

<b>Programme Title</b>	Certificate: Office Administration
<b>SAQA ID</b>	23618
<b>NQF Level</b>	5
<b>Credits</b>	120
<b>Duration</b>	18 months
<b>Admission Requirements</b>	English Proficiency Grade 12 or equivalent No prior accounting knowledge needed
<b>Programme type</b>	Available in Full time and Part time
<b>FASSET Learnership Code</b>	01/Q010021/00/120/5

## Description

The role as Office Administrator is to:

- Help ensure the smooth running of the office, you will need some specific skills and experience to get into the job and it doesn't matter what age or stage of career you're at
- You will be exposed to business communication
- Basic bookkeeping up to trial balance
- Basic knowledge of cost and management accounting and computing
- Show proficiency in basic marketing and public relations; business law and administrative practice

## Syllabus

<p><b>Subject:</b> Business and Office Administration 1 <b>Duration:</b> 3 Months</p> <ul style="list-style-type: none"> <li>• The role of the receptionist</li> <li>• Handling mail</li> <li>• Record management systems</li> <li>• The role and function of secretary</li> <li>• Introduction to Computing</li> <li>• The Windows Operating system</li> <li>• Working with internet and email</li> <li>• The rules of typing</li> <li>• Creating business documents</li> </ul>	<p><b>Subject:</b> Bookkeeping to Trial Balance <b>Duration:</b> 3 Months</p> <ul style="list-style-type: none"> <li>• An introduction to business, bookkeeping and accounting</li> <li>• Value Added Tax and source documents</li> <li>• Recording cash transactions</li> <li>• Recording credit and sundry transactions</li> <li>• Inventory systems</li> <li>• Individual accounts for debtors and creditors, and supplier and general ledger reconciliations</li> <li>• The bank reconciliation process</li> <li>• Drafting financial statements</li> </ul>
<p><b>Subject:</b> Business Literacy <b>Duration:</b> 3 Months</p> <ul style="list-style-type: none"> <li>• The key principles of effective business</li> <li>• Spoken Communication</li> <li>• Written Communication</li> <li>• Work readiness</li> <li>• Working with numbers: an introduction</li> <li>• Working with fractions and decimal places</li> <li>• Percentages, ratios, proportions and equations</li> <li>• Using interest rates in business</li> <li>• Measure, analyses and communicate workplace data</li> <li>• Business communication – Putting it all together</li> </ul>	<p><b>Subject:</b> Marketing Management and Public Relations <b>Duration:</b> 3 Months</p> <ul style="list-style-type: none"> <li>• Basic concepts in marketing management</li> <li>• The internal marketing environment</li> <li>• The external marketing environment</li> <li>• Determining a marketing strategy</li> <li>• Understanding “product” in the marketing mix</li> <li>• Understanding “place” in the marketing mix</li> <li>• Understanding “price” in the marketing mix</li> <li>• Understanding “promotion” in the marketing mix</li> <li>• The role of public relations and mass communication in business</li> <li>• Integration – Formulating a strategic marketing plan</li> </ul>

**Subject:** Business Law and Administrative Practice  
**Duration:** 3 Months

- “The Law”
- The law of contract
- Breach of contract
- Remedies for breach of contract
- Termination of contracts
- The law of delict
- Contract of sale
- Credit agreements
- Contract of lease
- Contract of agency
- Contract of partnership
- Business entities
- Contract of insurance
- Contract of surety ship
- Negotiable instruments
- Contract of employment
- Intellectual property and competition law
- Environmental law and revision

**Subject:** Cost and Management Accounting  
**Duration:** 3 Months

- An introduction to managerial accounting
- Controlling inventory and overhead costs
- Accounting for a manufacturing enterprise
- Job costing
- Budgeting and standard costing
- Contract accounting
- Process costing
- Financial management

#### Note

- Timetables are flexible and allows you to book your classes on your own time.
- Study and solution guides per subject is available at extra cost, kindly enquire for more information.
- ICB has structured examination dates; kindly refer to the ICB prospectus to view the timetable.
- The course structure of the qualification is also available, kindly refer to the ICB prospectus to view the relevant information.

#### Certification upon successful completion

- Statement of results will be issued on successful completion of ICB examinations per subject.
- ICB Certificate for Office Administration will be rewarded once all subjects have been completed successfully
- Fasset Seta Certificate upon successful completion of full qualification

