

ELITE ADMINISTRATOR

ACCREDITED SKILLS PROGRAMME



8 DAYS

A strong administration team conveys a sense of control and efficiency to clients. Equipping your administrative employees with the skills they need to optimise your office environment will save time and money in the short to long term.

This course includes the following unit standards:

- **Develop Administrative Procedures in a Selected Organisation – 110003 NQF 4**
- **Describe and Assist in the Control of Fraud in an Office Environment – 110026 NQF 4**
- **Manage Administration Records – 110009 NQF 4**
- **Manage Service Providers in a Selected Organisation – 109999 NQF 4**

INVESTMENT COST: **R15 000**

Develop Administrative Procedures in a Selected Organisation – 110003 NQF 4

This unit standard is for all persons involved in administration in commercial or non-commercial organisations and who have the responsibility of developing procedures to make the administrative component of the organisation more effective and efficient. Ultimately aiding the company in achieving its mission, vision and objectives.

Specific Outcomes and Assessment Criteria:

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|---|--|---|---|
| 1 | Have an understanding of the various administrative systems required by an organisation | 2 | Be able to develop and update administrative systems in a specific business environment |
| 3 | Be able to develop systems to keep administrative information at the required level of confidentiality | 4 | Be able to develop policies and procedures on administrative systems and write them into a manual |

Describe and Assist in the Control of Fraud in an Office Environment – 110026 NQF 4

This unit standard introduces the concept of fraud and its control in an office environment to learners. It is intended for people working in administration as well as for managers of teams, sections, divisions and departments. An indispensable tool to be utilised, especially when operating in a congested environment with numerous employees and risks.

Specific Outcomes and Assessment Criteria:

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|---|--|---|---|
| 1 | Describing fraud as it occurs in an office environment | 2 | Demonstrating knowledge and understanding of legal aspects relating to fraud in an office environment |
| 3 | Demonstrating knowledge and understanding of internal processes around the investigation of fraud in an office environment | 4 | Analysing trends and the impact of fraud in an office environment |
| 5 | Explaining and assisting with control mechanisms used to contain fraud in an office environment | | |

Manage Administration Records – 110009 NQF 4

This unit standard is intended for learners working in administration in commercial and non-commercial organisations and is intended to enable them to manage administrative records. It is also applicable to learners working in other sub-fields who are responsible for keeping records of an administrative nature. Completing this unit standard will help position learners to extend their learning and practice into other areas in the business environment, or to strive towards professional standards and practice at higher levels.

Specific Outcomes and Assessment Criteria:

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|---|---|
| 1 | Controlling and dealing with confidential information and documents |
| 2 | Controlling and evaluating ordering and distribution of office stationery |
| 3 | Implementing control measures with individuals |

Manage Service Providers in a Selected Organisation – 109999 NQF 4

This unit standard is intended for all persons working in administration in commercial and non-commercial organisations. It is also intended for other people who have the task of managing service providers to an organisation.

Specific Outcomes and Assessment Criteria:

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| 1 | Describe the elements of service provider management | 2 | Develop contracts for service providers |
| 3 | Evaluate the deliverables of service providers | 4 | Manage service providers who do not deliver on contracts |