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|  | **Unit ID: 121** |
| **Domain** | **OFFICE ADMINISTRATION** |
| **Title:** | **Prepare correspondence to** **facilitate communication flow as part of office procedures** |
| **Level: 3** | **Credits: 7** |

# Purpose

This unit standard is intended for those who prepare correspondence to facilitate communication flow as part of office procedures. People credited with this unit standard are able to plan correspondence;prepare correspondence; review correspondence forward correspondence.

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

# Special Notes

1. Entry information

Prerequisite:

* + Unit 1157 *- Demonstrate basic knowledge of workplace health and safety*
  + Unit 101 – *Communicate information in an office environment* or demonstrated equivalent knowledge and skills.

1. To demonstrate competence, at a minimum, evidence is required of planning, drafting, reviewing and finalising formal correspondence, as well as internal and workplace documents. Evidence of drafting two types of documents is required for assessment purposes.

1. Assessment evidence may be collected from a real workplace or a simulated real workplace in which administrative operations are carried out.

1. 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.

1. Performance of all elements in this unit standard must comply with all relevant workplace requirements.

1. 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 who 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 on [www.namqa.org](http://www.namqa.org) and the Namibia Training Authority on www.nta.com.na

**Elements and Performance Criteria**

**Range:**

**Correspondence** may include, but not limited to, memorandum; letters, submission; emails; reports; agendas; notice; and circulars.

**Element 1: Plan correspondence**

# Performance Criteria

1.1 Audience and purpose of correspondence is determined.

1.2 Format and structure of correspondence is determined according to organisational requirements.

1.3 Relevant information to be included in correspondence is sought and captured.

# Element 2: Prepare correspondence

# Performance Criteria

2.1 Template for writing correspondence is obtained as per organisational requirements.

2.2 Draft correspondence is prepared in logical sequence to communicate main points.

2.3 Additional information required is included, if necessary.

**Element 3:** **Review correspondence**

# Performance Criteria

3.1 Draft correspondence is proofread and amended if necessary.

3.2 Wording in correspondence complies as per organisational requirements.

**Element 4: Forward correspondence**

# Performance Criteria

4.1 Correspondence is signed in compliance with the organisational procedures.

4.2 Correct method of distribution for correspondence is determined and forwarded to respective person.

4.3 Correspondence is copied and filed in line with organisational requirements.

# Registration Data

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| **Subfield:** | Business Services |
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| **Date first registered:** | 28 September 2006 |
| **Date this version registered:** | 28 March 2018 |
| **Anticipated review:** | 2023 |
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| **Body responsible for review:** | Namibia Training Authority |