



Excellect 209 (PTY) LTD Trading as

NICORE

Training and Development

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EXECUTING GENERAL OFFICE ADMINISTRATION

US 8015

NQF Level: 02

Credits: 4

COURSE OVERVIEW





PURPOSE OF THE UNIT STANDARD

A learner accredited with this standard will be able to effectively utilise the skills and knowledge acquired in an administrative function where emphasis is placed on:

1. Quality service to the customer and
2. Efficiency of practice.

Specific Outcomes and Assessment Criteria:

SPECIFIC OUTCOME 1

Consider the method(s) for collating, recording, storage and retrieval.

1. Demonstrate efficient collating, recording, retrieval and dissemination of information using a range of methods (e.g. dictaphone, typing, writing, verbal, electronic data interchange) and mediums.
2. Receive, respond to, and disseminate information timeously using different methods of communication.
3. Prioritise a list of given activities, giving reasons for the priority status of the activities.
4. Choose and justify his/her choice of communication medium in a given situation.
5. Draw up a schedule of actions which may improve general office administration practice.
6. Demonstrate the ability to courteously receive and appropriately refer visitors and clients.

SPECIFIC OUTCOME 2

Respond timeously and appropriately to the receipt of communications.

SPECIFIC OUTCOME 3

Generate communications (e.g. document style).

SPECIFIC OUTCOME 4

Select the correct medium to use.

SPECIFIC OUTCOME 5

Prioritise activities to facilitate an efficient flow of communication.

SPECIFIC OUTCOME 6

Conduct the reception and referral of visitors and/or clients in a courteous and hospitable manner.