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|  | **Unit ID: 96** |
| **Domain** | **OFFICE ADMINISTRATION** |
| **Title:** | **Apply knowledge of an organisation’s operations in an office environment** |
| **Level: 2** | **Credits: 3** |

# Purpose

This unit standard is intended for those who apply knowledge of an organisation’s operations in an office environment. People credited with this unit standard are able to identify key departments and functions of the organisation; and use information on the organisation to respond to basic customer enquiries.

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* or demonstrated equivalent knowledge and skills.

1. To demonstrate competence, at a minimum, evidence is required for correctly identifying key departments and functions within an organisation.

1. Assessment activities may be performed at a real workplace or simulated real workplace in which administrative operations are carried out.

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

Office procedures may include but are not limited to dealing with clients and preparation and processing of documents.

**Element 1: Identify key departments and functions of the organisation**

## Performance Criteria

1.1 Structure of the organisation is identified.

1.2 Key functions of the organisation are described.

1.3 Names and functions of all departments are outlined.

1.4 Sources of information on the functions of departments and personnel in the organisation are

identified and accessed.

1.5 Office procedures are explained and applied within the scope of responsibility.

1.6 Inquiries outside areas of responsibility are referred to designated department.

# 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 |

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