

		Unit ID: 101
Domain	OFFICE ADMINISTRATION	
Title:	Communicate information in an office environment	
Level: 2	Credits: 6	

### **Purpose**

This unit standard is intended for those who communicate information in an office environment. People credited with this unit standard are able to gather, convey and receive information; receive oral and written messages; draft messages and convey information; and draft and finalise routine correspondence.

This unit standard is intended for people who carry out administrative functions in office environment.

### **Special Notes**

1. Entry information

Prerequisite:

- Unit 1157 - *Demonstrate basic knowledge of workplace health and safety* or demonstrated equivalent knowledge and skills.

2. To demonstrate competence, at a minimum, evidence is required of gathering information and ideas, conveying and receiving information and ideas, drafting and finalising routine correspondence. Assessment evidence of drafting two documents is required.
3. Assessment evidence may be collected from a real workplace or a simulated real workplace in which office administration operations are carried out.
4. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, practical unit standards in this Subfield.
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. 11, 2007
  - Occupational Health and Safety Regulations, 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: Gather, convey and receive information**

#### **Performance Criteria**

- 1.1 Information required to achieve work responsibilities is collected and/or received from appropriate sources.
- 1.2 Appropriate methods and equipment are identified and selected for gathering, conveying and recording information.
- 1.3 Appropriate communication skills are applied to gather, convey and receive information.
- 1.4 Input from internal and external sources is sought and used to develop and refine new ideas and approaches.
- 1.5 Instructions and enquiries are responded to promptly in line with organisational requirements.

### **Element 2: Receive oral and written messages**

#### **Performance Criteria**

- 2.1 Oral or written information is accurately received and interpreted.
- 2.2 Key details of message are confirmed with sender.

### **Element 3: Draft message and convey information**

#### **Performance Criteria**

- 3.1 Message is recorded in written or electronic form.
- 3.2 Message is written using clear and concise language.
- 3.3 Message is forwarded to respective person within specified timeframe.

#### **Element 4: Draft and finalise routine correspondence**

##### **Range:**

Routine correspondence may include but not limited to memorandum, notices, fax cover sheets, telephone message pads, email messages.

##### **Performance Criteria**

- 4.1 Instruction to draft routine correspondence is received in line with organisational requirements.
- 4.2 Draft text is presented in clear and concise language with spelling, punctuation and grammar corrected in line with organisational requirements.
- 4.3 Draft is formatted according to organisational requirements.
- 4.4 Final draft is presented in line with organisational requirements.

#### **Registration Data**

<b>Subfield:</b>	Business services
<b>Date first registered:</b>	28 September 2006
<b>Date this version registered:</b>	28 March 2018
<b>Anticipated review:</b>	2023
<b>Body responsible for review:</b>	Namibia Training Authority