

## OFFICE ADMINISTRATION

DESCRIPTION	UNIT STANDARD	UNIT STANDARD TITLE	LEARNING OUTCOMES	DURATION (DAYS)	NQF LEVEL	CREDIT
OFFICE ADMINISTRATION	242900	Apply administrative principles in the implementation of public procedures and work schedule	Utilising administrative systems within an organisation to support service delivery.	2	4	6
			Recording and maintaining administrative information.			
			Demonstrating the ability to maintain information at the required level of confidentiality.			
			Processing filing and indexing of important documentation			
			Minutes and Policies writing			
			Basic safety and health, personal safety			
			Stock Management- office stationery			
			Records disposition			
Archiving information						
MEETING, EVENTS AND TRAVEL	13929	Co-ordinate meetings, minor events and travel arrangements	Identify a date, venue and time for a meeting or event	1	3	3
			Arrange venue and catering			
			Make travel, car hire and accommodation arrangements			
			Assemble and distribute documentation for meeting or event in good/sufficient time to attendees			

RECORDS MANAGEMENT	242866	Identify, operate and maintain the records management system in a Public Sector organisation	Identify legislative and policy and procedure requirements that determine records management in a public sector organisation.	1	3	6
			Explain the purpose of a records management system in the context of a Public Sector organisation.			
			Operate a records storage and retrieval system in a Public Sector organisation.			
			Maintain a records storage and retrieval system in a public sector organisation.			
OFFICE SUPPLIES	13937	Monitor and control office supplies	Monitor office supplies levels	1	3	2
			Maintain office supplies processes and procedures			
			Monitor and control the distribution of office supplies			
RECEPTION AREA	13928	Monitor and control reception area	Monitor the maintenance of a clean and safe reception area as per organisational requirements	1	3	4
			Monitor presentation of reception area			
			Monitor the implementation of security procedures in reception area			
VISITORS RECEPTION	13930	Monitor and control the receiving and satisfaction of visitors	Oversee the reception of visitors	1	3	
			Ensure that visitors are consulted according to organisational requirements			
			Monitor visitors' satisfaction			
OFFICE EQUIPMENT	114976	Operate and take care of equipment in an office environment	Follow instructions to operate office equipment.	1	2	2
			Maintain equipment in a clean and working condition.			
			Monitor and request equipment consumables.			
			Recognise and take steps to minimise risks to safety when operating equipment			
MEETINGS	14911	Participate in formal meetings	Prepare for a meeting.	1	2	3
			Contribute to meeting discussions.			
			Contribute to group and/or team functions.			
BASIC BUSINESS CALCULATIONS	11241	Perform Basic Business Calculations	The learner must demonstrate the ability to consider a range of options.	1	3	
			A composite statement of outcomes which expresses applied competence.			
BASIC RESEARCH	13935	Plan and conduct basic research in an office environment	Plan a simple research project	1	3	6
			Gather and collate data relevant to the research question of problem			
			Analyse the data obtained from the research			
			Prepare and present a report and recommendations based on the findings of the research			
			Evaluate the effectiveness and utility of the research			
TELEPHONE MANAGEMENT	14348	Process incoming and outgoing telephone calls	Employ effective telephone etiquette	1	2	3
			Answer telephone according to organisational standards			
			Process incoming calls according to organisational standards			
			Process outgoing calls in accordance with organisational requirements			