



# BCONSULT

Occupational Certificate

**OFFICE ADMINISTRATOR**

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NQF Level 5 | SAQA ID 102161 | 445 Points | 12 Months

Occupational Certificate:

## Office Administrator – NQF Level 5

SAQA ID: 102161 | Credits: 445 | Duration: 12-month | QCTO Learnership

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### 1. Course Overview

The **Occupational Certificate: Office Administrator** equips learners with a broad range of administrative, organisational, and communication skills essential for supporting executive management and coordinating office activities. This qualification prepares individuals to function effectively in diverse business environments public or private by developing expertise in office administration, resource management, customer relations, project support, and information systems.

Learners will gain practical and theoretical knowledge to manage administrative processes, enhance organisational efficiency, and maintain high professional standards in line with national and international best practices.

### 2. Learning Outcomes

On completion of this qualification, learners will be able to:

- Manage resources in accordance with governance policies and procedures to support organisational operations.
- Coordinate and perform office administration and clerical support functions using computerised systems.
- Support recruitment, induction, staff wellness, and skills development initiatives.
- Collect and process data for the compilation of a Workplace Skills Plan.
- Provide administrative support for marketing, public relations, and advocacy functions.
- Communicate effectively with internal and external stakeholders to maintain professional relationships and high-quality customer service.
- Plan, administer, and provide support for special projects and events.

### 3. A Qualified Learner Will Be Able To:

- Execute office administration, record-keeping, and document management according to organisational policies.
- Manage office resources, procurement, and tender processes professionally and ethically.
- Apply end-user computing, digital literacy, and project management skills in day-to-day operations.
- Support executive management with scheduling, correspondence, and meeting coordination.
- Apply multicultural communication, customer service, and professional image standards in a business environment.
- Provide administrative support across Human Resources, Marketing, Public Relations, and Finance departments.
- Supervise and mentor junior staff, contributing to effective team performance.

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**Johannesburg:** 32 Lucas Ln Bedfordview, Germiston, 2008

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### Entry Requirements

- **NQF Level 4 qualification with Communication** (or equivalent).
- Recognition of Prior Learning (RPL) may grant access for candidates who demonstrate relevant knowledge, skills, and workplace experience.

### 4. International Comparability

This qualification compares favourably with international programmes such as:

- **New Zealand Diploma in Business (Level 5)** – which focuses on administration, project management, and customer relations.
- **Canadian Business Administration Diploma** – covering business communication, computer applications, marketing, and human resources.

Both international qualifications align with the scope and complexity of the South African Office Administrator curriculum, confirming its relevance and global equivalence.

### 5. Occupational Trainer – NQF Level 5 Certification

This programme forms part of the Occupational Qualifications Sub-Framework (OQSF) at NQF Level 5. It provides a foundation for progression to higher-level occupational qualifications, such as the Diploma in Office Management or related NQF Level 6 programmes.

### 6. Potential Career Opportunities

Successful graduates may pursue roles such as:

- Administration Officer (Public or Private Sector)
- Office Administrator / Office Supervisor
- Administrative Assistant / Clerk
- Client Services Administrator
- Business Administration Officer
- Tender or Procurement Coordinator
- Planning Support Officer / Site Clerk
- Public Relations or Marketing Support Administrator
- Resource and Facilities Coordinator

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### 7. Learning Options

This qualification is offered through accredited providers and workplaces in the following formats:

- **Full-Time Study:** Classroom-based learning combined with workplace experience.
- **Part-Time / After-Hours Study:** For employed learners seeking to upgrade their skills.
- **Workplace-Based Learning (WBL):** Structured work experience modules integrated with formal instruction.

Assessment includes internal formative assessments, workplace experience logbooks, and an external integrated summative assessment conducted by the QCTO Assessment Quality Partner.

### Contact Details

#### Email

sales@bconsult.co.za

info@bconsult.co.za

#### Phone

+27 31 536 8167

+27 87 222 7137

+27 31 536 8467

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