

	<b>Unit ID: 107</b>
<b>Domain</b>	<b>OFFICE ADMINISTRATION</b>
<b>Title:</b>	<b>Manage a diary as part of office procedures</b>
<b>Level: 2</b>	<b>Credits: 2</b>

### Purpose

This unit standard specifies the competencies required to manage a diary as part of office procedures. It includes management of a personal and manager's diary. It is intended for people 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 scheduling appointments, communicating diary information to respective parties and updating of a diary on a regular basis.
3. Office equipment may include, but is not limited to diaries, note books and computerized diaries.
4. 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.
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: Manage a diary as part of office procedures**

#### **Range**

Diary may include but is not limited to personal and manager's diary.

#### **Performance Criteria**

- 1.1 Diary information is noted neatly and legibly.
- 1.2 Appointments are scheduled and entered in diary.
- 1.3 Cancelled or postponed appointments are handled accordingly.
- 1.4 Diary information is communicated to respective parties.
- 1.5 Appointments are confirmed.
- 1.6 Alterations and additions are communication to all parties involved.
- 1.7 Diary is referred to on a daily basis as required.
- 1.8 Diary is updated regularly.

## **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