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| National Vocational Certificate in Business Services (Office Administration) (Level 1) |
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Level of qualification: 1

| | Compulsory | Elective |
|----------------------------------|-------------------|-----------------|
| level 1 credits available | 80 | - |
| minimum totals required | 80 | - |

Registration date: 28 March 2018

Scheduled review date: 2023

Body responsible for the qualification: Namibia Training Authority through the Financial and Business Services Industry Skills Committee

Other bodies whose unit standards are included in the qualification:

None

1 Purpose

This qualification recognises people who have, or wish to have the competencies required in the administration function of an organisation. It is awarded to people who have demonstrated the skills, knowledge and attitude required to perform basic office administration tasks that involves communicating effectively with colleagues and clients; filing and retrieving of documents; applying knowledge of the organisation; using of office equipment; and demonstrating basic word processing skills in performing office administration duties. They further have a good understanding of fundamental computer literacy skills, basic numeracy skills, financial literacy skills, entrepreneurship skills, and knowledge of HIV and AIDS and workplace health and safety.

This qualification is intended to enhance the provision of entry-level service within the field of administration in all business sectors and leads to the National Vocational Certificate in Business Services (Office Administration) (Level 2).

2 Regulations for the qualification

2.1 Summary of qualification requirements

The entry requirement for this qualification is the ability to demonstrate basic communication skills in the English language and numeracy.

This qualification will be awarded to people who are credited with 80 credits and have met the requirements of the compulsory sections.

2.2 detailed qualification requirements

Compulsory

All the unit standards listed below are required.

FIELD: Business, Commerce and Management Studies
Subfield: Business Services
Domain: Office Administration

| Unit No. | Unit Standard Title | Level | Credits |
|----------|--|-------|---------|
| 91 | Communicate effectively with colleagues and clients in an office environment | 1 | 3 |
| 92 | Follow effective work practices in an office environment | 1 | 4 |
| 93 | Demonstrate basic word processing skills to perform administrative duties in an office environment | 1 | 6 |
| 95 | File and retrieve documents in an office environment | 1 | 5 |
| 96 | Apply knowledge of an organisation to respond to basic customer enquiries in an office environment | 1 | 4 |
| 97 | Demonstrate and apply knowledge of office equipment | 1 | 7 |
| 98 | Demonstrate knowledge of teamwork | 1 | 3 |

AND

FIELD: Physical, Mathematical and Computer Sciences
Subfield: Information Communication Technology
Domain: Computing Fundamentals

| Unit No. | Unit Standard Title | Level | Credits |
|----------|--|-------|---------|
| 1156 | Apply fundamental computer literacy skills | 1 | 8 |

AND

FIELD: Physical, Mathematical and Computer Studies
Subfield: Numeracy
Domain: Foundation Numeracy Skills

| Unit No. | Unit Standard Title | Level | Credits |
|----------|--|-------|---------|
| 1153 | Apply basic numeracy skills in a workplace environment | 1 | 5 |

AND

FIELD: Physical, Mathematical and Computer Studies
Subfield: Finance
Domain: Foundation Financial Skills

| Unit No. | Unit Standard Title | Level | Credits |
|----------|---------------------------------------|-------|---------|
| 1154 | Apply basic financial literacy skills | 1 | 4 |

AND

FIELD: Health Sciences and Social Services
Subfield: Core Health
Domain: HIV and AIDS awareness

| Unit No. | Unit Standard Title | Level | Credits |
|----------|---|-------|---------|
| 1155 | Demonstrate basic awareness of HIV and AIDS | 1 | 6 |

AND

FIELD: Health Sciences and Social Services
Subfield: Preventive Health
Domain: Occupational Health and Safety

| Unit No. | Unit Standard Title | Level | Credits |
|----------|--|-------|---------|
| 1157 | Demonstrate basic knowledge of workplace health and safety | 1 | 7 |

AND

FIELD: Business, Commerce and Management Studies
Subfield: Business Development
Domain: Entrepreneurship

| Unit No. | Unit Standard Title | Level | Credits |
|----------|-------------------------------------|-------|---------|
| 1158 | Apply basic entrepreneurship skills | 1 | 5 |

AND

FIELD: Communication Studies and Languages
Subfield: Communication Skills
Domain: Foundation Communication Skills

| Unit No. | Unit Standard Title | Level | Credits |
|----------|---|-------|---------|
| 1150 | Apply basic reading skills in a workplace environment | 1 | 3 |
| 1151 | Interact with others in a workplace environment | 1 | 5 |
| 1152 | Use workplace documents | 1 | 5 |

3 Credit recognition and transfer arrangements

Credits for any version of a unit standard of the same identification number will be recognised in the award of this qualification.

4 Special arrangements

Providers seeking registration and/or accreditation to deliver this qualification must meet the following special arrangements:

1. Providers involved in the assessment of this qualification and the associated unit standards must comply with the national assessment framework for the VET system up to and including level 5 of the National Qualifications Framework.
Assessment arrangements apply to all occupations and industries which are encompassed in the vocational education and training sector.
2. Providers of this qualification and the associated unit standards must be registered and/or accredited.
3. Providers of this qualification and the associated unit standards must have access to all equipment and facilities detailed in the tools and equipment list of the relevant training program.
4. Competencies covered in this qualification may be assessed through Recognition of Prior Learning (RPL).
5. Further relevant information and documentation may be accessed through:

Namibia Training Authority

Rand Street

Khomasdal

Namibia

Telephone number: 061 - 2078 550

Facsimile number: 061 - 2078 551

Web: www.nta.com.na

5 Transition arrangements

5.1 Non National Qualifications Framework transition

None.

5.2 National Qualifications Framework transition

Version 2

This qualification was updated and issued as Version 2 in 2018.

This version reflects changes in titles, levels and credits to unit standards arising from the Review of the Business Services (Office Administration) qualification conducted in 2013-2016. Any version of a unit standard contained within this qualification which retains its original unit standard identification number will continue to meet the requirements of this qualification.

Version 1 of this qualification will not be awarded as from 31 December 2020. People currently enrolled in training which is based on Version 1 of this qualification are advised to transfer their existing credit awards to this version of the qualification at any time during 2019 and beyond.

People holding the earlier version of this qualification will continue to have their qualification recognised within the Finance and Business Services industry in terms of meeting relevant career and further learning entry and/or progression requirements.