

Domain	OFFICE ADMINISTRATION	Unit ID: 121
Title:	Plan and write office documents as part of office procedures	
Level: 3		Credits: 4

Purpose

This unit standard specifies the competencies required to write basic documents as part of office procedures. It includes planning a document, drafting and review a document and finalising a document. 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 of planning, drafting, reviewing and finalising formal correspondence, as well as internal and workplace documents. Documents may include but is not limited formal correspondence and internal workplace related reports regarding personnel issues and procurement. Evidence of two 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 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: Plan document

Performance Criteria

- 1.1 Audience and purpose is determined.
- 1.2 Format and structure of document is determined according to organisational requirements.
- 1.3 Key points for inclusion are established.
- 1.4 Communication style is established.

Element 2: Draft document

Performance Criteria

- 2.1 Draft document is developed to communicate key points.
- 2.2 Additional information required is obtained and included.
- 2.3 Draft is sequenced and structured.

Element 3: Review document

Performance Criteria

- 3.1 Draft is reviewed for suitability regarding audience, purpose, format and communication style.
- 3.2 Draft is proofread.

Element 4: Finalise document

Performance Criteria

- 4.1 Necessary changes are made and reviewed.
- 4.2 Document is forwarded to respective person.
- 4.3 Document is copied and filed in line with organisational requirements.

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