Clerical Administration

INTEC COLLEGE
Leader in Distance Learning

Build your future the INTEC way
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All organisations, whether they are in the public or the private sector, need administrative personnel to keep them operating productively.

Career Opportunities

Clerks perform a variety of general administrative tasks, depending on the department in which they are employed. They also support the activities of management and professional staff.

As a Personnel Assistant working in the Human Resources department, you will manage the filing system to ensure that personnel records, reports, regulations and manuals are up to date.

If you become a Debtor’s Clerk, you will keep a record of money owed to the company. As a Creditor’s Clerk, you will keep a record of the company’s debts.

A Marketing Assistant deals with outside suppliers of promotional material, records marketing expenses, and handles routine queries from the sales force.

Key Career Skills

The key factors for success in any clerical position are the abilities to do basic calculations, deal efficiently with routine tasks, work neatly and accurately, and be a cooperative team member and a good communicator.

Your opportunity to qualify in Clerical Administration

Programme Types offered at INTEC College

- **National Qualifications** are credit-bearing qualifications registered on the NQF (National Qualifications Framework) and accredited by a Quality Assurance Body, such as a SETA (Sector Education and Training Authority). A skills programme is an accredited component of a national qualification.

- **Agent Programmes** are programmes for which INTEC offers tuition, but where INTEC does not issue the final certificate. The Agent body issues the final certificate and manages the final examinations.

- **INTEC Programmes** are INTEC’s own programmes that are not linked to the NQF and are not credit-bearing. However, they are in high demand and carry the approval of the INTEC Academic Board. INTEC Programmes fall into FIVE categories:
  - INTEC Career Programmes are INTEC’s own programmes that are designed to teach you the skills and knowledge to succeed in a particular career.
  - INTEC Career Booster courses are continuous professional development (CPD) short courses that help you add to your current professional knowledge in a particular field, and hence boost your abilities within your career.
  - INTEC Career Starter courses are short courses that introduce you to a particular field or career; and that offer you the opportunity to explore an interest or a skills set without having to enrol on a full programme.
  - INTEC Job Creator courses are designed to refine your skills in a particular field of interest; to teach you how to make a living from a particular skill, interest or hobby, and to help you start your own business.
  - INTEC Self-Enrichment courses are offered for self-enrichment purposes. They will add value to your experience of life in a particular chosen field of interest.
Simply choose the course you would like to specialise in.

**INTEC General Administration Certificate**

Course Content:
- Business Administration
- Office Practice
- English for Business
- Plus add any 1 of the Electives (see list below)

**INTEC Accounting Administration Certificate**

Course Content:
- Business Administration
- Financial Accounting I
- English for Business
- Plus add any 1 of the Electives (see list below)

**Human Resources Administration Certificate**

Course Content:
- Business Administration
- Human Resource Management I
- English for Business
- Plus add any 1 of the Electives (see list below)

**INTEC Marketing Administration Certificate**

Course Content:
- Business Administration
- Principles of Marketing
- English for Business
- Plus add any 1 of the Electives (see list below)

**INTEC Public Administration Assistant Certificate**

Course Content:
- Business Administration
- Public Administration
- English for Business
- Plus add any 1 of the Electives (see list below)

Select any 1 of the Electives below: *

- Introduction to Personal Computers (using Windows 7)
- MS Word 2010
- MS Excel 2010
- MS Outlook 2010

*PLEASE NOTE: Students are not required to write an examination on the elective subjects.
Subject Information

Here’s what you will learn from the various subjects that make up our INTEC Clerical Administration courses:

• **Business Administration**
  This subject covers the nature of trade, purchase and control of stock, sales-order processing, safe banking, recording of money received and paid, forms of business ownership, staff planning and organisation, wage systems, and records and office procedures.

• **Introduction to Personal Computers (using Windows 7)**
  You will familiarise yourself with the basic components of personal computers, log onto Windows 7, explore the Windows 7 interface, manage files and folders, use the common tools and programs available in Windows 7, customise the Windows 7 desktop and browse the Internet.

• **English for Business**
  You will learn about the theoretical aspects of written and oral communication and how to communicate effectively. The following topics deal with written communication: Comprehension and Summary, Correspondence, Advertisements, Meetings, Reports and Graphic Communication.
• MS Office 2010
You will learn to use the contents of this applications package, including essential programs such as Word, Excel and Outlook.

• Office Practice
This subject deals with the function of the office as an information recording and dissemination centre, which handles information, administers support and manages office supplies.

• Financial Accounting I
This subject introduces basic bookkeeping elements, such as the cash book, general journal, purchases journal, trading account and profit and loss account, business forms, control accounts, and value-added tax.

• Principles of Marketing
You will gain an introduction to the 4 P's of marketing: Product, Price, Place and Promotion.

• Human Resource Management I
In this subject, you will be introduced to the elements of the Human Resources function, such as personnel planning, recruitment, interviewing, selection, appointment, training, remuneration, performance appraisal, and labour relations.

• Public Administration
You will receive an overview of Public Administration, covering the development of the community, principles and guidelines for democracy, citizenship and the right to vote, legislative authority, executive authority, judicial authority, and categories of public institutions.

Hardware Requirements
You will require the following hardware for your personal computer or laptop:

• Intel® Pentium® IV 800 MHz or higher
• Minimum 512 MB of RAM or higher
• 128 MB graphics processor that supports DirectX® 9.0
• Generic Monitor (1024 × 768)
• 16 GB hard-disk space for 32 bit or 20 GB hard-disk space for 64 bit
• DVD R/RW drive
• High-speed Internet connection
• A few recordable CDs/DVDs
Software Requirements
You will require the following software for your personal computer or laptop:

- Microsoft® Windows® 7
- DirectX® 9.0

Programme Type
The applicable INTEC Clerical Administration Certificate is an INTEC Career Programme. These programmes are approved by the INTEC Academic Board.*

Entrance Requirements
Grade 10 (Std. 8) or equivalent, or relevant work experience (2 years), computer literacy and access to a PC.

Course Duration
You should be able to complete each of these courses within 18 months.

Assessment and Exam Information
These INTEC Clerical Administration Certificates include some examinable and non-examinable subjects. You are required to submit assignments for the non-examinable subjects to the College for marking and pass them successfully. For the examinable subjects, your assignments are optional, but you have to write and pass 3 formal exams. Please note that exams are written in June and October of each year. You should complete an examination entry form and submit it to the College, together with the prescribed examination fee before the closing date for the next examination. In order to achieve your award, you have to pass all exams and compulsory assignments.

Award
On successful completion of this course, you will receive the applicable INTEC Clerical Administration Certificate.

* This programme does not lead to a qualification on the NQF.
Duties and responsibilities in general administration include formulating policies, managing daily operations and planning the use of materials and human resources. The Certificate: General Administration provides the relevant skills and competencies applicable for Office Practice, Business Administration, Computer Literacy, Business English and Communication to enable the effective handling of general administrative duties and responsibilities in various contexts and organisations.

Admission Requirements
Grade 10 (Std. 8) or equivalent.

Duration
You should be able to complete this course within 18 months.

Certification
On successful completion of this course, you will receive a Certificate: General Administration.

Career Opportunities
Students can pursue a career as an:

- Office Administrator
- Administrative Assistant
- Office Clerk
Further Education and Training: Certificate: Administration

Qualification: FETCertAdmin (INTEC) NQF 4
SAQA ID: 67353
NQF Level 4
Credits: 140

The Further Education and Training Certificate: Administration offers the learner knowledge and skills in the Management of records, comprehension of written and verbal texts, business writing, problem solving, ethics, cultural awareness, self management and self development, project teamwork and business policies and procedures. The qualification ensures progression of learning, enabling the learner to meet standards of service excellence required within the administration field of learning, through building day-to-day administration skills as well as general operations. It provides the broad knowledge; skills and values needed in the administration field for all business and non-commercial sectors, and will facilitate access, mobility and progression, to further studies in this field.

Admission Requirements
Grade 10 (Std. 8) or equivalent.

Duration
You should be able to complete this course within 18 months.

Certification
On successful completion of this course, you will receive a Further Education and Training: Certificate: Administration.

Career Opportunities
Students can pursue a career as a/an:

- Administrative Assistant
- Secretary
- Personal Assistant
- Personal Assistant
Human Resources Administration is responsible for the attraction, selection, training, assessment and rewarding of employees, while also overseeing organisational leadership and culture. The programme enables the relevant skills and competencies applicable to business administration, staff planning and organisation, administration of wages, business communication as well as the various functions related to the Human Resources Administration process.

Admission Requirements
Grade 10 (Std. 8) or equivalent.

Duration
You should be able to complete this course within 18 months.

Certification
On successful completion of this course, you will receive a Certificate: Human Resources Administration.

Career Opportunities
Students can be employed in the following career fields:

- Human Resources Recruitment
- Human Resources Operations
- Recruitment
Certificate: Accounting Administration

Qualification: CertAccAdmin (INTEC) NQF 4
SAQA ID: 21031
NQF Level 4
Credits: 120

Accounting Administrators prepare journal and ledger entries, process and/or monitor the processing of financial and accounting transactions. Schedules, reports and financial statements also form part of the account administration functions. The Certificate: Accounting Administration ensures the knowledge and practical skills applicable to learning areas including business administration, computer literacy and accounting. The qualification was developed in partnership with industry to ensure currency and relevance and supports access to further learning in the field of Finance and Business Administration.

Admission Requirements
Grade 10 (Std. 8) or equivalent.

Duration
You should be able to complete this course within 18 months.

Certification
On successful completion of this course, you will receive a Certificate: Accounting Administration.

Career Opportunities
Students can pursue a career in:

- Debtors
- Creditors
- Office Administration
As the employer’s assistant, the Office Administrator handles correspondence, makes appointments and reserves venues and accommodation for conferences and business visits. This could be the job for you if you work well under pressure and can cope calmly with interruptions and juggling several tasks at once. Bilingualism and excellent computer skills are also important requirements. The confidential nature of this position requires impeccable honesty, as well as initiative and decision-making skills. Positions you can assume are a Receptionist, Office Assistant, Office Administrator, Public Relations Officer and Marketing Administrator. You will be able to understand business communication; basic bookkeeping up to trial balance; use your basic knowledge of cost and management accounting and computing; show proficiency in basic marketing and public relations, business law and administrative practice.
Programme Type
The National Certificate: Office Administration is a National Qualification, accredited by FASSET SETA, through the ICB. The ICB is a quality assurance partner of FASSET SETA.

Entrance Requirements
Grade 12 (Std. 10) or equivalent, and you must be at least 16 years of age. No prior accounting knowledge needed.

Subjects/Learning areas
• Office Communication
• Business and Office Administration 1
• Bookkeeping
• Marketing Management and Public Relations
• Business Law and Administrative Practice
• Cost and Management Accounting

Course Duration
You should be able to complete this course within 12 months.

Assessment and Exam Information
You are required to register directly with the ICB for exams. You are required to submit assignments to the ICB for marking and pass them successfully. The assignments are in the form of a Portfolio of Evidence (PoE) and will be sent by the ICB to you after you have registered for your exams with the ICB. Exams are written in February, May, August and November. Please contact the ICB for further information on membership and exam registration. Please note that your enrolment with INTEC does not include membership or exam fees.

Award
When you have successfully passed your exams on each learning area, the ICB will award you with an Achievement Certificate indicating your result. On successful completion of all learning areas in this qualification, your details will be uploaded onto the FASSET SETA database, and your National Certificate: Office Administration will be issued to you by the ICB.
National Higher Certificate: Office Administration
NQF L5 SAQA ID 23619
ICB Membership Designation: CSOA1cb (SA)
Title with ICB Designation: Certified Senior Office Administrator

Programme Type
The National Higher Certificate: Office Administration is a National Qualification, accredited by FASSET SETA, through the ICB. The ICB is a quality assurance partner of FASSET SETA.

Entrance Requirement
The National Certificate: Office Administration.

Subjects/Learning areas
• Business and Office Administration 2
• Human Resources Management and Labour Relations
• Economics

Course Duration
You should be able to complete this course within 12 months.

Assessment and Exam Information
You are required to register directly with the ICB for exams. You are required to submit assignments to the ICB for marking and pass them successfully. The assignments are in the form of a Portfolio of Evidence (PoE) and will be sent by the ICB to you after you have registered for your exams with the ICB. Exams are written in February, May, August and November. Please contact the ICB for further information on membership and exam registration. Please note that your enrolment with INTEC does not include membership or exam fees.

Award
When you have successfully passed your exams on each learning area, the ICB will award you with an Achievement Certificate indicating your result. On successful completion of all learning areas in this qualification, your details will be uploaded onto the FASSET SETA database, and your National Higher Certificate: Office Administration will be issued to you by the ICB.
Programme Type
The National Diploma: Office Administration is a National Qualification, accredited by FASSET SETA, through the ICB. The ICB is a quality assurance partner of FASSET SETA.

Entrance Requirement
The National Higher Certificate: Office Administration.

Subjects/Learning areas
• Business and Office Administration 3
• Financial Accounting
• Management

Course Duration
You should be able to complete this course within 12 months.

Assessment and Exam Information
You are required to register directly with the ICB for exams. You are required to submit assignments to the ICB for marking and pass them successfully. The assignments are in the form of a Portfolio of Evidence (PoE) and will be sent by the ICB to you after you have registered for your exams with the ICB. Exams are written in February, May, August and November. Please contact the ICB for further information on membership and exam registration. Please note that your enrolment with INTEC does not include membership or exam fees.

Award
When you have successfully passed your exams on each learning area, the ICB will award you with an Achievement Certificate indicating your result. On successful completion of all learning areas in this qualification, your details will be uploaded onto the FASSET SETA database, and your National Diploma: Office Administration will be issued to you by the ICB.

ICB Contact Details
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Mowbray, 7700
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Take your next step now!
Follow through on your decision to enhance your life and your future prospects by enrolling in INTEC’s Clerical Administration courses today!

Why study with us?
• Quality study material designed specifically for home study.
• The freedom to study at YOUR pace, where and when it suits YOU.
• The widest range of courses for today’s world.
• Free consultations with INTEC’s career counselling and development specialists.
• Free study choice advice from INTEC’s Student Consultants.
• The convenience of online enrolment, contact and advice.
• Affordable, easy payment options.
• Ongoing study support and attention from qualified tutors.

Umalusi Accreditation
INTEC College (Pty) Ltd has been awarded provisional accreditation by Umalusi. Umalusi is the Council for Quality Assurance in General and Further Education and Training in South Africa - see www.umalusi.org.za
Provisional Accreditation No: FET 00037 PA

DHET Registration
INTEC College (Pty) Ltd has been granted provisional registration by the Department of Higher Education and Training as a private FET College, until 31 December 2014.
Provisional registration No. 2008/FE07/025 - see www.dhet.gov.za. For further information please refer to our website: www.intec.edu.za
INTEC College (Pty) Ltd is committed to meeting legislative requirements regarding accreditation and registration of private education and training providers in South Africa.

Wishing you every success in your studies and your future!

Phillip Slatter
INTEC College Principal

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INTEC College (PTY) LTD FET 00037 PA is a member of both the National Association of Distance Education Organisations in South Africa (NADEOSA) and the Association of Private Providers of Education, Training and Development (APPETD).
INTEC is a Registered Credit Provider: NCRCP 2325

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