



COURSE OVERVIEW

OFFICE ADMINISTRATION

Here is a quick overview of your course plus useful information about navigating the online platform.

Your semester starts once you have completed your onboarding.



***Tomorrow belongs to people
who prepare for it today.*** -AFRICAN PROVERB



PROGRAMME OVERVIEW

Learn the theories and practices required to master the role of an Office Administrator and manage office operations in both traditional and virtual offices. Pertinent topics include customer service, record management, communication, diary management, and the pivotal role of technology.

WHAT YOU WILL LEARN

Your course contains 8 substantive modules/units. See an overview below:

- Explain the role and functions of office personnel in a business.
- Implement document management processes and systems.
- Differentiate between features, benefits, and challenges of traditional versus virtual offices.
- Describe the concept: Customer Relationship Management and discuss the principles and value of good customer service.
- Understand the nature and process of business communication and etiquette, and develop effective business messages.
- Discuss diversity and ethics in relation to office administration, and provide an overview of the trends and issues in the field.

ASSESSMENT INFO

Students must complete and submit various formative and summative assessments for each module. Refer to the Course Guide on the Virtual Campus for information on assessments in this course. You will also learn more about assessments during orientation.

EXPERTISE YOU CAN TRUST

- | 20 YEARS OF INNOVATIVE LEARNING
- | OVER 65,000 SUCCESSFUL STUDENTS
- | CURRICULA DEVELOPED BY LEADING ACADEMICS AND INDUSTRY EXPERTS
- | QUALITY ASSURED QUALIFICATIONS



- 6 months
- ± 8h Study time per week per module
- Fully online | Mobile friendly
- Earn an industry-ready certificate
- 6 CPD points, can only be claimed through OPSA membership

HOW TO STUDY ONLINE

You will study entirely online, using our iQ Virtual Campus as follows:

- Log into your profile.
- Complete the Onboarding (including New Rules).

Your course starts once you have completed your Student Onboarding on the Virtual Campus, where you will gain access to the Programme rules and your Programme Guide.

Content for each module will be made available based on a structured learning path to guide you through the learning process over a fixed period. For your convenience, the study guide units for each module are available separately in the respective unit sections on the learning platform (in digital format).

You can download this for offline use.

ACADEMIC SUPPORT

We understand that studying online can sometimes be isolating and challenging, so we have worked hard to ensure your course is interactive and you are supported to ensure academic success. If you need to contact your course coordinator or require admin or account-related support, complete a form for assistance, [click here](#).

