

	Unit ID: 100
Domain	OFFICE ADMINISTRATION
Title:	Maintain a reception area in an office environment
Level: 2	Credits: 2

Purpose

This unit standard specifies the competencies required to maintain an office reception area in an office environment. It includes implementing security procedures, cleaning and safekeeping of the reception area and maintaining displays in the reception area to promote the organisation corporate image. 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. To demonstrate competence, at a minimum, evidence is required of implementing security procedures, applying safekeeping regulations, maintaining a clean reception area and displaying corporate images and company brochures.
3. Assessment evidence may be collected from a real workplace or a simulated real workplace or an appropriate simulated realistic environment in which office administration 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

Elements and Performance Criteria

Element 1: Implement security procedures

Range

Security procedures may include but are not limited to handing in of firearms.

Performance Criteria

- 1.1 Signing in and signing out of visitors is applied in line with organisational procedures.
- 1.2 Visitors' cards and permits are issued and displayed in line with organisational procedures.
- 1.3 Security procedures are implemented in line with organisational procedures.

Element 2: Maintain a safe and clean reception area to promote corporate image

Range

Safety of reception area include but is not limited to ease of entry and exit, placement of furniture and fittings, avoidance of trip points, watering of plants and safety signage.

Performance Criteria

- 2.1 Safety of reception area is maintained in line with legislative and organisational procedures.
- 2.2 Cleanliness of reception areas is maintained in line with organisational requirements.
- 2.3 Corporate images and company brochures are displayed and updated in line with organisational procedures.
- 2.4 Display area is kept neat, tidy and clean at all times.

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