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|  |  | **Unit ID: 98** |
| **Domain** |  | **OFFICE TECHNOLOGY MANAGEMENT** |
| **Title:** |  | **Apply knowledge of teamwork and coordinate office activities** |
| **Level: 4** |  | **Credits: 5** |

# Purpose

This unit standard is intended for those who demonstrate knowledge of teamwork and coordinate office activities. People credited with this unit standard can able to demonstrate knowledge of teamwork; and coordinate work activities to achieve team goals.

This unit standard is intended for people who carry out activities as part of a team 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 workplace or 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.

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.

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**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: Demonstrate knowledge of teamwork**

## Performance Criteria

1.1 Tasks of the team are identified and explained.

1.2 Tasks allocated to the individual as part of a team are identified.

1.3 Allocated tasks are completed within designated timelines.

1.4 Assistance is sought from team members in achieving allocated tasks.

1.5 Information and feedback provided by team members is acknowledged and/or

implemented.

1.6 Ethical principles are explained and applied when performing team tasks.

**Element 2: Coordinate work activities to achieve team goals**

**Performance Criteria**

2.1 Priorities are established through discussions with team members.

2.2 Tasks are completed within a specified timeframe.

2.3 Individual tasks are prioritised and reviewed through discussion with the team.

2.4 Challenges related to work activities are identified and resolved.

2.5 Office work activities are performed in line with organisational procedures.

2.6 Individual performance is monitored.

# 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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