

**QUALIFICATION: HIGHER CERTIFICATE IN OFFICE ADMINISTRATION  
(SAQA ID: L 23619; NQF LEVEL 5; BUSINESS MANAGEMENT PROGRAMME)  
MODE OF DELIVERY: DISTANCE LEARNING**

## DESCRIPTION

This programme is right for you if you have one or more of the following training or career needs:

- I want skills that will make me employable in any kind of business.
- I am ambitious and want to be at the top of the list for promotions.
- I am keen to move up into management.
- I am eager to learn the basics of marketing, bookkeeping, human resources and public relations.

## PROGRAMME PURPOSE

The purpose of the *Higher Certificate in Office Administration* is to provide you with a nationally accredited, internationally recognised office administration qualification that will allow you to become employable as a senior office administrator, secretary, general office manager, human resources manager, labour relations manager, field/floor/store/department supervisor, and customer service manager. This learning programme is a great choice if you believe in the huge benefits of running any company in an organised way. The knowledge you gain in each successive qualification builds on the last, allowing you to take on key functions and increased responsibility in your workplace.

## PROGRAMME OUTCOMES

After you have successfully completed this programme, you should be able to do the following:

1. Demonstrate an understanding of documentation
2. Process and record a business's financial transactions
3. Communicate effectively with business stakeholders
4. Show you know what it means to be a general manager
5. Cost and price products
6. Manage working capital
7. Operate a personal computer

8. Manage your diary and work schedule as a manager
9. Operate efficiently as a general office manager of a business
10. Apply marketing, law, PR and economics principles in business
11. Draw up and interpret financial statements and reports
12. Work efficiently with the HR and labour relations departments
13. Apply business growth principles for local and global expansion.

## PROGRAMME STRUCTURE

The *Higher Certificate in Office Administration* consists of the following eight modules:

Module name
Business Management 1
Bookkeeping to Trial Balance
Business Literacy
Office and Legal Practice
Business Management 2
Marketing Management and Public Relations
Financial Statements
Human Resources Management and Labour Relations

## ADMISSION REQUIREMENTS

Students need to have completed the *National Certificate: Small Business Financial Management* (must include the Business Management 1 subject).

### English Proficiency

Applicants are required to be proficient in English prior to admission to the course. Applicants whose first language is not English may be required to provide proof of proficiency.

## ACCESS TO TECHNOLOGY

Milpark provides students with materials, resources, formative assessments, discussion opportunities and a number of administrative services as part of *myMilpark*. Course materials contain links to additional external resources in the form of links to downloadable documents, websites and videos.

Having access to the abovementioned online facilities is essential for efficient communication, learning and success. You will need continuous (daily) access to study, using the resources mentioned above, and to submit and receive your assignments.

## Minimum system requirements:

1. Reliable broadband Internet access
2. Firefox/Internet Explorer/Chrome web browser
3. Microsoft Word
4. PDF Viewer
5. Ability to scan and upload documents
6. Email/Cellphone for notification and communication.

## STUDENT SUPPORT

### Library access

The Milpark Library provides access to e-books in a virtual library called Cyberlibris (Scholartext). Lecturers may create smart bookshelves per course or module for students to access (these shelves can contain prescribed and recommended books). Students can also create their own personal smart bookshelves containing resources for their studies. Having access to a digital library means that thousands of students can access books and resources from anywhere at the same time online. There is no need to do reservations and requests, and no limit on the time a student has to access a book. With the implementation of Cyberlibris, students also have access to full-text resources via ProQuest (global), Ebsco (global) and Sabinet (South African publications), to assist with research and to enrich their learning experience. Access to the Library is included in the module fee.

### Tutor

Comprehensive student support services are available. Students are provided with administrative support by Student Services. To assist with understanding content, students have access to tutors whom they can contact individually. Students who experience study and/or personal problems have access to a student counsellor. All support services are available to registered students via *myMilpark (myCourses)*.

## RULES OF PROGRESSION

All subjects are compulsory and should be completed in the prescribed order.

If you believe that you should be exempt from certain subjects, based on your formal qualifications or work experience, you can apply to the ICB for a subject exemption. You will have to pay an administration fee to the ICB to process the application for exemption. The exemption application process documents and fee structures are available from the ICB's website (<http://www.icb.org.za>). Please note that Milpark College may not process or award exemptions on behalf of the ICB.

## DIGITAL PORTFOLIOS

1. From April 2020, all PoEs will be digital. No hardcopy PoEs will be distributed, which means instantaneous/immediate access to the PoEs. This process will reduce the waiting time between registration and receipt of the PoE.
2. Once registered for an examination, the student will be registered on MACCI and will receive a password for MACCI. Only first-time MACCI users will receive a login email, and anyone who has used the platform before must use their current login details. Your **correct** email address on the ICB database is essential, as you need this to access MACCI. You are welcome to contact us to change/update your email address.
3. All digital portfolios must be completed before 09:00 on the day of your exam (this is the date for which you are registered). If you are not sure what the date is, check your exam confirmation letter, or confirm it with your provider, if you are a college student. **No** late submissions will be accepted, which includes RTAP and RPL students. Allow enough time for all the sections of the portfolio to be completed; do not leave this until the last minute.
4. Students are required to complete two multiple-choice tests on MACCI, which will be automatically marked, and results will be made available to the student immediately.
5. To prepare students for the final exam, which is timed, and to ensure the continued academic integrity of the ICB programmes, the digital test will be timed. This will be applicable to all students, whether classroom-based learners or distance/correspondence/private learners.
6. Students will be required to download/print the assignment question and assignment answer book. Students must complete the assignments in writing and take the completed assignment answer book to the examination venue. **No** upload is needed for normal exam registrations. Failure to hand the assignment in will result in the assignment not being marked, and the student will thus receive “0” for this section of the formative assessment mark. **Note:** No hardcopy submissions will be accepted for RTAP and RPL students – these must be submitted online.
7. The assignment answer book, examination answer book and question paper are to be handed in to the invigilator, who will return these to the ICB for marking (excluding RTAP and RPL students).
8. It will be the student’s responsibility to ensure that their details, especially their email addresses, are updated on the relevant student portals to ensure they receive their digital login details timeously from the ICB.
9. A stable internet connection is required for your tests. You have only **one** attempt at each test on MACCI. The test has a time restriction of **one hour**. You will not be able to pause the test once you have started. If your connection drops, you will need to log back onto MACCI as quickly as possible to resume the test because you will only have access to the test for an hour. The timer will not pause if you are logged out for any reason.
10. With the digital PoE, providers will be able to monitor the students’ progress, e.g. when a student logged onto the system last, what the students’ test results are, etc.
11. Lecturers at colleges will be given access to see their students’ progress on MACCI.
12. Tests are not scheduled at a particular time; they are taken when the student is ready.
13. If you have postponed your exam, or you were absent on the day of the exam, you will need to redo the full digital portfolio. Remember to save copies of your assignments.

## EXAM TIMETABLE FOR BOTH CLASSROOM AND DISTANCE LEARNERS

There is one exam timetable for both classroom and distance learners.

Classroom dates are indicated in the blue and yellow columns, while distance learners' dates are indicated with an asterisk listed in the yellow columns. The timetable can be found on the ICB's website, <https://www.icb.org.za/exam-timetables-and-venues/>

### ICB PROCESS

1. Milpark Education is the tuition provider, and the ICB is the assessment provider. Therefore, after registering with Milpark, it is your responsibility to register for assessments (exams) with the ICB.
2. All ICB exam registrations can be done online.
3. Milpark will courier you your study guide.
4. Students need to register on the ICB's digital portal to obtain their username and password.
5. All assignments can be directly accessed and downloaded from the ICB's digital portal (MACCI), which means you can start immediately with the course you selected. These assignments must be completed in hardcopy and handed in to the invigilator when you write your exam.
6. There will also be online tests, which you must also complete as part of building your portfolio. Immediate feedback on these online tests will be given to you. This will allow you to immediately gauge your progress and understanding of the subject and assist you in preparing accordingly for the next assignment.
7. The ICB will forward all distance learning students an exam confirmation letter indicating the exam date, time and venue.
8. When writing the final exam, you need to submit your hardcopy assignments as part of your portfolio.
9. All RPL and RTAP submissions must be completed, scanned and uploaded to MACCI.

### SUPPLEMENTARY ASSESSMENTS

1. To ensure competence across all outcomes and ensure equal pass marks for all students, there will be no re-assessments as of the April 2020 assessment cycle. Students are required to achieve a minimum of 60% to pass the subject with a sub-minimum of 50% in the final exam.
2. Any learner who has failed a subject will be required to re-enter the subject and complete an entirely new PoE. This includes re-sitting the tests, submitting the assignments again and writing the summative assessment once more.
3. The full exam fee is to be paid – there is no longer a reduced re-assessment fee, as the entire PoE has to be completed.
4. Learners who failed a subject prior to April 2020, who want to re-write their subject, will be required to re-register for the full PoE.
5. The final chance to register for 2019 re-writes is February and March 2020.
6. Please remember that there is a curriculum change effective from April 2020, which affects the assessment structure. To ensure that students are not disadvantaged by these changes, they are

required to complete the new tests, assignments and final examinations, which the new digital PoE will prepare them for; i.e. from April 2020, you will be required to complete a portfolio and exam containing the updated curriculum materials.

## MORE ABOUT THE INSTITUTE OF CERTIFIED BOOKKEEPERS (ICB)

Although Milpark is offering tuition towards the *Higher Certificate in Office Administration*, the qualification is examined and certified by the Institute of Certified Bookkeepers (ICB). In other words, this is an ICB qualification, not a Milpark College qualification. The ICB is a Quality Assurance Partner (QAP) of the Sector Education and Training Authority for Finance, Accounting, Management Consulting and other Financial Services (FASSET SETA). The ICB is an external assessment (examining) body for many of the business qualifications that FASSET awards.

ICB graduates are recognised worldwide by the International Association of Bookkeepers (IAB), the International Association of Accounting Professionals (IAAP), the Southern African Institute of Business Accountants (SAIBA), the South African Institute of Tax Practitioners (SAIT), the Association of Chartered Certified Accountants (ACCA), Chartered Secretaries Southern Africa (CSSA) and the Chartered Institute of Management Accountants (CIMA). For more information about the ICB, please visit <http://www.icb.org.za>.

The *Higher Certificate in Office Administration* is part of the ICB's **Business Management Programme**, which is shown below:

Level	Qualification	Subjects/modules
Foundation	<i>National Certificate: Small Business Financial Management</i> , NQF Level 4, SAQA ID 48736	Business Management 1
		Bookkeeping to Trial Balance
		Business Literacy
Intermediate	<i>Higher Certificate: Office Administration</i> , NQF Level 5, SAQA ID 23619	Office and Legal Practice
		Business Management 2
		Marketing Management and Public Relations
		Financial Statements
		Human Resources Management and Labour Relations
Advanced	<i>National Diploma: Financial Accounting NQF Level 6</i> , SAQA ID 20366	Business Management 3
		Financial Management and Control
		Financial Reporting and Regulatory Frameworks
		Research Theory and Practice (by short dissertation, topic: Business Management)

## DURATION

You will have two years to complete the *Higher Certificate in Office Administration*.

## CERTIFICATION

On successful completion of all subjects in this qualification, your details will be uploaded onto the FASSET SETA database, and your *Higher Certificate: Office Administration* will be issued to you by FASSET. The ICB will issue you with a Statement of Results.

## FURTHER STUDIES

The programme is at NQF Level 5 and provides for articulation onto the NQF Level 6 National *Diploma: Financial Accounting*, SAQA ID 20366.

A student who has completed certain modules on this qualification at Milpark College and who wishes to transfer to another tertiary institution should be able to apply for exemption from relevant modules on the basis of the modules that have been passed at Milpark College.

## PRICING

Your Milpark College course fees include the cost of prescribed books and tuition. **However, ICB registration fees, membership fees and ICB exam fees are not included in your course fees, and you will have to pay these fees separately to the ICB.** Details of all ICB fees are available on the ICB website (<http://www.icb.org.za>).

Please contact Milpark College for all current fees. Please note that for qualifications that run over more than one year, Milpark College fees are payable for the first year of study only. The fees for second- and third-year studies will be made available only in subsequent years.

## DISCLAIMER

The content of this brochure is accurate at the time of going to print. Milpark Education 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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