



BLENDED LEARNING WITH UNICOLLEGE

Our unique blended online learning method will give you the flexibility you need and plenty of opportunity to interact with your lecturer and peers as you work through our structured programme. All backed by UniCollege's outstanding support team.

How it works

- Before you start, you'll receive a **timetable clearly outlining the course** and what is expected of you every step of the way
- A **manageable weekly schedule** of online and downloadable course material and resources to work through
- **Live weekly lectures** where you can interact with your lecturer and peers, also available to watch on replay for 3 weeks
- **Weekly multiple choice revision questions** that you can retake before the course ends
- **Access to your lecturer and peers** for academic assistance, group discussions and learning
- **Assignments** for you to apply your new knowledge in a practical way
- A final online open-book **examination** (optional - see Certification below)

Your success team

Our aim is to support you throughout your learning journey at UniCollege. Your support team is available to you via phone or online chat during office hours.

- **Course presenter** Your subject expert who will present the weekly lectures and guide you through the academic content. They will also be available for academic queries and support.
- **Course adviser** Your one-on-one support available during office hours for administrative support and general advice.
- **Technical support** Our technical support team is available for any technical support questions or issues you may have.

What you'll need

- Access to a computer, the internet and a current email account
- A PDF reader to view documents
- Microsoft Word and Excel to read and create documents and PowerPoint to view presentations

We recommend that you use Google Chrome as your internet browser. Although this is not a requirement, we have found that this browser performs best for ease of access to course material.



All students will have **access to Office365** while studying at UniCollege and receive a free email account.

The Office365 suite includes OneDrive with 1TB free storage.

ONLINE SHORT COURSE

- ✓ Presented over **12 weeks**, you have 14 weeks to complete the programme
- ✓ **6-8 hours** of self-paced learning each week, all online
- ✓ All course material and exam fees are **included** in the course fee
- ✓ **Endorsed** by the Chartered Institute of Business Management (CIBM)

Office administrators, secretaries and general admin staff all have an important role to play in the effectiveness and smooth-running of a business. This programme is designed to teach vital customer service and administration skills necessary in all companies and organisations.

The programme will equip you with knowledge and appreciation of the business environment (world of work) and will give you the fundamental skills to function effectively in an administrative or secretarial capacity.

Is this course for you?

This programme is suitable for

- those wanting to enter the business world in an office administration or secretarial position
- current receptionists, personal assistants, secretaries and office administrators who want to improve their effectiveness and career prospects

Entrance requirements

Learners are required to have knowledge, comprehension and application of English at NQF Level 2 / Grade 10 or equivalent.

Certification

Upon successful completion of the study programme and internal assessments, learners will be awarded the UniCollege **Short Programme Certificate in Office Administration**. This qualification is endorsed by the Chartered Institute of Business Management (CIBM).

Students electing not to write the final online examination will receive a Certificate of Completion if they have completed all the module self-assessments.

Learning outcomes

By the end of the course, you will be able to:

- Demonstrate knowledge of how to perform more efficiently and effectively at work
- Demonstrate efficient office administration skills, including filing, using office equipment, petty cash, banking, time management and controlling office supplies
- Communicate effectively and professionally with colleagues, suppliers and customers
- Demonstrate knowledge of effective customer service

Before you start



- Register online (use the Register link on our website) and pay the registration and cash fee
- We'll then send you a link and login details to CampusOnline to complete your enrolment

Get ready



- We'll send you your online login details for Microsoft Teams
- We'll post or email your course material and you'll be able to access the online resources for the course

Learn!



- Your course timetable will indicate what you need to cover and when
- You'll also receive weekly communication reminding you of your learning activities for the week

Programme outline

Understanding the business and office environment

- The South African business environment
- How the office interacts with every part of the business
- The role of business in society
- The role of an office administrator
- Office etiquette
- Good working relationships
- Good customer relations
- Handling complaints
- Telephone etiquette

Storage and retrieval systems

- Implement and control a filing system in an organisation

Time management

- Managing a diary for a manager and for yourself
- Scheduling appointments

Business correspondence

- Communicate effectively using various forms of business correspondence
- Handling mail and electronic mail (emails)
- Your career – producing a professional curriculum vitae (CV)

Office equipment

- Understanding the basics of computer hardware and software
- Using office equipment eg. photocopier, fax, binding machine
- Data capture and database management
- Routine maintenance of office equipment

Office supplies and stock control

- Procedures for ordering office supplies and maintaining optimal levels of stock
- Using source documents in ordering and stock control
- Controlling the distribution of office supplies

Financial and banking procedures

- Handling petty cash
- Performing basic VAT calculations
- Understanding payroll functions
- Banking transactions and procedures

Co-ordinating meetings

- Procedures for meetings
- Understanding meeting documentation

