

	<b>Unit ID: 96</b>
<b>Domain</b>	<b>OFFICE ADMINISTRATION</b>
<b>Title:</b>	<b>Apply knowledge of enterprise to respond to basic customer enquiries in a office environment</b>
<b>Level: 1</b>	<b>Credits: 4</b>

**Purpose**

This unit standard specifies the competencies required to respond to basic customer enquiries. It includes identifying key functions and departments of the organisation as well as using information on the organisation to respond to basic customer enquiries. This unit standard is intended for people working 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. To demonstrate competence, at a minimum, evidence is required of correctly identifying key functions and departments within an organisation and applying office procedures within scope of responsibility.
3. Assessment activities may be performed at a workplace, simulated real workplace or an appropriate simulated environment in which administrative operations are carried out.
4. Performance of all elements in this unit standard must comply with all relevant workplace requirements and /or manufacturer's specifications.
5. 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: Identify key functions and departments of the organisation**

#### **Performance Criteria**

- 1.1 The key functions of the organisation are identified.
- 1.2 The names of all key departments are identified upon request.
- 1.3 The functions of all key departments are identified upon request.
- 1.4 The names of senior personnel in the organisation are identified upon request.
- 1.5 Sources of information on the functions of departments and personnel in the organisation are identified and accessed upon request.

### **Element 2: Use information on organisation to respond to basic customer enquiries**

#### **Range**

Office procedures may include but are not limited to dealing with clients and preparation and processing of documents.

#### **Performance Criteria**

- 2.1 Office procedures are identified and applied within scope of responsibility.
- 2.2 Knowledge of organisation is applied to respond to customer enquiries.
- 2.3 Enquiries outside area of responsibility are referred to designated department.

## **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