

<b>Programme Title</b>	Higher Certificate: Office Administration (Entrepreneurship)
<b>SAQA ID</b>	23619
<b>NQF Level</b>	5
<b>Credits</b>	240
<b>Duration</b>	15 months
<b>Admission Requirements</b>	National Certificate: Small Business Financial Management (Previous 3 modules) 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/Q010040/00/240/5

## Description

In your role as Senior Office Administrator you will be able to help ensure the smooth running of the office, you will need some specific skills and experience to get into the job. It doesn't matter what age or stage of career you're at. You will be exposed to:

- Human Resources management & labour relations
- Economics
- 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

## Syllabus

<p><b>Subject:</b> Entrepreneurship 2 <b>Duration:</b> 3 Months</p> <ul style="list-style-type: none"> <li>• Entrepreneurship and SMME's – the economic significance of small business</li> <li>• The new business venture and getting started</li> <li>• Entrepreneurial management functions</li> <li>• Leading a small business</li> <li>• Marketing and advertising</li> <li>• Your staff and labour legislation</li> <li>• An introduction to economics</li> <li>• Economic systems and how the economy works</li> <li>• The monetary sector, public sector and foreign sector</li> <li>• The economic cycle, growth, development and forecasts</li> <li>• The significance and progression of international business</li> </ul>	<p><b>Subject:</b> Office and Legal Practice <b>Duration:</b> 3 Months</p> <ul style="list-style-type: none"> <li>• The role and function of the administrative assistant</li> <li>• Reception and diary management</li> <li>• Office equipment and ergonomics</li> <li>• Office supplies</li> <li>• Creating evidence and maintaining confidentiality</li> <li>• Record management systems</li> <li>• Handling mail</li> <li>• Travel and events management</li> <li>• Creating business documents</li> <li>• Banking, cash control and the business information manual</li> <li>• An introduction to business law</li> <li>• Acts and laws for business</li> </ul>
<p><b>Subject:</b> Marketing Management &amp; 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> </ul>	<p><b>Subject:</b> Financial Statements <b>Duration:</b> 3 Months</p> <ul style="list-style-type: none"> <li>• Recording business financial transactions</li> <li>• Depreciable assets</li> <li>• Finalization and interpretation of accounts</li> </ul>

<ul style="list-style-type: none"> <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>	<ul style="list-style-type: none"> <li>• Financial statements of the sole proprietorship</li> <li>• Partnerships</li> <li>• Internal reporting for corporate entities</li> <li>• Introduction to IFRS for SMMEs</li> <li>• Statement of cash flows</li> <li>• Sundry topics in Financial Accounting</li> </ul>
<p><b>Subject:</b> Human Resources Management and Labor Relations  <b>Duration:</b> 3 Months</p> <ul style="list-style-type: none"> <li>• Introduction to Human Resources Management</li> <li>• Strategizing, structuring &amp; planning</li> <li>• Recruiting potential employees</li> <li>• Selection &amp; appointment of an employee</li> <li>• Placement &amp; the induction or orientation process</li> <li>• Managing performance of employees</li> <li>• Compensation management</li> <li>• Health &amp; safety in the organisation</li> <li>• Career Management</li> <li>• Human Resources development</li> <li>• Organizational behavior</li> <li>• Employment Relations</li> <li>• Structures created by LRA for collective bargaining &amp; dispute resolution</li> </ul>	

**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 Higher Certificate for Office Administration will be rewarded once all subjects have been completed successfully.
- Fasset Seta Certificate upon successful completion of full qualification.

