

	Unit ID: 108
Domain	OFFICE ADMINISTRATION
Title:	Receive and pass on messages in an office environment
Level: 2	Credits: 2

Purpose

This unit standard specifies the competencies required to receive and pass on messages in an office environment. 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 in which messages are received and conveyed and noted down in clear and concise language.
3. Assessment evidence may be collected from a real workplace or a simulated real workplace or an appropriate simulated realistic 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.

Elements and Performance Criteria

Element 1: Receive oral and written messages

Performance Criteria

- 1.1 Oral or written information is received and interpreted.
- 1.2 Key details of message are confirmed with sender.

Element 2: Draft message and convey information

Performance Criteria

- 2.1 Message is recorded in written or electronic form.
- 2.2 Message is written using clear and concise language.
- 2.3 Message is forwarded to respective person within specified timeframe.

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