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|  |  | **Unit ID: 95** |
| **Domain** |  | **OFFICE TECHNOLOGY MANAGEMENT** |
| **Title:** |  | **Maintain filing system in an office environment** |
| **Level: 2** |  | **Credits: 8** |

# Purpose

This unit standard is intended for those who maintain filing system in an office environment. People credited with this unit standard can File documents manually and electronically; Identify and retrieve documents; Update and modify existing files; Remove inactive and outdated files file documents.

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 of classifying, sorting, and indexing documents; and identifying and retrieving documents.

1. Assessment activities may be performed at a workplace and a simulated real workplace in which administrative 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.na

# Elements and Performance Criteria

**Range**: Documents include hardcopy and softcopy documents

**Element 1:** **File documents manually and electronically**

## Performance Criteria

1.1 Documents are classified and sorted to maintain the integrity of the filing system.

1.2 Documents are indexed and filed in correct location and sequence.

1.3 Hard copy documents are converted into digital format and filed

electronically.

1.4 Soft copy documents are backed up regularly to prevent data loss and ensure

information security.

**Element 2: Maintain security of filing system**

**Performance Criteria**

2.1 Security and confidentiality procedures are followed.

2.2 Backup system is monitored and maintained according to organizational requirements.

2.3 Security system is monitored to ensure files are traceable at all times

**Element 3: Identify and retrieve documents**

## Performance Criteria

2.1 Files are identified.

2.2 Specified files are located within the designated timelines.

2.3 File movements are recorded in line with organisational requirements.

2.4 Located files are retrieved from filing system and dispatched to the intended person.

2.5 Security protocols are applied to prevent unauthorized access to confidential

documents.

**Element 4:** **Update active files**

**Performance Criteria**

3.1 Files are updated and kept accurate in line with organisational requirements.

3.2 Documents are refiled in line with organisational requirements.

# 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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