**OFFICE ADMINISTRATION AND TECHNOLOGY UNIT STANDARDS**

**LEVEL 3 – 5**

You are invited to make comments on the draft unit standards and qualifications to assist the relevant Technical Working Group convened by the **Business, Commerce and Management Studies** Industry Skills Committee in the further refinement.

**Focus of Comments Required**

**Focus Questions**

* Is the Title of the unit standard indicating ability that people working in the business services (Office Administration and Technology) sectors should have the opportunity to be recognised as having?
* Does the Title provide a good summary of the Elements of the unit standard?
* Does the content of the unit standard describe a level of ability that aligns with the relevant NQF Level Descriptor?
* Is the Credit value shown a fair reward to people attaining the credits for the unit standard?
* Are the definitions shown in the Special Notes accurate and sufficient?
* Are the Special Notes regarding assessment and training fair and reasonable? Will they create any problems for training or assessment?
* Is the type and amount of evidence stated in the Special Notes and/or Range Statements fair and manageable?
* Are there any Performance Criteria (evidence that someone has the ability) that are:
* Stated incorrectly?
* Not essential?
* Essential but not stated?
* Is there any part of the unit standard that could be written more simply?

**When making comments, state clearly:**

* **the part of the unit standard you are commenting on,**
* **what is wrong, and**
* **What you think the information should state.**

PLEASE return your comments **BEFORE or ON 31 May 2025** by mail, or email to:

**Josephine Kadhila**

**Namibia Training Authority**

**NTA Village, Rand Street, Windhoek**

Email: [**jkadhila@nta.com.na**](mailto:jkadhila@nta.com.na)





**DRAFT UNIT STANDARDS AND QUALIFICATIONS**

**FOR**

**OFFICE ADMINISTRATION&TECHNOLOGY**

**Return this form to NTA on or before 31 May 2025**

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| --- | --- | --- | --- |
| **To** | Namibia Training Authority  NTA Building, Rand Street, Khomasdal, Windhoek | | |
| **Attention** | Josephine Kadhila | | |
| **Telephone Number** | +264 61 2078 550/652 | | |
| **Email** | [Jkadhila@nta.com.na](mailto:Jkadhila@nta.com.na) | | |
|  |  | | |
| **From** |  | | |
| **Organisation** |  | | |
| **Email** |  | **Telephone number** |  |

* I **agree** with the information presented in the draft of **Office Administration &Technology.**
* I **agree** the information presented in the above Unit Standards and Qualifications **subject to the inclusion** of my feedback/comments. Refer to the attached.
* I **do not agree** with the information presented in the above Unit Standards and Qualifications and wish to be contacted by the NTA to discuss my concerns.

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| --- | --- |
| **Name** |  |
| **Signature** |  |
| **Date** |  |

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| --- | --- | --- |
| **UNIT ID** | **UNIT STANDARD TITLES** | **COMMENTS** |
| **06** | Follow workplace safety, security and emergency procedures in an office environment |  |
| **109** | Operate and maintain office equipment as part of office operations |  |
| **93** | Demonstrate word processing skills in an office environment |  |
| **96** | Apply knowledge of an organisation’s operations in an office environment |  |
| **95** | Demonstrate knowledge of record management systems in an office environment |  |
| **111** | Complete routine financial documents in an office environment |  |
| **92** | Follow effective work practice in an office Environment |  |
| **91** | Communicate effectively with stakeholders in a business environment |  |
| **99** | Deliver quality customer service in an office  environment |  |
| **1791** | Provide an efficient and secure reception services |  |
| **104** | Demonstrate intermediate word processing skills in an office environment |  |
| **112** | Create and maintain records on a database programme in an office environment |  |
| **118** | Produce a presentation using various applications as part of office procedures |  |
| **120** | Operate a spreadsheet application as part of office procedures |  |
| **98** | Apply knowledge of teamwork and coordinate office activities |  |
| **123** | Monitor and maintain customer service as part of office procedures |  |
| **101** | Communicate information in an office environment |  |
| **117** | Demonstrate advanced word processing skills in an office environment |  |
| **116** | Monitor and maintain stock levels in a work environment |  |
| **124** | Manage a diary and organise meetings as part of office procedures |  |
| **125** | Coordinate events as part of office procedures |  |
| **98** | Apply knowledge of teamwork and coordinate office activities |  |
| **123** | Monitor and maintain customer service as part of office procedures |  |
| **101** | Communicate information in an office environment |  |
| **117** | Demonstrate advanced word processing skills in an office environment |  |
| **116** | Monitor and maintain stock levels in a work environment |  |
| **119** | Produce a publication design on desktop publishing applications as part of office procedures |  |
| **127** | Demonstrate complex word processing skills in an office environment |  |
| **03** | Understanding the basics of Human Resource functions in an office environment |  |
| **02** | Apply knowledge of conflict management in an office environment |  |
| **04** | Coordinate projects effectively in an office environment |  |
| **05** | Conduct research as an office administrator |  |
| **121** | Prepare correspondence to facilitate communication flow as part of office procedures |  |
| **122** | Coordinate teamwork as part of office procedures |  |
| **128** | Create and maintain a filing system in an office environment |  |
| **09** | Demonstrate knowledge of Microsoft Outlook in office environment |  |
| **119** | Produce a publication design on desktop publishing applications as part of office procedures |  |
| **127** | Demonstrate complex word processing skills in an office environment |  |
| **03** | Understanding the basics of Human Resource functions in an office environment |  |
| **GENERAL COMMENTS** | | |
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**COMMENTS: QUALIFICATIONS**

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| **LEVELS** | **QUALIFICATION TITLES** | **COMMENTS** |
| **Level 3** | **National Vocational Certificate in Office Administration and Technology** |  |
| **Level 4** | **National Vocational Certificate in Office Administration and Technology** |  |
| **Level 5** | **National Vocational Diploma in Office Administration and Technology** |  |
| **GENERAL COMMENTS** | | |
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