

<b>Unit ID: 115</b>
<b>Domain</b>
<b>Title:</b>
<b>OFFICE ADMINISTRATION</b>
<b>Collect and provide information to facilitate communication flow as part of office procedures</b>
<b>Level: 3</b>
<b>Credits: 4</b>

### **Purpose**

This unit standard specifies the competencies required to collect and provide information to facilitate communication flow. It includes responding to oral and written requests and drafting of formal correspondence. 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, requires evidence of receiving and recording requests, drafting, finalising and filing formal correspondence. Evidence of drafting two types of documents is required for assessment purposes.
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](http://www.nta.com.na)

## **Elements and Performance Criteria**

### **Element 1: Respond to oral and written requests**

#### **Range**

Resources include speaking to others, written resources and observation.

#### **Performance Criteria**

- 1.1 Requests are received and recorded.
- 1.2 Information is located by internal and external resources.

### **Element 2: Draft formal correspondence**

#### **Range**

Correspondence may include but is not limited to memorandums, letters, notices and agendas.

#### **Performance Criteria**

- 2.1 Relevant information to be included in information is obtained.
- 2.2 Information is drafted into format for presentation according to organisational requirements.
- 2.3 Correspondence is edited.
- 2.4 Draft is presented to respective person for approval.
- 2.5 Signature is obtained, if necessary.
- 2.6 Correspondence is filed.

## **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