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|  |  | **Unit ID: 92** |
| **Domain** |  | **OFFICE ADMINISTRATION** |
| **Title:** |  | Follow effective work practice in an office Environment |
| **Level: 3** |  | **Credits: 3** |

# Purpose

This unit standard is intended for those who follow effective work practices in a business environment. People credited with this unit standard can plan and organise daily work routine in an office environment; and demonstrate commitment and professionalism in an office environment.

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

# Special Notes

1. Entry information

Prerequisite:

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

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. To demonstrate competence, at a minimum as well as, evidence is required to identify, prioritiese and completee daily work tasks in an office environment.

1. Assessment evidence may be collected from a real workplace and a simulated real workplace in which office administration tasks are performed.

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 as amended
   * 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

**Element 1: Plan and organise daily work routine in an office environment**

## Range

Tasks may include but are not limited to, housekeeping, retrieving files, typing documents, recording messages, managing diary, answering the telephone and receiving clients.

Resources may include but are not limited to stationery, office equipment, planning tools, people, manuals, money and computer software.

## Performance Criteria

* 1. Tasks to be completed are identified and prioritised in consultation

with supervisor.

1.2 Tasks scheduled is developed outlining specific duties and timelines in line

with organisational requirements.

1.3 Resources required to complete tasks are organised and assigned.

1.4 Priority tasks are reviewed as required and completed satisfactorily within

designated timelines.

**Element 2: Demonstrate commitment and professionalism in an office environment**

## Range

Values may include but is not limited to ethics, integrity, professionalism, teamwork, accountability, commitment and customer centric.

Professional Etiquette may include manner and personal appearance, organizational protocol, listening, sensitivity, warmth, humor and empathy.

Learning and continuous improvement may include but are not limited to coaching and mentoring, participation at industry forums, workgroups, workshops and seminars, tertiary and technical training to upgrade skills and qualifications.

Ethical values may include but are not limited to respect for the law and justice, integrity, objectivity and impartiality, honesty, openness, trustworthiness and confidentiality, diligence, respect for individual differences, economy and efficiency.

## Performance Criteria

2.1 Work ethic in dealing with colleagues and clients is applied through organisational values.

2.2 Work related information is used and kept confidential in the best interest

of the organization.

2.3 Personal and work commitments are differentiated and applied to maintain work-life balance and enhance productivity.

2.4 Professional development opportunities are identified and committed to,

for continuous improvement.

2.5 Cultural diversity is demonstrated as an integral part of the organisation.

# 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 |