

# 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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