



MAURITIUS QUALIFICATIONS AUTHORITY

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NATIONAL CERTIFICATE

LEVEL 3

IN

SECRETARIAL DUTIES

National Certificate Level 3 in Secretarial Duties

1. **Level:** 3
2. **Total Credits:** 116
3. **Review Date:** November 2025
4. **Access to qualification**

4.1 Entry Information

National Certificate of Education (NCE)/ 9th Grade of the Nine Year Continuous Basic Education

or

An alternative qualification at Level 2 of the NQF

4.2 Recognition of Prior Learning [RPL]

Applicant holding at least 3 years' experience in the field should apply for RPL on the prescribed Application Form.

4.3 Award of Qualification Requirements

Unit No.	Unit Standard Title	Level	Credit
1	Demonstrate knowledge of an overview of organisation	3	6
2	Demonstrate and apply ethics in the workplace	3	6
3	Demonstrate knowledge of team building process	3	6
4	Manage the reception area	3	6
5	Maintain personal presentation and hygiene in the workplace	3	6
6	Provide office reception services	3	6
7	Demonstrate knowledge of customer relationship	3	6
8	Receive, consult and direct visitors in a reception area	3	6
9	Provide customer service for international visitors	3	6
10	Demonstrate knowledge of and apply effective listening techniques and communicate information in a specified workplace	3	6
11	Maintain personal presentation and appropriate communication techniques	3	6

12	Deal with customer complaints	3	6
13	Demonstrate understanding and use of information and communication technologies	3	9
14	Demonstrate knowledge of record management systems within an organisation	3	6
15	Provide customer service	3	6
16	Provide a mail and communications service	3	6
Associated Studies			
17	Apply business communication skills	5	10
18	Perform calculations for the workplace	3	2
19	Provide first aid	3	2
20	Demonstrate knowledge of entrepreneurship development	3	2
21	Demonstrate knowledge of sustainable development	3	1
Total Credits		116	

5. Purpose

This qualification is intended for people wishing to pursue a career within the management sector. People awarded with this qualification are able to demonstrate knowledge of office administration, show familiarity with elements of electronics communication, basic communication techniques and knowledge of the role of the Secretary.