

Unit 220 Operate office equipment

Unit summary

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

Skills

You will apply the following skills:

- Planning
- Organising
- Problem solving
- Communicating
- Using technology

Performance indicators

You will:

1. Locate and select the equipment and resources you need for the task
2. Follow the manufacturer's operating instructions
3. Waste as few resources as possible
4. Keep the equipment clean and hygienic
5. Deal with equipment and resource problems according to the manufacturer's and organisational procedures
6. Make sure the final work product meets the required standard
7. Produce work product within agreed timescales
8. Make sure the equipment, resources and work area are ready for next user

Knowledge

You will know:

1. The different types of office equipment, their features and what they can be used for
2. How to choose equipment and resources that are appropriate for a range of administrative tasks
3. Why it is important to follow manufacturers' instructions when operating equipment
4. Why it is important to keep waste to a minimum and how to do so
5. Why it is important to keep equipment clean and hygienic and what the appropriate standards are
6. Why it is important to follow manufacturers' instructions and organisational procedures when dealing with equipment faults

7. The types of equipment and resource faults you are likely to experience and how you should deal with these
8. Why it is important to meet work standards and deadlines
9. Why it is important to leave the equipment, resources and work area ready for the next user and what the appropriate standards are

Evidence requirements

This section is aimed at the assessor and sets out the evidence requirements for this unit.

1. Evidence for this unit is generated when your candidate is carrying out real work in a private sector organisation, not-for-profit organisation or public service organisation whether full-time or part-time, paid or voluntary.
2. For this unit, evidence may be collected in an approved Realistic Working Environment or an extended work placement.
3. Simulation is not allowed for this unit.
4. Evidence must show that your candidate has consistently met the standard over a sufficient period of time for you to consider the candidate competent.
5. You may use the following assessment methods when assessing this unit:

Performance evidence	Observation	Yes
	Examination of work products	Yes
Supplementary evidence	Witness testimony	Optional
	Questions *	Yes

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

6. Your candidate needs to show that they can carry out the following tasks on a range of office equipment including a computer, photocopier, printer and telephone. In addition, they must also be able to use **at least two** of the following pieces of office equipment: FAX machine, scanner, projector, shredder, laminator, answer machine, paper folder, franking machine or book binder.

Operate office equipment. Evidence may include:

- Brief from colleague
- Record of training on use of equipment
- Minutes of 1-1 meetings
- Team meeting minutes
- Copies of work produced using equipment

7. Contingencies

Performance Indicator 5	If no problems arise during the assessment period 'what if' questions may be asked to confirm competence
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8. Evidence generated for this unit may contribute towards Unit 201:

- Communicate information
- Plan and be accountable for your work
- Improve your own performance
- Behave in a way that supports effective working

and Unit 202

- Maintain security and confidentiality
- Support sustainability