**National Vocational Certificate in Office Administration and Technology (Level 3)**

**Level of qualification: 3**

**Total credits available: 93**

**Total credits required: 93**

|  |  |
| --- | --- |
|  | **Compulsory** |
| **Level 2 credits available** | **39** |
| **Level 3 credits available** | **54** |
| **minimum totals required** | **93** |

**Registration date:** <entered by the Namibia Qualifications Authority>

**Scheduled review date:** <entered by the Namibia Qualifications Authority>

**Body responsible for the qualification:** Namibia Training Authority through the Business, Commence and Management Studies Industry Skills Committee.

**Other bodies whose unit standards are included in the qualification:** None

1. **Purpose**

This qualification recognises people who have the competencies required for working in an office environment. It is awarded to people who have demonstrated the skills, knowledge and attitude to require to perform administrative tasks related to; Follow workplace safety, security and emergency procedures in an office environment, Operate and maintain office equipment as part of office operations, Demonstrate word processing skills in an office environment, Apply knowledge of an organisation’s operations in an office environment, Demonstrate knowledge of record management systems in an office environment, Complete routine financial documents in an office environment, Follow effective work practice in an office Environment, Communicate effectively with stakeholders in a business environment, Deliver quality customer service in an office environment, Provide an efficient and secure reception services, Demonstrate intermediate word processing skills in an office environment, Create and maintain records on a database programme in an office environment, Produce a presentation using various applications as part of office procedures and Operate a spreadsheet application as part of office procedures.

They further have a good understanding to apply basic reading skills in a workplace environment, interact with others in a workplace environment and use workplace documents.

This qualification is designed to be accessible and flexible. The entry requirement for this qualification is Grade 11 with an E symbol in English or Grade 10 old curriculum with 2 years working experience related to Office Administration.

This qualification is not an exit qualification, candidates who complete this qualification are required to progress to the National Vocational Certificate in Office Administration and Technology (Level 4).

1. **Regulations for the qualification**

**2.1 Summary of qualification requirements**

This qualification will be awarded to people who are credited with 89credits requiredand have met the requirements of the compulsory unit standards sections, as well as all requirements for Work Integrated Learning (WIL) as laid out in the National Policy on Work-Integrated Learning for Technical and Vocational Education and Training (TVET).

**2.2 Detailed qualification requirements**

**Compulsory**

*All the unit standards listed below are compulsory.*

Field: Business, Commence and Management Studies

Subfield: Business Services

Domain: Office Administration and Technology

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit ID** | **Unit Standard Title** | **Level** | **Credits** |
| 06 | Follow workplace safety, security and emergency procedures in an office environment | 2 | 8 |
| 109 | Operate and maintain office equipment as part of office operations | 2 | 4 |
| 93 | Demonstrate word processing skills in an office environment | 2 | 8 |
| 96 | Apply knowledge of an organisation’s operations in an office environment | 2 | 3 |
| 95 | Demonstrate knowledge of record management systems in an office environment | 2 | 8 |
| 111 | Complete routine financial documents in an office environment | 2 | 4 |
| 92 | Follow effective work practice in an office Environment | 3 | 3 |
| 91 | Communicate effectively with stakeholders in a business environment | 3 | 4 |
| 99 | Deliver quality customer service in an office  environment | 3 | 7 |
| 1791 | Provide an efficient and secure reception services | 3 | 6 |
| 104 | Demonstrate intermediate word processing skills in an office environment | 3 | 8 |
| 112 | Create and maintain records on a database programme in an office environment | 3 | 10 |
| 118 | Produce a presentation using various applications as part of office procedures | 3 | 8 |
| 120 | Operate a spreadsheet application as part of office procedures | 3 | 8 |

**AND**

Field: Business commerce and management studies

Subfield: Business Development

Domain: Entrepreneurship

|  |  |  |  |
| --- | --- | --- | --- |
| 2451 | Demonstrate introductory knowledge of  entrepreneurship | 1 | 5 |

1. **Credit recognition and transfer arrangements**

Credits for any version of a unit standard of the same identification number will

be recognised in the award of this qualification.

1. **Special Arrangements**

4.1 Providers seeking accreditation to deliver this qualification must meet the

following special arrangements.

4.1.1 This qualification does not require trainees to do job attachment.

**Industrial or job attachment** is defined as a period in a workplace setting where a trainee obtains structured experience in a specific occupation in order to complement competencies acquired during training at a Technical Vocational Training Provider (TVTP).

**Apprenticeship** refers to the system of work integrated learning, where an apprentice is employed by a company on contractual basis, earning a monthly salary, learning and working side-by-side with an experienced mentor. The employer must be an NTA approved entity (company) to register apprentices and has to identify a suitable training provider to provide the apprentice with the opportunity to gain skills and knowledge from theoretical training.

Employers and Training Providers are encouraged to consult the National Policy on Work-Integrated Learning (WIL) for Technical and Vocational Education and Training (TVET) for further details on stakeholder responsibilities, duration of apprenticeship, contract, incentives, supervisory and assessment regulations governing apprenticeship schemes.

* 1. Providers involved in the assessment of this qualification and the associated unit standards must comply with the national assessment framework for the TVET system up to and including level 5 of the National Qualifications Framework. Assessment will include performance and achievement assessment acquired through work integrated learning periods. Assessment arrangements apply to all occupations and industries which are encompassed in the technical vocational education and training sector.

4.3 Providers of this qualification and the associated unit standards must be registered and/or accredited.

4.4 Providers of this qualification and their associated unit standards must have access to all equipment and facilities detailed in the tools and equipment list of the relevant training program.

4.5 Competencies covered in this qualification may be assessed through Recognition of Prior Learning (RPL).

4.6 Further relevant information and documentation may be accessed through:

Namibia Training Authority

Rand Street

Khomasdal

Namibia

Telephone number: 061 207 8550

Facsimile number: 061 207 8551

**5. Transition arrangements**

**5.1 Non National Qualifications Framework transition**

None

**5.2** **National Qualifications Framework transition**

This qualification was updated and issued as Version 2 in 2023.

Version 1 of this qualification will not be awarded as from 31 December 2024.

People currently working towards Version 1 of this qualification are advised to

transfer their existing credit awards to this version of the qualification at any time

during 2025 and beyond.

People holding the earlier version of this qualification will continue to have their

qualification recognised with the Office environment industry in terms of

meeting relevant career and further learning entry and/or progression

requirements.