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Administrative Procedure Development

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^ Overview

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.

^ Description

This course on 'Develop Administrative Procedures in a Selected Organisation' is designed for individuals involved in administration within commercial or non-commercial organisations. Participants will learn to develop administrative procedures that enhance the effectiveness and efficiency of the administrative component, thereby aiding the organisation in achieving its mission, vision, and objectives.

Course Content

^ Unit 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 are described in relation to the 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.

^ Unit 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

^ Unit 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 the 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 to their job role

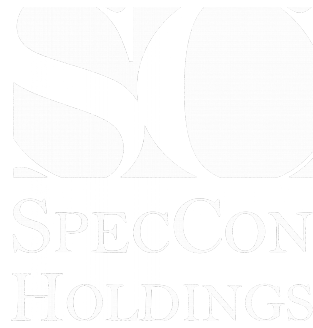
^ Unit 4: Develop policies and procedures on administrative systems and write them into a manual

- 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.

^ DELIVERY

- Duration: 1h 30m
- Delivery: Classroom/Online/Blended
- Access Period: 12 Months





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