SA BUSINESS SCHOOL



ADMINISTRATIVE EXCELLENCE PRGOGRAMME

COURSE OUTLINE

UNIT STANDARD

110003; 110009; 110023

COURSE OVERVIEW

This course enables individuals to communicate effectively with clients, colleagues, suppliers and subordinates, while working effectively as part of a team. Learners develop an understanding of team roles, responsibilities and factors that influence team performance, contributing to effective teamwork in the workplace.

DEVELOP ADMINISTRATIVE PROCEDURES IN A SELECTED ORGANISATION (Unit Standard 110003)

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

MANAGE ADMINISTRATION RECORDS (Unit Standard 110009)

- Controlling and dealing with confidential information and documents
- Controlling and evaluating ordering and distribution of office stationery
- Implementing control measures with individuals.

PRESENT INFORMATION IN REPORT FORMAT

- Controlling and dealing with confidential information and documents
- Controlling and evaluating ordering and distribution of office stationery
- Implementing control measures with individuals.

DURATION
7 DAYS

CREDITS
18 CREDITS

DELIVERY METHOD
ONLINE, BLENDED AND INSTRUCTOR-LED LEARNING