	Unit ID: 101
Domain	**OFFICE ADMINISTRATION**
Title:	**Communicate ideas and information in an office environment**
Level: 2	**Credits: 4**

Purpose

This unit standard specifies the competencies required to communicate ideas and information in an office environment. It includes gathering, conveying and receiving information and ideas and drafting and finalising correspondence. This unit standard is intended for people who work in 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 gathering information and ideas, conveying and receiving information and ideas, drafting and finalising routine correspondence. Assessment evidence of drafting two documents is required.

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: Gather, convey and receive information and ideas

Performance Criteria

1.1 Information required to achieve work responsibilities is collected from appropriate sources.

1.2 Appropriate methods and equipment are identified and selected for gathering, conveying and recording information and ideas.

1.3 Appropriate communication skills are applied to gather, convey and receive information.

1.4 Input from internal and external sources is sought and used to develop and refine new ideas and approaches.

1.5 Instructions and enquiries are responded to promptly in line with organisational requirements.

Element 2: Draft and finalise routine correspondence

Performance Criteria

2.1 Instruction to draft routine correspondence is received in line with organisational requirements.

2.2 Draft text is presented in clear and concise language according to organisational requirements.

2.3 Draft is formatted according to organisational requirements.

2.4 Final draft is presented in line with organisational requirements.

Registration Data

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