

<b>Domain Title:</b>          <b>Level: 3</b>	<b>Unit ID: 279</b>  <b>FRONT OFFICE OPERATIONS</b> <b>Process, file and retrieve hard copy documents as part of front office operations</b>	<b>Credits: 3</b>
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**Purpose**

This unit standard specifies the competency required to process, file and retrieve hard copy documents as part of front office operations.

**Special Notes**

1. Entry information

Prerequisite:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must be:

- placed under realistic time pressures
- use commercial equipment for both training and assessment.

There must be documented evidence of multiple occasions where the candidate has performed services.

3. All inspection, operation and maintenance procedures associated with the use of office equipment shall comply with establishment procedures and manufacturer’s instructions.

4. Glossary

- *Hard copy documents* may include but are not limited to internal and external documents such as memos, guest records, incoming and outgoing correspondence, reports, etc, that are not held electronically in any computer application.
- The term *establishment requirements* or procedures refers to any policy, procedure or agreed requirement, either written or oral, that is made known to the worker for use in their work.
- *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.

- *Specifications* refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
5. Regulations and legislation relevant to this unit standard include the following:
- Labour Act No 11 2007 as amended
  - Tobacco Products Control Act No 1 of 2010
  - The Social Security Act 1994
  - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

### **Quality Assurance Requirements**

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website [www.nta.com.na](http://www.nta.com.na)

### **Elements and Performance Criteria**

#### **Element 1: Process hard copy office documents**

##### **Range**

*Office equipment* may include but is not limited to photocopier, binding machine, collating machine.

*Basic technical maintenance* may include but is not limited to cleaning office equipment, checking cables for proper fit, replacing ink cartridges.

##### **Performance Criteria**

- 1.1 Documents are received and recorded in line with establishment procedures and within designated timeframes.
- 1.2 Documents are recorded and dispatched in line with establishment procedures and within designated timeframes.
- 1.3 Documents are copied, collated and bound in line with establishment procedures and within designated timeframes.
- 1.4 Office equipment is used correctly to process documents.
- 1.5 Malfunctioning office equipment is identified, rectified or reported promptly and in line with establishment procedures.

- 1.6 Manufacturer's troubleshooting guidelines are applied to rectify problems with office equipment.
- 1.7 Routine basic technical maintenance is performed to ensure office equipment is clean and operational.

**Element 2: File and retrieve hard copy office documents**

**Performance Criteria**

- 2.1 Documents are labeled or indexed, filed, stored and retrieved in line with establishment procedures.
- 2.2 Reference and index systems are updated in line with establishment procedures.

**Registration**

<b>Subfield:</b>	Hospitality and Tourism
<b>Date first registered:</b>	29 March 2007
<b>Date this version registered:</b>	15 November 2012
<b>Anticipated review:</b>	2017
<b>Body responsible for review:</b>	Namibia Training Authority