

Domain	OFFICE ADMINISTRATION	Unit ID: 126
Title:	Organise travel arrangements as part of office procedures	
Level: 4		Credits: 5

Purpose

This unit standard specifies the competencies required to organise travel arrangements as part of office procedures. It includes organising itineraries for domestic and overseas trips, making of travel arrangements, and arranging of credit facilities. 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 minimum, evidence is required of organising domestic and overseas itineraries, making travel arrangements, preparing travel documentation and arranging credit facilities 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. All inspection, operations and maintenance procedures associated with the use of equipment shall comply with manufacturer's specifications and workplace requirements.
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

Elements and Performance Criteria

Element 1: Organise itinerary for domestic and overseas trips

Range

Itineraries may include but are not limited to appointments, arrival and departure times, accommodation, transport arrangements, arrangements for meals, required documentation for each appointment, contact names and numbers of all people involved and suggested leisure activities.

Travel demands may include but are not limited to mode and class of travel, transport timetables, connections and transfers, time differences, budget, available accommodation, class of accommodation, time management.

Traveller occupational health and safety may include but are not limited to time between appointments, limit on total appointments per day, travelling time to reach venues, time for connections and transfers, limit on total amount of travel per day, rest periods, lunch breaks, leisure time. Telephone and communication options are identified.

Meeting documentation may include but are not limited to overhead transparencies, electronic presentations, promotional brochures, product samples, catalogues, work completed for the client, product samples/prototypes, business proposals, tenders, reports, contracts, meeting papers, presentation kits, office supplies, laptops, computer software, mobile phone, teleconferencing equipment. Safety and security conditions are checked.

Performance Criteria

- 1.1 Purpose of travel, budgets and meeting requirements and travel preferences are confirmed.
- 1.2 Contact details and meeting arrangements are identified and confirmed.
- 1.3 Daily itineraries are prepared in accordance with meeting requirements, travel demands and occupational health and safety requirements for traveller.
- 1.4 Itinerary and meeting documentation are dispatched to traveller prior to departure.
- 1.5 Safety and security conditions are checked prior to travel arrangements.

Element 2: Make travel arrangements

Range

Travel documentation may include but are not limited to passports, visas, insurance, health/medical documents, travel itinerary, timetables, maps, accommodation guides, travel vouchers, business schedule, meeting agenda, list of contacts.

Communication arrangements may include, but are not limited to points of contact, mobile access, email and facsimile access.

Performance Criteria

- 2.1 Bookings are made according to organisational requirements.
- 2.2 Travel documentation is identified and arranged.
- 2.3 Travel arrangements are confirmed.
- 2.4 Travel details and itinerary are recorded.
- 2.5 Communication arrangements are negotiated and confirmed with traveller according to organisational requirements.

Element 3: Arrange credit facilities for travellers

Range

Methods of payment may include but are not limited to organisational accounts, purchase orders, company credit cards, reimbursement by company, cash advances, special arrangements between organisation and individual suppliers.

Credit arrangements may include but are not limited to debit/credit cards, currency, traveller's cheques and electronic transfers.

Performance Criteria

- 3.1 Methods of payment are verified and confirmed.
- 3.2 Credit arrangements are made according to organisational requirements.

Registration Data

Subfield:	Business Services
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