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**JOHANNESBURG:  
DURBAN:**

**MILPARK**  
BUSINESS SCHOOL



## SHORT COURSE: OFFICE ADMINISTRATION

### DESCRIPTION

The office and its administration represent the functional unit of any organisation. It includes the human and non-human elements through which data is obtained and processed to provide information for decision-making. This course focuses on the essential procedures necessary to continuously plan and maintain an effective office environment.

### ADMISSION REQUIREMENTS

Open enrolment

Literacy at NQF Level 3 or equivalent is recommended.

### CERTIFICATION

Upon successful completion of the study programme and internal assessments, candidates will be awarded the Short Course Certificate in Office Administration by Milpark Business School.

### EXIT LEVEL OUTCOMES

On completion of this course, the qualifying candidate will be able to:

- Understand the role of the office in an organisation;
- Plan and prepare communication for meetings and prepare meeting reports;
- Plan, implement and control an information system in an organisation;
- Plan, monitor and control office supplies;
- Plan and schedule work for oneself and others;
- Plan and maintain the petty cash as well as perform basic business banking operations.

### PROGRAMME OUTLINE

Understanding the business environment

Reception

Basic ergonomics  
Incoming and outgoing telephone calls  
The information system in the organisation  
Handling mail  
Managing a diary for yourself and others  
Co-ordinating meetings, minor events and travel arrangements  
Maintenance of office equipment  
Office supplies and stock control  
Financial and banking processes

## **ASSESSMENT**

An integrated approach to assessment is applied. This includes individual and group formative assessments as well as an individual summative assessment. The practical nature of the course is emphasised in all assessments.

## **DURATION**

### **48 Hours / 12 Weeks**

This short course is offered on a part-time basis. Lectures are scheduled on Saturdays from 8:30 to 12:30 per session. Final results of assessments will be released within 4 weeks of completion of the course. Students may be given a second and final opportunity to retake assessments in which they were initially unsuccessful.

## **FURTHER STUDIES**

Students who have successfully completed this short course certificate may articulate onto other short courses. Depending on the student's academic background, other Milpark Business School whole qualifications may also be available to the student.

## **ABOUT THE BUSINESS SCHOOL**

Milpark Business School offers a range of higher education qualifications, accredited by the Higher Education Quality Committee (HEQC) of the Council on Higher Education (CHE). Milpark Business School offers distance learning and contact learning, as well as supporting workshops. The qualifications range from a variety of certificate and diploma programmes to an MBA and a B.Com in Banking Management.

## **PRICING**

The fees include prescribed textbooks, comprehensive student guides and one cycle of internal assessments.

Please contact the Milpark Business School Sales Department for more details.

## **DISCLAIMER**

The content of this brochure is accurate at the time of going to print. Milpark Business School reserves the right to change the programme content due to changes in legislation, market requirements and other reasons. Notice of such changes will be published on our website.

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