

Domain	Unit ID: 129
Title:	OFFICE ADMINISTRATION
	Plan and write a complex document as part of office procedures
Level: 4	Credits: 6

Purpose

This unit standard specifies the competencies required to plan and write complex documents as part of office procedures. It includes planning a document, drafting and preparing of final text and producing 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 of planning, drafting and producing two documents is required for assessment purposes. Documents may include but are not limited to submissions, reports and tender documents.
3. Assessment evidence maybe 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: 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.
- 1.5 Categories and logical sequences of data, information and knowledge to achieve document objectives are determined.

Element 2: Draft text

Performance Criteria

- 2.1 Available data, information and knowledge are reviewed and organised according to proposed structure and content.
- 2.2 Data, information and knowledge is aggregated, interpreted and summarised to prepare text that satisfies document purpose and objectives.
- 2.3 Graphics are included if necessary.
- 2.4 Outstanding information is identified and located.
- 2.5 Text is drafted according to document and organisational requirements.
- 2.6 Language appropriate to the audience is used.

Element 3: Prepare final text

Performance Criteria

- 3.1 Draft texts are reviewed to ensure objectives and requirements are met.
- 3.2 Grammar, spelling and style are checked for accuracy and punctuation.
- 3.3 Draft texts are approved by respective person.
- 3.4 Text amendments are processed as required.

Element 4: Produce document

Range

Design elements refer to page size, page shape, fonts, use and amount of colour, headings, lists and tables, templates, logos, justification and alignment, etc.

Performance Criteria

- 4.1 Design elements are chosen for documents appropriate to audience and purpose and organisational requirements.

4.2 Documents are checked for accuracy and correctness.

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