

Occupational Certificate

Management Assistant

Qualification Details

SAQA QUALIFICATION ID	101876
QUALIFICATION TYPE	Occupational Certificate
QUALIFICATION TITLE	Management Assistant
NQF LEVEL	5
DURATION	36 Months
MINIMUM CREDITS	316



Entry Requirements

To enroll in this qualification, a learner must possess one of the following:
A Grade 12 National Senior Certificate (NSC) or National Certificate (Vocational) (NCV) at NQF Level 4. An equivalent NQF Level 4 qualification, demonstrating proven proficiency in Communication and Mathematical Literacy.

Purpose of the Qualification

This qualification prepares learners for the critical role of a Management Assistant (or Personal/Executive Assistant). Graduates are equipped to provide comprehensive administrative and logistical support, enhancing the productivity and professional image of management within any organisation.

A qualified learner will be able to:

- **Operational Support:** Plan, organise, and effectively support department meetings and workshops.
- **Stakeholder Management:** Apply refined personal and interpersonal skills to facilitate smooth relations with internal and external stakeholders.
- **Resource Governance:** Apply basic knowledge of governance, policies, and procedures to manage organisational resources effectively.
- **Project Assistance:** Plan, administer, and provide dedicated support services to special projects within the organisation.
- **Professional Documentation:** Utilise accurate information processing and research skills to promote professional documentation and enhance the organisation's image

Curriculum and Module Breakdown

The qualification consists of three compulsory components aligned with QCTO standards to ensure comprehensive skills development and the benefits of a structured learnership:

1. Knowledge Component
2. Practical Skills Component
3. Work Experience Component



EISA Eligibility

Before attempting the EISA, a learner must provide a Statement of Results from a skills development provider, confirming successful completion of:

- all knowledge modules
- all practical modules
- all work experience modules

Knowledge Modules (106 Credits)

These modules cover the essential theory required to perform the Management Assistant role successfully:

- KM-01:** Document management and record-keeping
- KM-02:** Computerised Information Processing
- KM-03:** Resource and procurement management
- KM-04:** Social media and digital literacy
- KM-05:** Office protocol, deportment and etiquette
- KM-06:** Business communication and customer services
- KM-07:** Ready for work standards
- KM-08:** Basic business calculations
- KM-09:** Apply End User Computing
- KM-10:** Business documentation and design
- KM-11:** Meeting administration
- KM-12:** Introductory project management

Practical Skill Modules (75 Credits)

These modules focus on the practical application of knowledge in simulated and controlled environments, developing competence in core tasks:

- PM-01:** Create a trip itinerary
- PM-02:** Address protocol requirements
- PM-03:** Determine, acquire and allocate resources for the secretarial unit
- PM-04:** Design and develop complex text documents,
- PM-05:** Manage a small project
- PM-06:** Support the recruitment, selection and induction of staff
- PM-07:** Apply communication and effective customer relationships
- PM-08:** Organise meetings

Work Experience Modules (135 Credits)

These modules require practical application and evidence gathering in a real work environment under supervision.

- WM-01:** Perform administrative and meeting support functions to support management
- WM-02:** Apply ready for work standards to everyday work activities
- WM-03:** Handle customer and client's queries and liaison in an office
- WM-04:** Assist in planning and coordinating at least two special events/conferences
- WM-05:** Procure and allocate resources
- WM-06:** Manage a paperless office
- WM-07:** Apply supervisory skills to coordinate and direct clerical staff activities
- WM-08:** Prepare a trip itinerary



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