

<b>Domain</b>	<b>OFFICE ADMINISTRATION</b>	<b>Unit ID: 92</b>
<b>Title:</b>	<b>Follow effective work practices in an office environment</b>	
<b>Level: 1</b>		<b>Credits: 4</b>

### Purpose

This unit standard specifies the competencies required to follow effective work practices in an office environment. It includes planning and organising a personal daily work routine and demonstrating commitment and professionalism in an office environment. 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 identifying, prioritising and completing daily work tasks in an office environment.
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 performed.
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](http://www.nta.com.na)

## **Elements and Performance Criteria**

### **Element 1: Plan and organise daily work routine in an office environment**

#### **Range**

Tasks may include but are not limited to retrieving files, typing letters, recording messages, answering the telephone and greeting clients.

Resources may include but are not limited to stationery, office equipment, planning tools, people, manuals and computer software.

#### **Performance Criteria**

- 1.1 Tasks to be completed are identified and clarified with supervisor.
- 1.2 Tasks are prioritised according in line with organisational requirements.
- 1.3 Tasks are broken down into smaller achievable components.
- 1.4 Resources required to complete work tasks are identified.
- 1.5 Tasks and priorities are reviewed as required.
- 1.6 Tasks are completed satisfactorily within designated timelines.

### **Element 2: Demonstrate commitment and professionalism in an office environment**

#### **Range**

Personal example may include but is not limited to ethics, integrity, honesty, sincerity, manner and personal appearance, organisational protocol, listening, sensitivity, warmth, humour and empathy, responding to deadlines and returning calls promptly.

Learning and continuous improvement may include but are not limited to coaching and mentoring, participation at industry forums, workgroups, workshops and seminars, tertiary and technical training to upgrade skills and qualifications.

Ethical values may include but are not limited to respect for the law and justice, integrity, objectivity and impartiality, honesty, openness, trustworthiness and confidentiality, diligence, respect for individual differences, economy and efficiency.

#### **Performance Criteria**

- 2.1 Open, honest and ethical dealings with colleagues and clients are demonstrated through personal example.
- 2.2 Information is used sensitively and in the best interest of the company.
- 2.3 Strong commitment is made to achieving objectives while balancing personal and work commitments.

- 2.4 A commitment is made to learning and continuous improvement.
- 2.5 Respect for colleagues and clients are demonstrated through ethical values, honest actions and appropriate verbal and non-verbal language.
- 2.6 Cultural diversity is respected and promoted as an integral part of the industry.

### **Registration Data**

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