

Occupational Certificate: Office Supervisor NQF 5



PURPOSE

This Office Supervision qualification provides comprehensive training in office management, team supervision, and administrative leadership. The programme combines management principles with practical supervisory skills needed to lead office operations, coordinate teams, and ensure efficient workplace productivity across various business environments.

- Provide planning support on recruitment, selection, and disciplinary processes of an organisation
- Organise and coordinate work activities with other work units or departments
- Coach and mentor administrators in an office environment
- Handle internal communications within an office environment
- Handle conflicts and solve problems within an office environment
- Ensure compliance with regulations and company procedures
- Perform financial controls and reporting in an office environment

COURSE CONTENT

Module 1: Communication and Coordination

- Communications
- Handle internal communications within an office environment
- Scheduling and co-ordination of various activities in and outside own department

Module 2: Personnel Management and Development

- Provide planning support on recruitment, selection and disciplinary processes of an organization
- Handle conflicts and solve problems within an office environment
- Conflicts resolution in an office
- Recruitment, selection and discipline maintenance support

Module 3: Coaching and Mentoring

- Coaching and mentoring of personnel clerks, filing clerks and data capturers in an office environment
- Coaching, mentoring and team building

Module 4: Office Supervision and Management

- Role, functions and fundamentals of office supervision
- Organising and coordinating work activities

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Module 5: Internal Controls and Compliance

- Internal controls in an office environment
- Handle compliance to regulations and company procedures
- Perform financial controls and reporting in an office environment
- Office internal controls
- Office financial controls

^**DELIVERY**

- Duration: 12 Months
- Delivery: Classroom/Online/Blended

^**ENTRY LEVEL REQUIREMENTS**

- NQF Level 4 qualification

^**CAREER POSSIBILITIES**

- Marketing Coordinator
- Marketing Assistant

^**ACCREDITATION**

- Occupational Certificate – Office Supervisor
- Accreditation: QCTO
- SAQA ID: 118740
- NQF Level: 5

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