

	Unit ID: 110
Domain	OFFICE ADMINISTRATION
Title:	Respond to enquires in an office environment
Level: 2	Credits: 3

Purpose

This unit standard specifies the competencies required to respond to enquiries in an office environment. It includes apply knowledge of an organisation, providing relevant information, redirecting inquiries and taking follow-up action. This unit standard 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 knowledge of the organisation is understood and applied, relevant information is provided to the enquirer, inquiries are handled and the necessary follow-up action is taken.
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: Apply knowledge of organisation

Performance Criteria

- 1.1 Key functions, personnel and departments in organisations are identified.
- 1.2 Office procedures and their applications are identified.

Element 2: Provide relevant information

Performance Criteria

- 2.1 Enquiries from internal and external customers on organisations products and services are dealt with promptly and courteously.
- 2.2 Details of enquiry are established by using effective interpersonal communication.
- 2.3 Problems are anticipated and details clarified.
- 2.4 Relevant information is provided to enquirer within scope of responsibility.

Element 3: Redirect inquiries

Performance Criteria

- 3.1 Enquiries beyond personal knowledge or scope of responsibility are referred to the respective person.
- 3.2 Problems associated with customer inquiries are clarified, discussed and solved.

Element 4: Take follow-up action

Performance Criteria

- 4.1 Additional information on organisations products and services is obtained and forwarded to enquirer, as requested.

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