

certificate in **SECRETARIAL & ADMINISTRATIVE PRACTICE**



Entrance qualifications:
Grade 12 or equivalent

Assessment:
Theory & Practical examinations

Duration:
1 year full-time (theory, tutorials and practical classes)

CONTENT

End User Computing 1

- Module 1 – Operating Systems: Windows 2000
- Module 2 – Presentations: PowerPoint 2000 / XP
- Module 3 – Word Processing: MS Word 2000 / XP
- Module 4 – Spreadsheet design and modeling: Excel 2000 / XP
- Module 5 – Data Management: Using Microsoft Access 2000 / XP
- Module 6 – Introduction to the Internet

Self Management 1

- Module 1 - Self-management in perspective.
- Module 2 - Fundamentals of time management.
- Module 3 - Planning, organising and self-management.
- Module 4 - How to manage meeting successfully.
- Module 5 - How to delegate tasks successfully.

Communication Science 1/Business Communication

- Module 1 – Introduction: The Nature of Communication
- Module 2 – Introduction to the Nature of Communication Theory
- Module 3 – Communication Models
- Module 4 – Levels of Communication
- Module 5 – Communication Problems
- Module 6 – Code Systems
- Module 7 – Types and Forms of Communication
- Module 8 – Communication by Objectives
- Module 9 – Communication Skills
- Module 10 – Practical Application

Business Administration 1

- Module 1 - Economic Structure And Principles
- Module 2 - Economic Development
- Module 3 - The Administrative Function
- Module 4 - Financial Administrative Procedures
- Module 5 - Forms of Ownership
- Module 6 - Entrepreneurship
- Module 7 - Financing
- Module 8 - Risk Management
- Module 9 - Influences on the Business Environment

Office Management 1

- Module 1- Client Service and Office Etiquette
- Module 2- Security of Assets and Information
- Module 3- Office Administration
- Module 4- Work Study Management in the Public Sector
 - Module 5- Natural Resources and Public Management Functions
 - Module 6- New Approaches to Public Management market research towards the realization.

