

National Vocational Certificate in Business Services (Office Administration) (Level 2)

Level of qualification: 2

	Compulsory	Elective
level 2 credits available	59	-
minimum totals required	59	-

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 administrative tasks related to handling of office mails; delivering services to customers; maintaining reception areas; communicating information in an office environment; processing customer feedback; demonstrating intermediate word processing skills; accessing and securing records; managing diaries; operating and maintaining office equipment; completing routine financial documents; and maintaining office records on a database programme.

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 3).

2 Regulations for the qualification

2.1 Summary of qualification requirements

The entry requirement for this qualification is the National Vocational Certificate in Business Services (Office Administration) (Level 1).

This qualification will be awarded to people who are credited with 59 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 ID	Unit Standard Title	Level	Credits
94	Handle office mail in an office environment	2	6
99	Deliver a service to customer and provide feedback in an office environment	2	6
100	Maintain a reception area in an office environment	2	4
101	Communicate information in an office environment	2	6
103	Process customer feedback as part of office procedures	2	3
104	Demonstrate intermediate word processing skills to perform administrative duties in an office environment	2	8
106	Access and secure records as part of office procedures	2	4
107	Manage a diary as part of office procedures	2	4
109	Operate and maintain office equipment as part of office operations	2	6
111	Complete routine financial documents in an office environment	2	4
112	Maintain office records on a database programme in an office environment	2	8

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

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

4.1.1 This qualification will be offered to trainees **either** including a 6 months' period of **industrial/job attachment**, **or** as an **apprenticeship scheme** of a duration determined and agreed upon by the employer and the training provider on a ratio of 70/30 (70% at workplace and 30% at Training institution) basis.

Industrial/job attachment is defined as a period in a workplace setting where a trainee obtains structured practical experience in a specific occupation in order to complement competencies acquired during training at a technical vocational training provider (TVTP).

Apprenticeship refers to the system of work integrated learning, where an apprentice is employed by a company on contractual basis, earning a monthly salary, learning and working side-by-side with an experienced mentor. In this case the employer must be an NTA approved entity (company) to register apprentices and has to identify a suitable training provider to provide the apprentice with the opportunity to gain skills and knowledge from theoretical training.

Employers and training providers are encouraged to consult the **National Policy On Work-Integrated Learning (WIL) for Technical and Vocational Education and Training (TVET)** Sector for further details on WIL implementation.

4.1.2 Providers involved in the assessment of this qualification and the associated unit standards must comply with the national assessment framework for the TVET system up to and including level 5 of the National Qualifications Framework. Assessment will include performance and achievement assessment acquired through work integrated learning periods.

Assessment arrangements apply to all occupations and industries which are encompassed in the technical vocational education and training sector.

4.1.3 Providers of this qualification and the associated unit standards must be registered and/or accredited.

4.1.4 Providers of this qualification and their associated unit standards must have access to all equipment and facilities detailed in the tools and equipment list of the relevant training program.

4.2 Competencies covered in this qualification may be assessed through Recognition of Prior Learning (RPL).

- 4.3 Further relevant information and documentation may be accessed through:

Namibia Training Authority
10 Rand Street
Komasdal
Namibia
Telephone number: 061 207 8550
Facsimile number: 061 207 8551

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.