

Unit ID: 93		
Domain Title: Level: 1	OFFICE ADMINISTRATION Demonstrate basic word processing skills to perform administrative duties in an office environment	Credits: 6

Purpose

This unit standard specifies the competencies required to demonstrate basic word processing skills to perform administrative duties in an office environment. It includes the application of basic keyboard skills, the producing of a basic word processing document, retrieving, formatting and editing a document, using spelling and grammar functions, using the help function, printing a document and proofreading of a document. This unit standard is intended for those who work in an office environment.

Special Notes

1. Entry information
Prerequisites
 - Unit 90 - *Follow workplace safety procedures in an office environment* or demonstrated equivalent knowledge and skills.
2. To demonstrate competence, at a minimum, evidence is required of applying safe work practices and basic keyboard skills to produce and check accuracy of four basic documents. Evidence may be collected from typing letters, agendas, internal memorandums and notices at a typing speed of 15 words per minute.
3. Assessment evidence may be collected from a real workplace, a simulated real workplace or an appropriate simulated realistic environment in which office administration operations are carried out.
4. Office equipment may include but is not limited to computer, mouse, external devices, storage devices and basic computer applications.
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: Produce a basic word processing document

Performance Criteria

- 1.1 Word processing package is accessed.
- 1.2 Basic keyboard functions are identified.
- 1.3 Touch typing techniques are applied.
- 1.4 Document is saved in appropriate location.
- 1.5 Word processing application is closed and exited.

Element 2: Retrieve, format and edit a word processing document

Range

Formatting may include but is not limited to bold, italics, underline and alignment. Editing may include but is not limited to copy, paste, undo, redo, cut, move and insert.

Performance Criteria

- 2.1 Document is opened.
- 2.2 Document is formatted.
- 2.3 Document is edited.

Element 3: Use spelling and grammar functions

Performance Criteria

- 3.1 Spelling function is used to check document.

3.2 Grammar function is used to check document.

3.3 Thesaurus feature is used.

Element 4: Use the Help function in a word processing document

Performance Criteria

4.1 Help function is activated.

4.2 Basic search criteria are entered.

4.3 Results are displayed and applied.

Element 5: Print a Word processing document

Range

Basic trouble shooting procedures may include but limited to page orientation, print option, paper supply, power supply and cable connections.

Performance Criteria

5.1 Printing procedures are applied in line with specifications.

5.2 Basic troubleshooting procedures are applied.

Element 6: Check accuracy of document

Performance Criteria

6.1 Document is proof read to identify errors.

6.2 Document is amended, errors are corrected and final accuracy check is completed.

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