

<b>National Vocational Certificate in Business Services (Office Administration) (Level 3)</b>
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**Level of qualification: 3**

	<b>Compulsory</b>	<b>Elective</b>
<b>level 2 credits available</b>	<b>24</b>	<b>-</b>
<b>level 3 credits available</b>	<b>33</b>	<b>-</b>
<b>minimum totals required</b>	<b>57</b>	<b>-</b>

**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 coordinating work schedules; monitoring and maintaining stock levels; demonstrating advanced word processing skills; producing presentation documents; producing basic documents in a desktop publishing application; operating basic functions of a spreadsheet application; providing efficient and secure reception services; and planning and writing office documents to facilitate communication flow as part of office procedures.

This qualification is intended to enhance the provision of service within the field of administration in all business sectors and leads to the National Vocational Certificate in Business Services (Office Administration) (Level 4).

## **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 2).

This qualification will be awarded to people who are credited with 57 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
113	Coordinate own work schedule with that of others to achieve team goals as part of office procedures	3	3
116	Monitor and maintain stock levels in an office environment	3	7
117	Demonstrate advanced word processing skills to perform administrative duties in an office environment	3	10
118	Produce a presentation document as part of office procedures	2	8
119	Produce a basic document in a desktop publishing application as part of office procedures	2	8
120	Operate basic functions of a spreadsheet application as part of office procedures	2	8
121	Plan and write office documents to facilitate communication flow as part of office procedures	3	7
1791	Provide an efficient and secure reception services	3	6

### 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

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.