



Maldives National Skills Development Authority



National Competency Standard for Company Administration

Standard Code: SOC-19L3-V3-24

Qualification Name: National Certificate III in Company Administration

FOREWORD

The pivotal role of the Maldives National Skills Development Authority (MNSDA) in meticulously implementing and expanding Technical and Vocational Education & Training (TVET) exemplifies the steadfast commitment of the Maldives to build a skilled and resilient workforce. This commitment is evident from the strategic formulation of National Standards and the establishment of a comprehensive framework for training and certification.

Under the Higher Education and Training Act 7/2021, the MNSDA assumes an instrumental role, reflecting the government's unwavering dedication to streamlining TVET policies and procedures. This includes the establishment of a robust system for accrediting and registering both Institution Based Training (IBT) and Employer Based Training (EBT) providers. The MNSDA's active involvement in conducting the National Apprenticeship Program (NAP), National Trade Testing and Certification (NTTC), and the issuance of National Certificates reflects a comprehensive approach to ensure elevated quality standards and competency within the workforce.

The National Competency Standards (NCS) revised through the Maldives Enhancing Employability and Resilience of Youth (MEERY) project accentuates the commitment to updating and sustaining contemporary skill sets aligned precisely with industry demands. Deliberate efforts to revise existing NCS, coupled with the development of curriculum, teaching materials, resource books, and logbooks, attest to our dedication to ensuring the ongoing relevance and currency of the TVET system in the Maldives.

The active engagement of Technical Panels and Employment Sector Councils in the NCS development and approval process, coupled with alignment to the Maldives National Qualification Framework (MNQF) and accreditation by the Maldives Qualifications Authority (MQA), certifies that the TVET system not only remains highly responsive but also ensures the quality standards demanded by industries. This approach enables the system to effectively meet the diverse needs of industries and adapt to the evolving economic landscape.


The collaborative development of the National Certificate III in Company Administration by the MNSDA, MEERY, and the Maldives Institute of Technology exemplifies the practical implementation of TVET initiatives. This training package represents a critical stride towards addressing the requisite skills while fostering opportunities to integrate sustainable economic development within the TVET framework.



Dr. Zahra Mohamed

Chief Executive Officer

Maldives National Skills Development Authority

EMPLOYMENT SECTOR COUNCILS			
#	Name	Designation	Organisation
01	Saudath Afeef	Director	Ministry of Youth Empowerment, Information and Arts
02	Miruzah Mohamed	Deputy Director General	Ministry of Climate Change, Environment and Energy
03	Alfeen Adnan Ismail	Allied Health Council Member	Maldives Allied Health Council
04	Abdul Wahid Mohamed	Director	FENAKA Corporation Limited
05	Ali Shareef	Director	Villa College / Centre for Foundation Studies
06	Salma Hassan	Industry Expert	-
07	Hamid Abdul Ghafoor	Industry Expert	-
08	Fathimath Haula	Programme Officer	Maldives National Skills Development Authority
09			
National Occupational Standard has been endorsed by:			
 <p>Hamid Abdul Ghafoor Chairperson Social Sector Council</p>			
<p>Maldives National Skills Development Authority Umar Zahir Office Building, 5th Floor, Orchidmaa Hingun, Hulhumale', Republic of Maldives.</p>			
Date of Endorsement: 04.08.2024		Date of Revision: 04.08.2024	

TECHNICAL SUPPORT			
#	Name	Designation	Organisation
01			
02			

TECHNICAL PANEL MEMBERS			
#	Name	Designation	Organisation
01	Fathimath Najatha	Head of Admin	Maldives Institute of Technology
02	Fathimath Maeesha	Senior program coordination officer	Island Institute for tertiary Educaion
03	Thooza Saeed	Employee Relations Manager	State Trading Organisation
04	Hawwa Aliyya	Acting Dean	Fenaka Institute

VERSION	DEVELOPER	DATE	STANDARD CODE
V3	Maldives Institute of Technology	04.08.2024	SOC-19L3-V3-24

Standard Review Process

To begin with Company Administration occupation competencies were profiled through study of the occupations across the Maldivian workplaces aligned to the principles of "Functional Analysis", a methodology used for reviewing Competency Standards. Referred occupational profiling process compared existing competency units incorporated within the National Competency Standard of Level III in Company Administration program.

Draft Review of the occupational standard is then compiled and submitted to the Technical Panel (TP) organised by the Maldives National Skills Development Authority (MNSDA). The Draft Standard is then edited based on comments from TP members under the direct observation of MNSDA. With series of reviewing and editings, TP approved standard is then tabled at Employment Sector Council (ESC) meeting for endorsement.

All the Standards of MNSDA are endorsed from the ESC before being published on its website.

Description of “Company Administration”

The National Certificate III in Company Administration is designed to provide individuals with fundamental skills and knowledge in the field of business administration.

This entry-level programme offers comprehensive training in various aspects of administrative tasks essential for effective company operations. Through practical insights and theoretical understanding, learners will gain a solid foundation in company administration, preparing them for entry-level roles in diverse industries.

Recommended changes to the existing National Certificate III in Company Administration

The changes proposed by the Technical Panel (TP) for the National Certificate III in Company Administration Standard aim to synchronise the curriculum with contemporary industry benchmarks. These revisions are intended to ensure that the program aligns seamlessly with current standards and practices prevalent within the industry.

Job opportunities upon completion of “National Certificate III in Company Administration”

Upon successful completion of the National certificate III in Company Administration, students can work in any related jobs.

KEY FOR CODING

Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector (CON) Fisheries and Bar Bending (FNA) Information, Communication and Technology (ICT) Transport Sector (TRN) Tourism Sector(TOU) Social Sector (SOC) Foundation (FOU)
Standard Number - Occupation with in an industry sector	Two digits 01-99
Common Competency	CM
Core Competency	CC
Unit Number - Occupation with in an Standard	Three digits 01-99
MNQF level of qualification	L1, L2, L3, L4 etc.
Version Number	V1, V2 etc.
Separator	-
Year of Last Review of standard, qualification	Two digits responding to the year of last review, example 23 for the year 2023
Qualification Code	Refers to Standard code in cover page

1. Endorsement Application for Qualification 01		
2. NATIONAL CERTIFICATE III IN COMPANY ADMINISTRATION		
3. Qualification code: SOC-19L3-V3-24		Total Number of Credits: 55
4. Purpose of the qualification The qualification aims participants to develop proficiency in areas such as office management, record-keeping, communication, and customer service, equipping them with the necessary competencies to support business functions efficiently.		
5. Regulations for the qualification		National Certificate III in the occupation of Company Administration will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14
6. Schedule of Units		
Unit No.	Unit Title	Code
Common Competencies		
01	Apply occupational health and safety requirements	SOC-02-CM01-V2-24
02	Apply work ethics and optimise professionalism	SOC-01-CM02-V2-24
03	Practice effective workplace communication	SOC-01-CM03-V2-24
04	Provide effective customer care	SOC-01-CM05-V2-24
05	Perform computer operations	SOC-01-CM06-V2-24
06	Respond to emergency situations	SOC-01-CM04-V2-24
07	Understand basic entrepreneurship and small business development	SOC-04-CM03-V3-24
Core Competencies		
08	Manage administrative tasks	SOC-19-CC01-V3-24
09	Organise workplace documents and files	SOC-19-CC02-V3-24
10	Use workplace equipment and technology	SOC-19-CC03-V3-24
11	Maintain workplace supplies and inventory	SOC-19-CC04-V3-24
12	Schedule appointments and meetings	SOC-19-CC05-V3-24
13	Handle incoming and outgoing correspondence	SOC-19-CC06-V3-24
14	Assist with financial record keeping	SOC-19-CC07-V3-24
7. Accreditation requirements		The training provider should have made arrangements to ensure students are provided with adequate theory and practicals for them to develop all the required knowledge and skills stipulated in the National Competency Standard.
8. Recommended sequencing of units		As appearing under the section 06

Unit Details

Unit No.	Unit Title	Code	Level	No. of credits	Credit hours	Contact hours
01	Apply occupational health and safety requirements	SOC-02-CM01-V2-24	III	04	40	20
02	Apply work ethics and optimise professionalism	SOC-01-CM02-V2-24	III	03	30	15
03	Practice effective workplace communication	SOC-01-CM03-V2-24	III	03	30	15
04	Provide effective customer care	SOC-01-CM05-V2-24	III	05	50	25
05	Perform computer operations	SOC-01-CM06-V2-24	III	03	30	15
06	Respond to emergency situations	SOC-01-CM04-V2-24	III	05	50	25
07	Understand basic entrepreneurship and small business development	SOC-04-CM03-V3-24	III	04	40	20
08	Manage administrative tasks	SOC-19-CC01-V3-24	III	03	30	15
09	Organise workplace documents and files	SOC-19-CC02-V3-24	III	04	40	20
10	Use workplace equipment and technology	SOC-19-CC03-V3-24	III	04	40	20
11	Maintain workplace supplies and inventory	SOC-19-CC04-V3-24	III	04	40	20
12	Schedule appointments and meetings	SOC-19-CC05-V3-24	III	04	40	20
13	Handle incoming and outgoing correspondence	SOC-19-CC06-V3-24	III	05	50	25
14	Assist with financial record keeping	SOC-19-CC07-V3-24	III	04	40	20
Total				55	550	275

Packaging of National Qualifications:

National certificate III in Company Administration will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14

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COMPETENCY BASED ASSESSMENT

The final assessment of the National Competency-Based Programmes conducted by the Maldives National Skills Development Authority (MNSDA) is a competency-based assessment.

The Competency-Based Assessment ensures that the students' performance meets the requirements specified in the National Competency Standards (NCS). This assessment approach is designed to verify that graduates are job-ready and meet established occupational competency requirements within their respective fields.

Eligibility for Final Assessment

To be eligible for the final Competency-Based Assessment, students must fulfil the following conditions:

- achieve a **minimum of 80%** attendance
- deemed competent in each of the units of the programme in the pre-assessment

Competency-Based Assessment Process

Upon submission of the Pre-assessment report by the training provider, MNSDA will check for all the necessary supporting documents and conduct Competency-Based Assessment through a National Assessor registered with MNSDA. It is important to note that any trainer involved in the training process is **not permitted** to conduct the assessment to maintain impartiality and integrity of the process.

The final Competency-Based Assessment conducted by MNSDA includes both:

- **Theory:** Evaluating students' knowledge and understanding of key theoretical aspects of the competency.
- **Practical:** Assessing hands-on skills and application of knowledge in real-world or simulated environments.

Once the assessment is completed, the National Assessor will send the Competency-Based Assessment Report to MNSDA.

Competency Status Requirement

For certification to be granted, the student must be officially declared "**Competent**" in each of the units of the programme by the National Assessor.

Conclusion

Competency-Based Assessment is a critical component in ensuring the quality and credibility of technical and vocational skills-based training. By adhering to the outlined procedure, MNSDA upholds the standards required to certify students who are fully prepared to meet industry demands.