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|  | **Unit ID: 05** |
| **Domain** | **OFFICE TECHNOLOGY MANAGEMENT** |
| **Title:** | **Conduct research as an office administrator** |
| **Level: 5** | **Credits: 10** |

**Purpose**

This unit standard is intended for those who conduct research as an office administrator. People credited with this unit standard can plan a project**;** coordinate project resources;communicate and manage stakeholders expectations; monitor and execute a project.

The 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. Assessment evidence may be collected from a real workplace or a simulated real workplace in which office administration operations are carried out.

1. Performance of all elements in this unit standard must comply with all relevant workplace requirements and /or manufacturer’s specifications.

6. 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](http://www.nta.com.na)

**Elements and Performance Criteria**

**Element 1: Plan a project**

**Performance Criteria**

1.1 Project objectives, scope, and deliverables are explained in alignment with organisational goals.

1.2 Project plan tasks, timelines, milestones, and resource requirements are outlined.

1.3 Potential risks are identified.

1.4 Risk mitigation strategies are outlined to address potential challenges.

**Element 2:** **Coordinate project resources**

**Range**

**Performance Criteria**

2.1 Necessary project tools and resources are identified.

2.2 Resource management plan is administered to ensure efficient utilization.

2.3 Utilisation of resources is monitored and adjusted when necessary to maintain project progress.

**Element 3: Communicate and manage stakeholders’ expectations**

**Performance Criteria**

3.1 Communication plan is developed to keep stakeholders informed and engaged throughout the project lifecycle.

3.2 Regular project meetings are facilitated to discuss progress, address issues, and update stakeholders.

3.3 Stakeholder expectations are managed and any concerns or conflicts that arise during the project are addressed.

**Element 4: Monitor and execute a project**

**Performance Criteria**

4.1 Project activities are implemented and monitored to ensure timely completion.

4.2 Resources and Project management tools used to track progress, manage schedules and update task statuses are monitored.

4.3 Project performance is monitored against established metrics and corrective action is taken as needed.

**Registration Data**

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| **Subfield:** | Business Services |
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| **Date first registered:** |  |
| **Date this version registered:** |  |
| **Anticipated review:** |  |
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| **Body responsible for review:** | Namibia Training Authority |