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|  | **Unit ID: 91**  |
| **Domain**  |  **OFFICE TECHNOLOGY MANAGEMENT**  |
| **Title:**  | **Communicate effectively with stakeholders in a business environment**   |
| **Level: 3**  |  **Credits: 4**  |

# Purpose

This unit standard is intended for those who communicate effectively with stakeholders in a business environment. People credited with this unit standard are able t gather, convey and receive instructions and information in a business environment, Demonstrate knowledge of effective communication process in a business environment, Prepare relevant work- related documents

This unit standard is intended for people who work in the business 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, evidence is required of gathering, conveying and receiving information, participating in workplace meetings and completing relevant work related documents in an office environment.

1. Assessment evidence may be collected from a real workplace or a simulated real workplace in which office administration tasks are carried out. These tasks should be performed using appropriate tools and equipment, not limited to telephone, scanner, mobile phone, computer, switchboard and fax machines.

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 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: Gather, convey and receive instructions and information in a business environment**

## Performance Criteria

* 1. Types of communication used to gather, convey and receive instructions and information are identified and explained.
	2. Methods of gathering information are explained and demonstrated in a business environment.
	3. Instructions and information related to communication are gathered and conveyed accurately as per organisation guidelines.

1.4 Questions are used to gain additional information to clarify given instructions.

1.5 Instructions and information are handled in a confidential manner as per organisational guidelines.

1.6 Telephone etiquette and switchboard skills are demonstrated as per organisational guidelines.

**Element 2:**  **Demonstrate knowledge of effective communication process in a business**

**environment**

**Range**

Communication processes include, but are not limited to, encoding, medium of transmission, decoding and feedback.

Corporate engagements include, but are not limited to, meetings, events, trade fairs, workshops, training and campaigns.

## Performance Criteria

2.1 Steps of communication processes for effective corporate engagement are outlined and

 followed.

2.2 Responses are sought and provided to related stakeholders.

2.3 Constructive contributions during corporate engagement are provided and noted to ensure progress, positive interactions and achieve goals.

2.4 Relevant feedback is provided to related stakeholders to address current needs and

 implemented effectively.

**Element 3: Prepare relevant work-related documents**

## Range

Work-related documents include but are not limited to checklists, delivery dockets, data sheets, accident reports, diaries, contracts, requisitions, registers, fax cover sheets and personnel related documents (performance appraisals, leave forms and staff development applications)

## Performance Criteria

3.1 Documents related to routine duties are identified and explained as per organisation guidelines.

3.2 Various documents related to corporate engagement are outlined and completed accurately as per guidelines given.

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  |
|  |   |
| **Body responsible for review:**  | Namibia Training Authority  |

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