

Unit ID: 91	
Domain	OFFICE ADMINISTRATION
Title:	Communicate effectively with colleagues and clients in an office environment
Level: 1	Credits: 2

Purpose

This unit standard specifies the competencies required to communicate effectively with colleagues and clients in an office environment. The unit refers to competency in communication rather than the English language. It includes gathering, conveying and receiving information through verbal and written forms of communication. This unit standard is intended for those who work in an office environment.

Special Notes

1. Entry information
Prerequisite:
 - Unit 90 - *Follow workplace safety procedures in an office environment* or demonstrated equivalent knowledge and skills.
2. This unit standard is to be delivered and assessed in the context of office administration operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
3. To demonstrate competence, at a minimum, evidence is required of gathering, conveying and receiving information in an office environment, participating in workplace meetings and completing relevant work related documents.
4. Assessment evidence may be collected from a real workplace, a simulated real workplace or an appropriate simulated realistic environment in which office administration tasks are carried out.
5. Performance of all elements in this unit standard must comply with all relevant workplace requirements and /or manufacturer's specifications.
6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997.
 and all subsequent amendments.

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 on www.nta.com.na

Elements and Performance Criteria

Element 1: Gather, convey and receive instructions and information in an office environment

Performance Criteria

- 1.1 Verbal and written instructions are gathered, received and responded to in line with organisational procedures.
- 1.2 Instructions are conveyed accurately in simple English.
- 1.3 Information is received and conveyed in simple English.
- 1.4 Questions are used to gain additional information and to clarify understanding of instructions and information.
- 1.5 Instructions and information are dealt with in a confidential manner.

Element 2: Participate in simple meetings in an office environment

Performance Criteria

- 2.1 Correct processes for effective workplace meetings are identified and followed to pre-determined or agreed procedures.
- 2.2 Responses are sought and provided to others in the group.
- 2.3 Constructive contributions are made.
- 2.4 Goals or outcomes are identified and recorded for own purpose.

Element 3: Complete relevant work related documents

Range

Workplace documents include but are not limited to checklists, delivery dockets, data sheets, accident reports, diaries, registers and personnel related documents.

Documents related to conditions of employment may include but are not limited to performance appraisals, leave forms and staff development applications.

Performance Criteria

- 3.1 Documents related to conditions of employment are completed accurately and legibly.
- 3.2 Documents related to routine duties are completed accurately and legibly.

Registration Data

Subfield:	Business Services
Date first registered:	28 September 2006
Date this version registered:	28 September 2006
Anticipated review:	2011
Body responsible for review:	Namibia Training Authority