

110003 Develop administrative procedures in a selected organisation

Purpose of this Unit Standard

This Unit standard is for all persons involved in Administration in commercial or non-commercial organisations and who have the responsibility of developing administrative procedures to make the administrative component of the organisation more effective and efficient and so aid the organisation to attain its mission, vision and objectives

- Have an understanding of the various administrative systems required by an organisation
- Be able to develop and update administrative systems in a specific business environment
- Be able to develop systems to keep administrative information at the required level of confidentiality
- Be able to develop policies and procedures on administrative systems and write them into a manual.

Learning Assumed to Be in Place and Recognition of Prior Learning

- It is assumed that learners accessing this Unit Standard will be competent in Communication at NQF Level 3.

Outcomes

- SO1: Demonstrate an understanding of the administrative systems required.
 SO2: Develop and update administrative systems in a specific business environment.
 SO3: Develop systems to keep administrative information at the required level of confidentiality.
 SO4: Develop policies and procedures on administrative systems and write them into a manual.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
110003	NQF Level 4	8	Develop administrative procedures in a selected organisation

Duration: 2 Days

Content

Outcome 1

Demonstrate an understanding of the administrative systems required

- A list of all administrative systems required in a selected business environment is compiled including client-filing systems, staff administrative systems and business systems.
- The elements and usage of each system is described in relation to company and legal requirements.
- Resources such as staff, information technology, office space and management requirements for the development of these administrative systems are listed and ways of finding these resources are identified in a specific business institution.

Outcome 2

Develop and update administrative systems in a specific business environment

- The administrative requirements are identified to meet the specific needs of a selected business organisation.
- The identified administrative systems are developed in accordance with the organisational and legal requirements.
- The administrative systems and procedures identified are presented to management and staff for approval.
- Feedback is obtained from management and staff regarding the suitability of the systems on specifically designed feedback forms.
- Agreed changes are made to the systems.

Outcome 3

Develop systems to keep administrative information at the required level of confidentiality

- Administrative information, which should be kept confidential, is identified in accordance with legal, company and industry requirements and practices.
- Systems are developed to keep administrative information and records confidential and maintain secrecy of such information as required legally and by the company.
- Mandates for access to confidential information are identified for administrative and other staff according their job role.

Outcome 4

Develop policies and procedures on administrative systems and write them into a manual

- Procedures, which are in alignment with legislative and organisational requirements, are developed for the administrative systems.
- The procedure for each element of the administration system is explained to employees in line with the policies developed.
- The policies and procedures are collated into a written manual in company specific format.

<https://www.stafftraining.co.za/workshops/110003develop-administrative-procedures-in-a-selected-organisation>



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Info@StaffTraining.co.za



0861 996 660



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