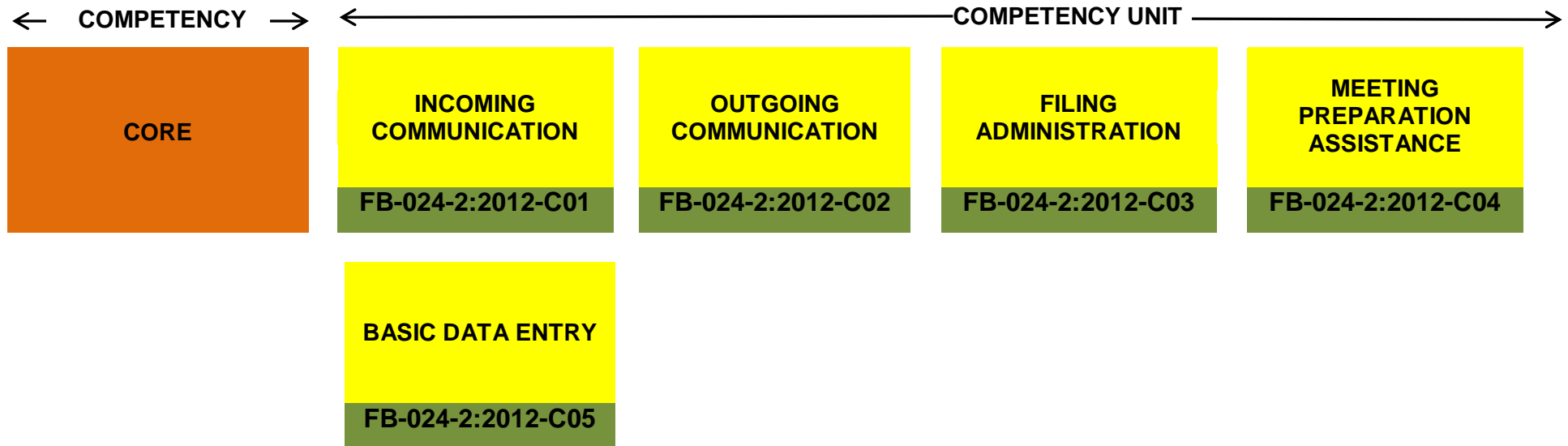


**COMPETENCY PROFILE CHART (CPC)**

<b>SECTOR</b>	<b>BUSINESS MANAGEMENT</b>		
<b>SUB SECTOR</b>	<b>BUSINESS &amp; FINANCE</b>		
<b>JOB AREA</b>	<b>OFFICE ADMINISTRATION</b>		
<b>JOB LEVEL</b>	<b>LEVEL 2</b>	<b>JOB AREA CODE</b>	<b>FB-024-2:2012</b>



CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Incoming communications		<p>The incoming communications competency unit title describes the competency required when handling and processing incoming communications</p> <p>The person will be able to receive, process and distribute incoming communications to intended personnel/recipient</p> <p>The person who is competent in handling incoming communications shall be able to identify incoming communications requirements, process all the incoming communication and record incoming communications</p> <p>The outcome of this competency is to handle the flow of incoming communications within the organisation</p>	<p>1. Identify incoming communications requirement</p> <p>2. Process incoming communication</p>	<p>1.1 Types of incoming communication identified</p> <p>1.2 Incoming communications scope of work determined according to organisation's SOP</p> <p>1.3 Office equipment handling procedures indentified so that the equipment is operated accordingly</p> <p>1.4 Incoming communications recording and distributions procedures confirmed so that the information / correspondence is provided to correct personnel.</p> <p>1.5 Incoming fax letters obtained according to specified quantity</p> <p>2.1 Incoming mail prioritised</p> <p>2.2 Confidentiality when handling incoming messages applied</p> <p>2.3 Incoming communications forwarded according to the address /department</p> <p>2.4 Office communication equipment maintained</p> <p>2.5 Telephone calls answered in compliance with telephone etiquette</p> <p>2.6 Incoming messages Identified and recorded</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			3. Record incoming communication	3.1 Incoming communication activities details recorded 3.2 Received incoming communications acknowledged
2. Outgoing communications		<p>The Out going communication competency unit describes the competency required when distributing outgoing communications</p> <p>The person who is competent in this competency unit shall be able to identify outgoing communications requirement, prepare outgoing communications requirement, carry out outgoing communication activities and record outgoing communications activities</p> <p>The outcome of this competency is to ensure outgoing communications are organized and according to organisation SOP</p>	<p>1. Prepare outgoing communications requirement</p> <p>2. Process outgoing communication</p>	<p>1.1 Types of outgoing correspondence identified</p> <p>1.2 Outgoing communications requirement identified</p> <p>1.3 Outgoing communications scope of work identified according to organisation SOP</p> <p>1.4 Outgoing communications distributions procedures confirmed</p> <p>1.5 Office equipment to be used for communication checked according to communication requirements</p> <p>2.1 Outgoing messages identified and recorded</p> <p>2.2 Outgoing mails prioritised</p> <p>2.3 Outgoing message distributed</p> <p>2.4 Confidentiality when handling outgoing communications</p> <p>2.5 Telephone calls made according to organisation's procedures and telephone etiquette</p> <p>2.6 Outgoing communications sent according to organisation's</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			3. Record outgoing communication activities	Procedures 2.7 Office communication equipment handled according to procedures  3.1 Outgoing communication activities details recorded 3.2 Outgoing Communications confirmed receipt
3. Filing Administration		<p>The filing administration competency unit title describes the competency required to administer the filing system effectively</p> <p>The person who is competent in filing administration shall be able to identify organizational filing system procedures, carry out filing activities, and record filing activities</p> <p>The outcome of this competency is to provide an organised filing system that ensures the availability &amp; accessibility of files according to organisation SOP</p>	1. Prepare organisational filing system requirement  2. Carry out filing activities  3. Record filing activities	1.1 Types of filing identified 1.2 Purpose of filing confirmed 1.3 Tools, equipment and materials for electronic and physical filing procedures confirmed 1.4 Standard practise to sort the document confirmed 2.1 Documents filed according to organisation SOP 2.2 Tools, materials, equipment , storage and filing room organised 2.3 The document indexed  3.1 Filing logbook filled in

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
4. Meeting Preparation Assistance		<p>The meeting preparation assistance competency unit describes the competency required to assist in the preparation of meeting requirements</p> <p>The person who is competent in meeting preparation assistance shall be able to identify meeting preparation requirement and carry out meeting preparation assistance</p> <p>The outcome of this competency is to ensure meeting preparation assistance are prepared according to type of meeting, venue and number of attendees</p>	<ol style="list-style-type: none"> <li>1. Confirm meeting preparation required</li> <li>2. Carry out meeting preparation assistance</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Work order interpreted</li> <li>1.2 Meeting details verified by superior</li> <li>2.1 Meeting preparation activities followed according to checklist</li> <li>2.2 Meeting tools, equipment and materials prepared according to meeting requirements</li> <li>2.3 Meeting room set up according to meeting requirement</li> </ol>
5. Basic Data Entry		<p>The basic data entry competency unit describes the competency required in data entry operation.</p> <p>The person who is competent in basic data entry shall be able to perform basic data entry activities in the organisation.</p> <p>The outcome of this competency is to ensure data is keyed in accurately and then saved</p>	<ol style="list-style-type: none"> <li>1. Prepare basic data entry requirements</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Purpose of basic data entry determined</li> <li>1.2 Basic data entry scope of work determined</li> <li>1.3 Basic data entry techniques to be used confirmed with specification</li> <li>1.4 Tools and equipment used for basic data entry confirmed with specification</li> <li>1.5 Time frame for basic data entry confirmed with specification</li> <li>1.6 Formats for data applied according to specification</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			2. Perform basic data entry	2.1 Relevant data arranged 2.2 Basic data keyed in according to specification and data format 2.3 Database reports generated according to requirements 2.4 Database security procedure applied according to organisation SOP 2.5 Database filing details recorded into the log book