

## ELMI CERTIFICATE : OFFICE ADMINISTRATION)

Duration Part-Time:	10 Weeks	Class Times:	17:30 – 20:00 (Evenings)
Classes	Mon – Thu		

### IS THIS FOR ME?

Do you want to WOW your boss with your effective record keeping and your ability to create and maintain administrative processes? Perhaps you would like to learn how to deal with customers and colleagues in a more professional manner? Then this is the course for you!

### WHAT DO I NEED TO GET IN?

- Knowledge, comprehension and application of English and Mathematics at NQF L3/Grade 11.
- Relevant work experience is an advantage, but not essential.

### WHAT CERTIFICATION DO I GET?

- On successful completion of the programme, you will be awarded the ELMI Short Learning Programme Certificate : Office Administration which will be endorsed by the Chartered Institute of Business Management (CIBM).
- This programme is not registered on the National Qualifications Framework (NQF) and is not credit bearing.

### WHAT'S IN THE PROGRAMME?

Plan, monitor and control an information system	<ul style="list-style-type: none"> <li>• Procedure for the storage and retrieval of manual and digital records</li> <li>• Quality control procedure for checking, tracking and storing information</li> <li>• Archiving process and classification methodologies</li> </ul>
Monitor and control office supplies	<ul style="list-style-type: none"> <li>• Managing office supply levels</li> <li>• Maintain office supply processes and procedures</li> <li>• Monitor and control the distribution of office supplies</li> </ul>
Handling of petty cash	<ul style="list-style-type: none"> <li>• How to disburse money for petty cash transactions</li> <li>• Record petty cash transactions</li> <li>• Petty cash control procedures</li> </ul>
Manage a diary for yourself and others	<ul style="list-style-type: none"> <li>• Arrange, organise and update appointments</li> <li>• How to communicate relevant diary information</li> </ul>
Coordinate meeting, minor event and travel arrangements	<ul style="list-style-type: none"> <li>• Selecting a suitable date, time and venue for meetings or events and venue catering</li> <li>• How to arrange travel, car hire &amp; accommodation and assemble &amp; distribute documentation for the event</li> </ul>
Office administration	<ul style="list-style-type: none"> <li>• Dealing with customers</li> <li>• Process incoming and outgoing telephone calls</li> <li>• Monitor the reception area</li> </ul>

### HOW WILL I BE ASSESSED?

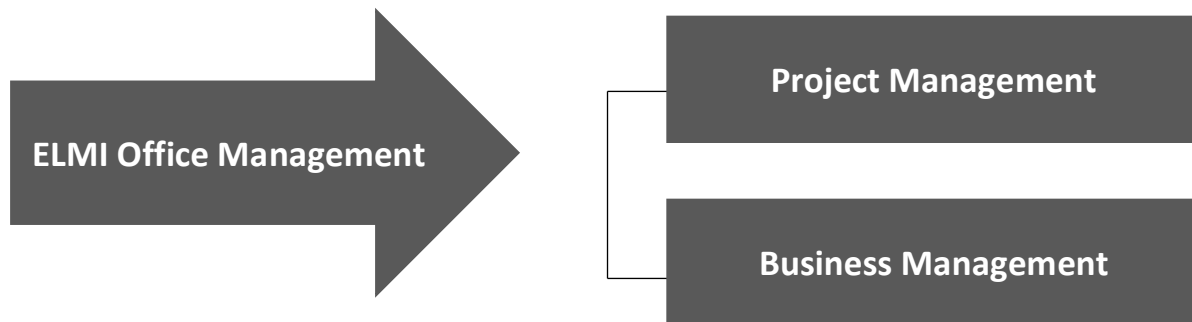
You will be assessed throughout the course and will write two tests and one final exam. The marks for all assessments count towards the final mark.

### WHERE WILL THE CLASSES BE HELD?

The course will be run at our East London Campus at 231 Upper Oxford Street, Southerwood. . Off-street parking is available in the evenings.



### WHAT ARE MY OPTIONS IF I WANT TO STUDY FURTHER AFTER THE COURSE?



### WHAT'S INCLUDED IN MY COURSE FEE?

- ELMI Registration fee
- Tuition material and textbooks
- Classroom Lectures and personal mentorship
- Assignments and assessments
- ELMI Kit Bag
- Access and use of ELMI computer studios after 16:00
- Marking, moderation and verification

### DISCLAIMER

The contents of this information sheet are subject to change without notice due to legislation, market requirements or any other reason. ELMI reserves the right to change the programme subject matter without notice. This information sheet forms part of your enrolment contract.