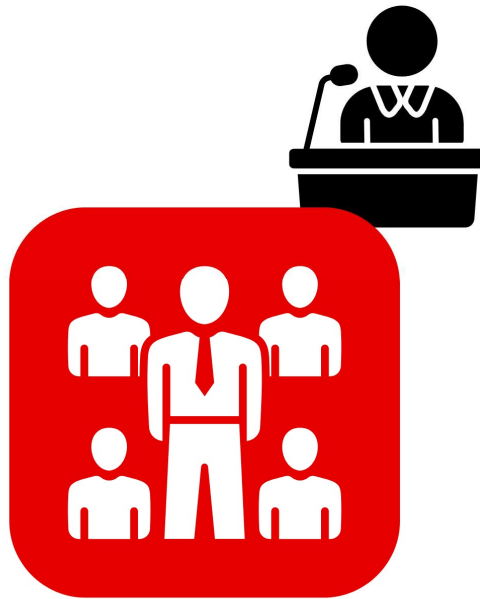


Office Supervisor (OS) / Junior Manager (JM)

Accredited Occupational Qualification



Parent/Full Qualification

General Office Environment and Business Qualification

Learnership Duration: 12 - 18 Months

SAQA ID: 118740

NQF Level 5 - 240 Credits (2400 Notional Hours)

Notional Hours split into:

Self-paced online e-learning, Virtual Classrooms, In-real-life practical days, Implementing Knowledge in the Workplace, Time Spent on Portfolio of Evidence (PoE), Assessment and Feedback Sessions



Purpose

The purpose of this qualification is to prepare employees to operate in a general office environment. It equips Junior Managers and Office Administrative staff to plan, organise, lead and control office functions in a business environment.

OS/JM Qualification Outcomes

The learners completing the qualification will be able to:

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





Qualification Overview

The Qualification has been structured around the Curriculum Document as a standard from CHIETA and QCTO. For you, as a business entity, to claim your B-BBEE skills development points, learners are required to complete Knowledge Modules (KM's), Practical Modules (PM's) and Workplace Modules (WM's).

An **occupational qualification** is designed to prepare learners for a specific job or role by combining three key components:




- Knowledge (theory)
- Practical skills (simulated or guided practice)
- Workplace experience (real-world application)

Knowledge Modules (KM's)	Practical Modules (PM's)	Workplace Modules (WM's)
<p>Serve as the foundational learning components that provide learners with the theoretical understanding required for effective performance in the role.</p> <ul style="list-style-type: none"> • KM's x 3 • Purely theoretical • Facilitation done by subject matter experts <ul style="list-style-type: none"> ○ Virtual Classrooms ○ In Real Life Classes (Where possible) • You will get access to: <ul style="list-style-type: none"> ○ Learner Guide (pdf) ○ Online Self-Paced Learning ○ Knowledge Quiz ○ PoE • Test to be written for each Knowledge Module 	<p>Are designed to develop the hands-on skills needed to apply theoretical knowledge in real-world scenarios, bridging the gap between classroom learning and workplace performance.</p> <ul style="list-style-type: none"> • PM's x 7 • Facilitation done by subject matter experts <ul style="list-style-type: none"> ○ Virtual Classrooms • Requires input from the workplace and mentor/s • You will get access to: <ul style="list-style-type: none"> ○ Learner Guide (pdf) ○ PoE template ○ Training guidance • No tests 	<p>Focus on the real-time application of knowledge and skills in an actual work environment, ensuring that learners are work-ready and capable of operating professionally and ethically within the industry.</p> <ul style="list-style-type: none"> • WM's x 7 • Led by the workplace • Regular virtual Classroom check-ins with subject matter expert over the 12/18-month period. • You will get access to: <ul style="list-style-type: none"> ○ Training guidance ○ Workplace Logbook Template • No tests





Qualification Curriculum Breakdown

 <p>Knowledge Modules (KM's) Implemented Month 1 NQF 5 (65 credits) Total Notional Hours = 650 hrs</p>	 <p>Practical Modules (PM's) Implemented Month 2 - 4 NQF 5 (75 credits) Total Notional Hours = 750 hrs</p>	 <p>Workplace Modules (WM's) Implemented Month 1 - 12 NQF 5 (75 credits) Total Notional Hours = 750 hrs</p>
<ul style="list-style-type: none"> • KM01: Role, Functions and Fundamentals of Office Supervision • KM02: Communications • KM03: Financial Controls in an Office Environment 	<ul style="list-style-type: none"> • PM01: Provide Planning Support on Recruitment, Selection and Disciplinary Processes of an Organisation • PM02: Organising and Coordinating Work Activities • PM03: Coaching and Mentoring of Personnel Clerks, Filing Clerks and Data Capturers in an Office Environment • PM04: Handle Internal Communications within an Office Environment • PM05: Handle Conflicts and Solve Problems within an Office Environment 	<ul style="list-style-type: none"> • WM01: Recruitment, Selection and Discipline Maintenance Support • WM02: Scheduling and Coordination of Various Activities in and Outside Own Department • WM03: Coaching, Mentoring and Team Building • WM04: Communications • WM05: Conflict Resolution in an Office • WM06: Office Internal Controls • WM07: Office Financial Controls





	<ul style="list-style-type: none"> • PM06: Handle Compliance to Regulations and Company Procedures • PM07: Perform Financial Controls and Reporting in an Office Environment 	
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Who should take this qualification:

1. Experienced Administrative Professionals

If you've worked as an admin clerk, receptionist, personal assistant, or office administrator and want to grow into leadership, this qualification helps you transition into a supervisory role.

2. Team Leaders & Junior Supervisors

Individuals who are already overseeing small teams or coordinating office functions but lack formal training will benefit from structured supervisory skills and workplace best practices.

3. Office Coordinators & Practice Managers

Those responsible for managing schedules, workflows, or office operations—and who need to improve efficiency, compliance, and team performance.

4. Individuals Identified for Promotion

Employees earmarked for leadership roles within their organisation who need to build confidence in managing people, handling conflict, and making operational decisions.

5. Entrepreneurs & Small Business Owners

Business owners who manage administrative teams and want to implement professional systems, improve productivity, and lead their teams more effectively.

Who shouldn't take this qualification:

- Individuals with **no office or administrative experience**
- Those looking for **purely entry-level admin training**
- People **not currently in, or moving toward, a leadership role**

Disclaimer

This qualification cannot be completed through classroom learning alone. It is an occupational programme that requires learners to be employed or placed within an accredited workplace, where they can gain practical experience alongside their studies.





To complete the programme successfully, learners must be able to apply their knowledge in a real work environment, complete required tasks, and submit evidence for assessment. Without access to an accredited workplace, the qualification cannot be completed.

OS/JM - % Time Spent Breakdown

The table below indicates the % of time that employees spend learning and doing workplace tasks during the learnership period. The time spent learning is split into Online Self-Paced Learning (**by themselves**), virtual classrooms and in-real-life sessions (**With Us, Diverse Conversations**). The time spent on workplace tasks is the time spent with the approved workplace company (**With You**), which will give the learners the necessary experience to successfully complete this qualification.

Where time is spent?	% Time Spend in Months									
	1	2	3	4	5	6	7	8	9	10
Self-paced Online Learning	30%	25%	30%	30%	10%	0%	0%	0%	0%	0%
With Us: Diverse Conversations	15%	20%	10%	20%	5%	5%	5%	15%	0%	0%
With You: The Workplace Company	55%	55%	60%	50%	85%	95%	95%	85%	100%	100%

Please Note: The above is an estimate of the monthly time spent based on previous implementations and may differ depending on the time of year of the start date.









About Diverse Conversations

Diverse Conversations is a Level 1 B-BBEE, 51% black woman-owned skills development provider in the health products industry. Since 2005, the company has grown from offering short skills programmes to delivering accredited learnerships, leadership and soft skills training, and blended learning solutions. Over the years, it has built a strong reputation for developing talent pipelines, supported by an online learning platform and an active alumni community.

We are a training partner focused on delivering practical, workplace-based learning that prepares individuals for real roles in the industry. Our approach combines e-learning with in-person facilitation to support both learners and employers.

We don't just train, we deliver results.

Your BEE level 1 Seta Accredited partner to:

-  Optimize the Skills Development pillar for your **B-BBEE Scorecard**
-  **Cultivate Top Talent** on your behalf
-  Implement **Audit Ready Learnerships** and Graduate Programs
-  **Support your Skilled Mentors**

98% Learnership Completion Rate

75% Absorption Rate

What we do

We partner with businesses to implement accredited, audit-ready learnerships and graduate development programmes that support both skills development and B-BBEE objectives. Our approach focuses on building strong talent pipelines while ensuring programmes are practical, structured, and aligned to industry needs. We also design tailored learning solutions to meet each organisation's specific training and development requirements.





Our Track Record

Accredited since 2014, Diverse Conversations has proudly produced business results for our clients.

75%

on average of learners **qualify from our qualifications** become successfully employed post-graduate development program.

500+

learners **successfully obtained nationally-recognised full qualification certificates.**

95+

individual courses available on the on-line learning platform to elevate your career.

8+

partners in top health industry, life sciences, MedTech and medical devices companies.

50+

successful quality assurance visits from SETAS and other quality assurance bodies.

Whilst implementing this curriculum, learners can be an extra pair of hands while learning about marketing, sales, and sharing product information appropriately with other stakeholders.

Blended Learning Methodology



Interactive Online Learning

- Video Presentations
- Animated Patient Cases
- Mentor Interviews
- Quizzes
- Self-paced learning



Virtual Classrooms

- Subject Matter Expert Facilitators
- Digital Interactive Facilitation
- Practical Examples



Face-to-face classrooms

- Practical Activities
- Live Assessments
- Portfolio Coaching
- Assessment Feedback

Get in Touch

Explore our programmes and submit your enquiry:

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