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|  | **Unit ID: 122**  |
| **Domain**  |  **OFFICE TECHNOLOGY MANAGEMENT**  |
| **Title:**  | **Coordinate teamwork as part of office** **procedures**  |
| **Level: 5** |  **Credits: 8**  |

# Purpose

This unit standard is intended for those who coordinate team work as part of office procedures. People credited with this unit standard are able to plan teamwork; allocate tasks to team members; monitor team performance; and identify training needs of team members.

This unit standard is intended for people who carry out activities that requires participation of teamwork 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 of organising and planning team work, allocating tasks and responsibilities to team members, monitoring and reporting on team performance and identifying training needs.

1. Assessment evidence may be collected from a real workplace or a simulated real workplace in which office administration 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 and /or manufacturer’s specifications.

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

# Elements and Performance Criteria

**Element 1: Plan teamwork**

## Performance Criteria

1.1 Goals, timelines and responsibilities of a team are discussed and agreed upon with superior.

1.2 Team members are identified and selected as per expertise.

1.3 Strategies for setting goals of the team are identified, as per organisational requirement.

1.4 Resources required for the project are identified as per the project requirements.

1.5 Standards of performance area required are established by team and individuals.

1.6 Reporting requirements of the tasks are determined in line with organisational requirements.

**Element 2: Allocate tasks to team members**

## Performance Criteria

2.1 Tasks and responsibilities are allocated to team members as per their expertise.

2.2 Strategies for achieving goals are discussed and agreed upon by team.

2.3 Timeframe for individual tasks are set, as per project objectives.

2.4 Ethical principles and standards are explained and applied, as per organisational code of conduct.

**Element 3: Monitor team performance**

## Performance Criteria

3.1 Agreed timeframe for completion of tasks are reviewed timeously.

3.2 Alternative strategies to achieve team tasks are identified and implemented if necessary.

3.3 Individual tasks are presented for feedback purposes.

3.4 Standards of performance areas and reporting requirements are reviewed.

**Element 4: Identify training needs of team members**

## Performance Criteria

4.1 Training needs of team members are identified, and training is provided in line with organisational requirements.

4.2 Resources necessary for training are sought and assigned to facilitate training.

# 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  |