					Post Graduate Diploma				
	Masters					Doctorate/ PhD							
<b>RATIONALE AND PURPOSE OF THE QUALIFICATION</b>													
<p><b>RATIONALE:</b></p> <p>The National Development Plan 11 (NDP11) 2015 by the Ministry of Finance and Development Planning Strategy and HRDC, Top occupations in high demand (December 2016), positions secretarial studies as one key occupation that must be promoted.</p> <p>A training needs survey in 2017 pointed out that secretarial studies were highly needed in today's business environment. A needs assessment conducted has revealed that the qualification is still relevant to the needs of the local industry sector, while the skills, and competencies attained through studying the qualification also fall within the HRDC priority skills list of 2016 needed by the local economy. The diploma will position the candidates to be instrumental in the field of Professional secretarial courses.</p> <p>The generic learning offerings in the curriculum ensure a high degree of portability and enable learners to enter</p>													

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multiple job roles and careers in their quest to meet individual and organizational requirements.


**PURPOSE:**

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


- Undertake secretarial, administrative, and managerial functions of an office.
- Demonstrate procedures and administration, business computing, communication, computer literacy, business management, word processing, and presentations.

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


- NCQF level 4 or its equivalent qualification will be considered.
- Learners who do not qualify through the first requirement will be considered through Recognition of Prior Learning (RPL) and Credit Accumulation and Transfer (CAT) in accordance with ETP and national policies on RPL and CAT.

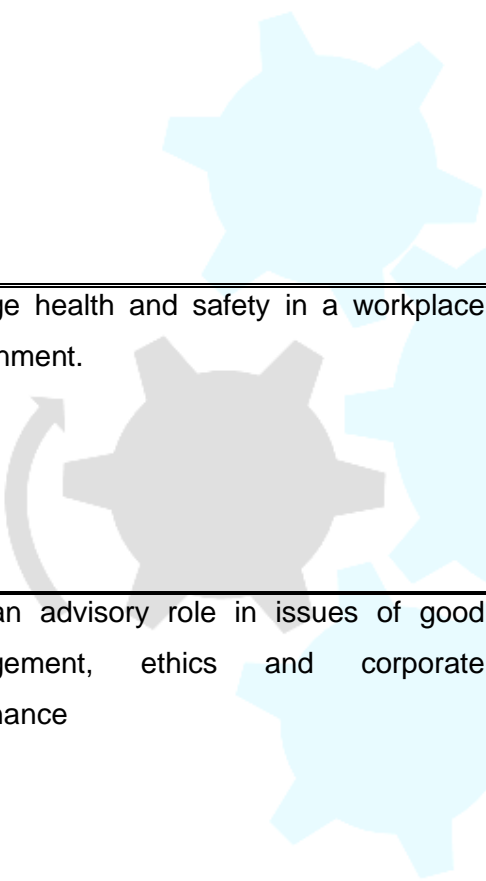
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<b>SECTION B</b>		<b>QUALIFICATION SPECIFICATION</b>	
<b>GRADUATE PROFILE (LEARNING OUTCOMES)</b>		<b>ASSESSMENT CRITERIA</b>	
1. Exhibit a clear understanding of complex issues under discussion in one-on-one or group situations		1.1 Manage discussions and/or conflicts sensitively. 1.2 Identify the underlying assumptions, points of view and subtexts in spoken texts when appropriate and clarify understanding or sustain interaction. 1.3 Analyse one's responses to spoken texts in relation to audience, purpose, and context accordingly. 1.4 Identify characteristics of a speaker's style, tone and mannerisms that attract or alienate an audience. 1.5 Analyse the impact of spoken discourse.	
2. Demonstrate competencies in computer software skills.		2.1 Copy-type from printed text. 2.2 Create letters, memos, facsimiles, and emails using the correct layout and format. 2.3 Type letters ready for signature from arranged material or manuscript. 2.4 Draw up various business forms using tabulation and tables. 2.5 Display documents creatively using different styles, fonts and applications.	
3 Demonstrate good telephone etiquette when handling calls.		3.1 Display how to take messages by asking appropriate questions. 3.2 Apply the basic communication model in the workplace. 3.3 Identify barriers to communication 3.4 Handle incoming and outgoing mail efficiently. 3.5 Use various Telecommunication services available	

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		proficiently.
		3.6 Determine customer needs and know how to deliver effective customer service.
4	Demonstrate skills in personal management, growth and professional development.	4.1 Identify your own personal development goals. 4.2 Plan and own work schedule. 4.3 Prepare information in support of own work activities. 4.4 Apply the principles of planning, organising, directing, and controlling. 4.5 Embrace various factors that contribute to good time management.
5	Demonstrate knowledge of financial and accounting matters.	5.1 Complete the travel expenditure form. 5.2 Fill in cheques and bank deposit slips. 5.3 Reconcile a bank statement. 5.4 Complete various documents used in the buying and selling process.
6	Engage Information and Communications Technology (ICT) for information retrieval and processing as well as communication and collaboration with others	6.1 Use ICT responsibly and ethically. 6.2 Communicate locally and globally using ICT. 6.3 Conduct research using ICT. 6.4 Gather, analyse and organise data and information using ICT. 6.5 Organise and synthesise information using ICT. 6.6 Manage information using ICT. 6.7 Implement data loss prevention strategies using ICT. 6.8 Present information in a variety of formats using ICT.
7	Demonstrate requisite skills and attitudes for teamwork.	7.1 Participate actively in discussions and meetings. 7.2 Work as part of a team. 7.3 Communicate effectively with people from diverse

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		<p>social, cultural, and ethnic backgrounds and with varying abilities and needs.</p> <p>7.4 Initiate and encourage improvements in team performance.</p> <p>7.5 Coordinate actions and tasks to support and promote work outputs.</p> <p>7.6 Manage conflicts in the workplace effectively.</p>
	8 Manage health and safety in a workplace environment.	<p>8.1 Initiate programs in healthy and safety for the entire workforce.</p> <p>8.2 Participate in the formulation of policies on health and safety.</p> <p>8.3 Create educational material to champion issues of health and safety.</p>
	9 Play an advisory role in issues of good management, ethics and corporate governance	<p>9.1 Articulate issues of management and good governance effectively.</p> <p>9.2 Advise management on principles of corporate governance.</p> <p>9.3 Create a code of ethics in a company for all professionals.</p>
	10 Exhibit professionalism in executing the secretarial mandate	<p>10.1 Play a role model as a professional in the secretarial field with the company set-up.</p> <p>10.2 Produce materials for induction of new secretaries.</p> <p>10.3 Represent absent leaders in key forums and events.</p>

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<b>SECTION C</b>	<b>QUALIFICATION STRUCTURE</b>				
<b>COMPONENT</b>	<b>TITLE</b>	<b>Credits Per Relevant NCQF Level</b>			<b>Total (Per Subject/ Course/ Module/ Units)</b>
		<b>Level [ 5]</b>	<b>Level [6]</b>	<b>Level [7]</b>	
<b>FUNDAMENTAL COMPONENT</b> <i>Subjects/ Courses/ Modules/Units</i>	Communication and Study Skills	10			10
	Computer Appreciation and Applications	10			10
	Introduction to Accounting		10		10
	Entrepreneurship 1	10			10
	Personal Mastery 1	10			10
	Innovation 1	10			10
	Governance and Ethics 1	10			10
	Entrepreneurship 2		10		10
	Personal Mastery 2		10		10
	Innovation 2		10		10
	Governance and Ethics 2		10		10
<b>CORE COMPONENT</b> <i>Subjects/Courses/</i>	Word Processing in Ms Word			7	12
	Office Procedure			7	12


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<b>Modules/Units</b>	Business Environment		10		10
	Business Communication		10		10
	The spreadsheet in MS Excel			7	12
	Health and Safety Management		10		110
	Office Technology and Information Processing			7	12
	Customer Service		10		10
	Industrial Attachment		15		15
	Dynamics of the Secretarial Profession		10		10
	Introduction to Computerized Accounting		10		10
	Public Administration		10		10
	Events Management		10		10
	Public Relations		10		10
	Management Theory and Practice		10		10
	Office Administration		10		10
<b>ELECTIVE/ OPTIONAL COMPONENT</b>  <i>Subjects/Courses/ Modules/Units</i>	N/A				

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<b>SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL</b>	
<b>TOTAL CREDITS PER NCQF LEVEL</b>	
<b>NCQF Level</b>	<b>Credit Value</b>
<b>5</b>	<b>60</b>
<b>6</b>	<b>175</b>
<b>7</b>	<b>28</b>
<b>TOTAL CREDITS</b>	<b>263</b>
<b>Rules of Combination:</b> <b>(Please Indicate combinations for the different constituent components of the qualification)</b>	
<p><b>The combinations are as follows:</b></p> <p><b>Fundamental Component</b></p> <p>Level 5 – 60 Credits</p> <p>Level 6 – 50 Credits</p> <p><b>Core Components</b></p> <p>Level 6 – 125 Credits</p> <p>Level 7 – 28 Credits</p> <p><b>Total Credits:</b></p> <p>Level 5 – 60 Credits</p> <p>Level 6 – 175 Credits</p> <p>Level 7 – 28 Credits</p> <p><b>TOTAL CREDITS – 263 Credits</b></p>	



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### **ASSESSMENT ARRANGEMENTS**

The qualification shall be assessed through formative and summative assessments.

The formative assessment shall constitute **60%** while the summative assessment shall contribute **40%** towards the final grade.

All assessment processes shall be conducted by assessors who are registered and accredited by Botswana Qualifications Authority.

### **MODERATION ARRANGEMENTS**

There shall be internal and external moderation of assessment processes as a quality assurance measure.

All moderation processes shall be conducted by moderators who are registered and accredited by Botswana Qualification Authority.

### **RECOGNITION OF PRIOR LEARNING**

Candidates may submit evidence of prior learning and current competence and/or undergo appropriate forms of Recognition of Prior Learning (RPL) assessment for the award of credits towards the qualification in accordance with institutional and national policies on RPL.

### **CREDIT ACCUMULATION AND TRANSFER**


Candidates may submit evidence of credits accumulated for the award of credits towards the qualification in accordance with institutional and national policies on Credit Accumulation and Transfer.

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

#### **1. Horizontal Pathways**

Related NCQF Level 6 qualifications that learners may pursue include:

- Diploma In Office Administration.

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- Diploma In Business Administration.
- Diploma In Office Management

## 2. Vertical Pathways

NCQF Level 7 qualifications that learners may progress to include:

- Bachelor of Business Administration.
- Bachelor of Office Management.
- Bachelor of Secretarial Administration.
- Bachelor of Office Administration Studies.

## 3 Employment


On completion of this qualification, learners may pursue the following careers, though not limited to:

- Office administrator.
- Personal assistant.
- Office manager.
- Secretary.
- Public Relations Officer.

## QUALIFICATION AWARD AND CERTIFICATION

Learners will be required to achieve a total of **263 credits** inclusive of the fundamental and core components to be awarded the Diploma in Secretarial Studies.

A Diploma in Secretarial Studies will be awarded to the learner on successful completion of the qualification..

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### **REGIONAL AND INTERNATIONAL COMPARABILITY**

Benchmarking has been done against qualifications offered by reputable entities within the region and beyond to appreciate what is typical of this level and type of qualification out there, in relation to graduate profiling, scope and depth of content, to ascertain regional and international comparability and articulation of the proposed qualification. The qualifications benchmarked with are:

**1. C.D.A College (Cyprus)** - Diploma in Executive Secretarial Studies (2 Years, Diploma) ECTS Credits 120 Provides the programme that focuses on skills necessary to successfully manage an office while dispensing critical roles that service the day-to-functions of office personnel.

**2. Machakos Institute of Technology (Kenya)** - Diploma in Secretarial Studies KNQF Level 6 Duration: 3 years.

The qualifications in secretarial given above have modules that are basically secretarial such as office administration, word processing, and office procedures. In addition, there has been an effort to enhance business management with the inclusion of courses like self-realization, leadership development and corporate governance.

**3. KISWCD Technical College (Kenya)** - Diploma in Secretarial Studies KNQF Level 6 Duration: 2 and half years covered in three (3)

The qualifications in secretarial given above have modules that are basically secretarial such as office administration, word processing, and office procedures. In addition, there has been an effort to enhance business management with the inclusion of courses like self-realization, leadership development and corporate governance.

The proposed qualification generally compares well with all the qualifications studied since the exit outcomes cover similar scope and depth and are aligned to exit-level descriptors typical of this level and type of qualification as done within the region and beyond as well as competencies required for registration and accreditation with professional bodies. The variation is evident when observing the density of credit dispensation at the modular level (refer to the Machakos Institute of Technology (Kenya) & KISWCD Technical College), versus a more distilled curriculum on the opposite side (refer to the C.D.A College).

### **REVIEW PERIOD**

Every 5 years.