BQA NCQF QUALIFICATION TEMPLATE

SECTION A:	QUALIFICATION DETAILS																	
QUALIFICATION DEVELOPER (S)	Department of Skills Development																	
TITLE	Certificate V in Secretarial Studies													**NCQF LEVEL**		5		
STRANDS (where applicable)	N/A																	
FIELD	Business, Commerce and Management Studies													**CREDIT VALUE**		150		
SUB FIELD	Management Studies																	
New Qualification	√	Legacy Qualification												Renewal Qualification				
														Registration Code				
SUB-FRAMEWORK	General Education				TVET	√	Higher Education											
QUALIFICATION TYPE	Certificate	I		II		III		IV		V	√	Diploma		Bachelor				
	Bachelor Honours				Post Graduate Certificate				Post Graduate Diploma									
	Masters						Doctorate/ PhD											

RATIONALE AND PURPOSE OF THE QUALIFICATION

RATIONALE:

The Certificate V in Secretarial Studies has been developed to address the growing demand for competent administrative professionals who can support efficient business operations in both the public and private sectors. As organizations increasingly adopt digital technologies and modern office systems, there is a need for graduates who possess technical, administrative, communication, and organizational competencies that meet current labour market requirements.

The qualification is aligned with the Human Resource Development Council (HRDC) Priority Skills, which emphasize the development of a skilled workforce capable of improving productivity, service delivery, and organizational performance. It equips learners with practical competencies in office administration, information technology, business communication, records management, customer relations, public relations, accounting fundamentals, and workplace professionalism. These competencies respond directly to identified skills gaps in administrative and business support occupations and contribute to national human capital development.

The qualification is also aligned with the International Standard Classification of Occupations (ISCO-08), particularly occupations within Major Group 4: Clerical Support Workers, including General Office Clerks (4110), Secretaries (4120), Keyboard Operators (4132), Data Entry Clerks (4132), and Administrative and Executive Secretaries (3343). The curriculum reflects the knowledge, skills, and responsibilities associated with these occupations by integrating digital office technologies, business information management, communication, ethical practice, and workplace problem-solving.

Furthermore, the qualification adopts a competency-based approach that combines theoretical learning with practical and work-based experiences to ensure graduates are job-ready. It promotes lifelong learning by providing progression pathways to higher qualifications in business administration, office management, human resource management, and related disciplines.

Overall, the Certificate V in Secretarial Studies supports national economic development by producing competent administrative professionals who meet industry needs, enhance organizational efficiency, and contribute to a competitive, knowledge-based economy in line with HRDC priorities and internationally recognized occupational standards under ISCO-08.

PURPOSE:

The purpose of this qualification is to produce graduates with broad technical knowledge, skills and competence to:

1. Apply effective written, verbal, and digital communication skills to support business operations and organizational image.
2. Demonstrate business planning, financial record-keeping, budgeting, and resource management skills for small enterprise operations.
3. Use office software, digital tools, and cloud platforms to perform administrative tasks efficiently and securely.
4. Manage office procedures, human resources, and business records while ensuring legal compliance and confidentiality.
5. Apply practical entrepreneurial concepts, essential entrepreneurial qualities and current support structures for successful entrepreneurial undertakings.

MINIMUM ENTRY REQUIREMENTS (including access and inclusion)

- Certificate IV, NCQF Level 4 or equivalent.
- There shall be access in inclusion through Credit Accumulation Transfer and Recognition Prior Learning in line with ETP policies.

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SECTION B	QUALIFICATION SPECIFICATION
GRADUATE PROFILE (LEARNING OUTCOMES)	**ASSESSMENT CRITERIA**
1. Manage office procedures to support efficient daily administrative operations.	1.1 Manage schedules, filing systems, and inventory records for office operations. 1.2 Coordinate meetings, travel, and office logistics to support organizational activities. 1.3 Apply time management and prioritization techniques to complete administrative tasks. 1.4 Maintain confidentiality, professionalism, and ethical standards in all administrative activities.
2. Apply basic human resource practices to support effective employee management and workplace compliance.	2.1 Apply recruitment, induction, and appraisal processes to support effective staff management. 2.2 Apply labour laws and workplace policies to ensure legal and organizational compliance. 2.3 Maintain accurate personnel records to support employee administration and decision-making. 2.4 Apply conflict resolution and teamwork strategies to promote positive workplace relationships.
3. Apply public relations strategies to manage organizational image and communication.	3.1 Develop PR campaign plans to support organizational communication goals. 3.2 Apply client communication and complaint-handling techniques to improve customer satisfaction. 3.3 Use branding and media principles to maintain a positive organizational image. 3.4 Evaluate PR strategies using feedback and performance indicators for improvement.
4. Manage business data to ensure accurate, secure, and timely reporting..	4.1 Process and format business data using software tools for effective information management.

	4.2 Perform accurate data entry to support efficient business operations. 4.3 Apply validation and error-checking methods to maintain accurate records. 4.4 Prepare reports and summaries from data to support decision-making.
5. Apply legal and ethical principles in secretarial duties to ensure confidentiality, record management, and workplace compliance.	5.1 Identify confidentiality and record-keeping responsibilities in secretarial roles. 5.2 1Apply workplace laws to support data protection and compliance. 5.3 Manage contracts and meeting records to maintain organizational compliance. 5.4 Apply ethical principles in administrative decision-making.
6. Apply basic accounting principles to maintain financial records for budgeting and reporting.	6.1 Apply accounting concepts to understand assets, liabilities, and equity relationships. 6.2 Record inventory transactions to maintain accurate financial information. 6.3 Record income and expenses to monitor business performance. 6.4 Balance financial records to ensure transaction accuracy. 6.5 Maintain accounts and ledgers to support financial reporting. 6.6 Reconcile bank records with cash books to verify financial accuracy. 6.7 Prepare basic financial statements for organizational reporting.
7. Assess viability of a chosen venture and develop its business plan and implementation schedule for submission to potential financiers.	7.1 Identify and assess a venture of interest to meet customer needs. 7.2 Conduct a market survey to assess the viability of the project in its target area.

	7.3 Develop a plan for the chosen venture including an overview of the business, operations, marketing, human resources and financial projections adequate for funders. 7.4 Schedule for implementation of the business plan in the form of a gantt chart
8. Apply effective written, verbal, and digital communication skills to support business operations and organizational image.	8.1 Produce professional business correspondence to communicate information within organizational and client contexts. 8.2 Demonstrate effective verbal communication to support collaboration and professional relationships. 8.3 Use digital communication platforms to facilitate workplace communication. 8.4 Apply correct grammar, appropriate tone, and professional formatting in written communication to maintain the organization's image and credibility. 8.5 Respond to internal and external communication needs for information flow and high-quality customer service.
9. Utilize modern office software, digital collaboration tools, and cloud-based platforms to perform administrative tasks efficiently and securely.	9.1 Use word processing, spreadsheet, and presentation software to prepare accurate business documents and reports. 9.2 Manage digital files using cloud platforms to securely store, retrieve, share, and back up organizational information. 9.3 Perform database entry and retrieval to maintain accurate records and support office operations. 9.4 Apply cybersecurity practices to protect organizational data and maintain information confidentiality.

	9.5 Use integrated office software and digital collaboration tools to improve productivity, communication, and administrative.

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SECTION C	QUALIFICATION STRUCTURE				
COMPONENT	TITLE	Credits Per Relevant NCQF Level			Total Credits
		Level [3]	Level [4]	Level [5]	
FUNDAMENTAL COMPONENT Subjects/ Courses/ Modules/Units	Business Communication Skills			*6*	*6*
	Entrepreneurship			*10*	*10*
	Computer Skills			*6*	*6*
CORE COMPONENT Subjects/Courses/ Modules/Units	Small Enterprise Development & Resource Management			10	10
	Office Procedures and Administration			12	12
	Human Resource Support Practices			12	12
	Public Relations and Organizational Image			12	12
	Business Data and Information Management			10	10
	Legal and Ethical Secretarial Practice			10	10
	Basic Accounting for Secretarial Practice			14	14
	Workbased Learning			48	48
	Subjects/ Courses/ Modules/Units	Credits Per Relevant NCQF Level			Total Credits

STRANDS/ SPECIALIZATION		Level [ ]	Level [ ]	Level [ ]	
1.					
Electives					

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SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL	
TOTAL CREDITS PER NCQF LEVEL	
NCQF Level	**Credit Value**
NCQF Level 5	**150**
TOTAL CREDITS	***150***
Rules of Combination: **(Please Indicate combinations for the different constituent components of the qualification)**	
To graduate candidate should achieve a maximum of 150 credits inclusive of 22 credits for fundamental and 128 credits core. Qualification does not have elective components	

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ASSESSMENT ARRANGEMENTS

Assessment shall be conducted by persons registered with Botswana Qualifications Authority (BQA) as assessors preferably with a qualification higher than Certificate V in Secretarial Studies or related in line with ETP assessment policies.

The weightings for the assessment will be as follows:

a) Formative assessment

The weighting of formative assessment is 60%.

b) Summative Assessment

The weighting of summative assessment is 40%.

MODERATION ARRANGEMENTS

Moderation shall be conducted by persons registered with Botswana Qualifications Authority (BQA) as moderators preferably with a qualification higher than Certificate V in Secretarial Studies or related in line with ETP moderation policies.

RECOGNITION OF PRIOR LEARNING

There shall be provision for award of the qualification through Recognition of Prior Learning (RPL) in accordance with institutional policies in line with the Educational Training Provider (ETP) policy.

CREDIT ACCUMULATION AND TRANSFER

Credits Accumulated and Transfer(CAT) will be administered in line with the Educational Training Provider (ETP) policy and will be administered towards the award of qualification

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

1. Learning – Vertical

- Diploma in Secretarial Studies.
- Diploma in Office Management
- Diploma in Office Administration

2. Learning – Horizontal

- Certificate V in Office Administration
- Certificate V in Office Management
- Certificate V in Secretarial Studies

3. Employment Opportunity

- Administration Assistant
- Executive Secretary
- Office Assistant
- Receptionist
- Clerical Officer
- Personal Assistant
- Legal assistant
- Medical Secretary

QUALIFICATION AWARD AND CERTIFICATION

A candidate shall qualify for certification for the Certificate V in Secretarial Studies after completion of 150 Credits.

Certification

Candidates meeting prescribed requirements will be awarded the qualification Certificate V in Secretarial Studies in accordance with standards prescribed for the award of the qualification and applicable policies.

SUMMARY OF REGIONAL AND INTERNATIONAL COMPARABILITY

Regionally: Certificate: Secretarial Studies, South Africa

Internationally: Certificate in Business Administration, Ireland

Title

The developed Certificate V in Secretarial Studies has a title comparable to the benchmarks, in that all qualifications have the key word Secretarial Studies whereas the other benchmark has Certificate in Business Administration.

NCQF Level

All three qualifications are benchmarked at Level 5 within their respective National Qualifications Frameworks thus show relatively equal level of difficulty of these qualifications.

Credits

Each qualification uses a credit-based system. The developed qualification has 150 credits and benchmarked qualifications are similar in total number of credits ranging 120 - 135. This difference is due to the inclusion of work-based learning credits in the reviewed qualification.

Main Exit Outcomes

All three qualifications prepare graduates to apply effective written, verbal, and digital communication skills to support business operations and organizational image, manage office procedures and administrative operations ,utilize information technology for secretaries, including office software, digital collaboration tools, and cloud platforms, apply foundational business planning, re-source management, and entrepreneurship skills to support enterprise development and maintain business records, financial accounts, and apply basic accounting principles for reporting.

Domains/Modules

There is significant overlap in fundamentals communication and IT for secretaries and core modules office administration, HR, records management, accounting. The developed qualification integrates entrepreneurship and business planning as compulsory modules, while benchmarked qualifications treat them as electives. The developed qualification also includes a larger work-based learning component.

Assessment Strategies

The benchmarked and developed qualifications use continuous assessment and final examinations/practical tasks and specify weightings (40–60%).

Qualification Rules

All the qualifications require completion of prescribed modules and demonstration of competence. The developed qualification requires completion of 150 credits, including a substantial work-based learning module (48 credits), The benchmarked requires 120 credits and 135 credits.

REVIEW PERIOD

The qualification shall be reviewed after each and every 5 years.

For Official Use Only:

CODE (ID)			
REGISTRATION STATUS	**BQA DECISION NO.**	**REGISTRATION START DATE**	**REGISTRATION END DATE**
LAST DATE FOR ENROLMENT		**LAST DATE FOR ACHIEVEMENT**	

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