

**U30101:****Use office equipment****(Level 1)**

Unit Descriptor:

Use a range of office equipment to carry out administrative tasks.

**At the end of this unit you will be able to apply the following skills:**

- Organising
- Communicating
- Using technology
- Using equipment safely

**ELEMENT****PERFORMANCE CRITERIA***To be competent you must achieve the following:*

## 1. Use office equipment

- 1.1 Select/confirm confirm the equipment and resources you need for the task.
- 1.2 Operate the **equipment** following the manufacturer's operating instructions.
- 1.3 Keep the equipment clean and hygienic.
- 1.4 Report problems with equipment and resources.
- 1.5 Make sure the equipment, **resources** work areas are ready for the next user.
- 1.6 Produce work product within agreed timescales.
- 1.7 Make sure the equipment, **resources** and work areas are ready for the next user.
- 1.8 Waste as few **resources** as possible.

**RANGE STATEMENT**

*You must cover the items below:*

**A. Types of equipment**

- (i) Computer
- (ii) Printer
- (iii) Scanner
- (iv) Photocopier
- (v) Telephone
- (vi) FAX machine
- (vii) Shredder
- (viii) Laminator
- (ix) Answering machine
- (x) Paper folder
- (xi) Franking machine
- (xii) Book binder (Manual/electrical)
- (xiii) Electric sharpener
- (xiv) Electric stapler

**B. Resources**

- (i) Paper
- (ii) Toner cartridge
- (iii) Storage media

**UNDERPINNING KNOWLEDGE AND SKILLS**

*You will know:*

1. The different types of office equipment and what they can be used for.
2. Why it is important to follow manufacturers' instructions when operating equipment.
3. How to keep waste to a minimum.
4. How to keep equipment clean and hygienic.
5. The person you should report problems to.
6. Why it is important to meet work standards and deadlines.
7. Why it is important to leave the equipment, resources and work area ready for the next user.

**EVIDENCE GUIDE**

*For assessment purposes:*

**(1) Critical Aspects of Evidence**

1. Evidence for this unit is generated when you carry out real work in a private sector, non-profit or public service organization, whether full-time, paid or voluntary.
2. Evidence must show that you have consistently met the standard over a sufficient period of time for you to be considered competent.
3. You need to show that you:

Use **all** of the equipment in range A from (i) to (v) and at least **one** from (vi) to (xiv).

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Evidence may include:

Brief from colleagues; records of training on use of equipment; minutes of 1 – 1 and team meetings; copies of work produced using equipment.

**(2) Methods of Assessment**

The following assessment methods can be used for this unit:

Observation of you by your assessor.

Performance evidence:            Observation  
   Observation of work results

Supplementary evidence:        Witness testimony  
   Questions\*

\*This includes verbal and written questioning, questionnaires, work based tasks, reflections, case studies, professional discussion and feedback reports.

Here are some examples to give you some ideas about the sort of evidence that can be used for:

Performance criterion 1:4:        If no problems arise during the assessment period ‘what if’ questions may be asked to confirm competence.

**(3) Context of Assessment**

Simulation is not allowed for this unit.

**(4) Links to other units**

Evidence generated for this unit may contribute towards Units 101 and 102