

Unit Title:	Use office equipment
OCR unit number:	23A
Unit reference number:	H/601/2493
Level:	2
Credit value:	4
Guided learning hours:	18

Unit purpose and aim

This unit is about using a variety of different office equipment following manufacturer's and organisational guidelines.

Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>	Exemplification
1. Know about different types of office equipment and its uses	1.1 Identify different types of equipment and their uses 1.2 Describe the different features of different types of office equipment 1.3 Explain why different types of equipment are chosen for tasks	Learning outcomes 1 to 6 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria.
2. Understand the purpose of following instructions and health and safety procedures	2.1 Explain the purpose of following manufacturer's instructions when using equipment 2.2 Explain the purpose of following organisational instructions when using equipment 2.3 Identify health and safety procedures for using different types of equipment 2.4 Explain the purpose of following health and safety procedures when using equipment 2.5 Explain the purpose of keeping equipment clean and hygienic	

Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>	Exemplification
3. Understand how to use equipment in a way that minimises waste	3.1 Give examples of waste when using equipment 3.2 Give examples of ways to reduce waste 3.3 Explain the purpose of minimising waste	
4. Know about the different types of problems that may occur when using equipment and how to deal with them	4.1 Give examples of equipment problems 4.2 Explain the purpose of following manufacturer's instructions and organisational procedures when dealing with problems 4.3 Give examples of how to deal with problems	
5. Understand the purpose of meeting work standards and deadlines	5.1 Explain the purpose of meeting work standards and deadlines when using equipment	
6. Understand the purpose of leaving equipment and the work area ready for the next user	6.1 Explain the purpose of leaving equipment and the work area ready for the next user	
7. Be able to use office equipment	7.1 Locate and select equipment needed for a task 7.2 Use equipment following manufacturer's and organisational guidelines 7.3 Use equipment minimising waste 7.4 Keep equipment clean and hygienic 7.5 Deal with equipment problems following manufacturer's and organisational procedures 7.6 Refer problems, if required 7.7 Make sure final work product meets agreed requirements 7.8 Make sure that product is delivered to agreed timescale	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to use office equipment.

Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>	Exemplification
	7.9 Make sure equipment, resources and work area are ready for the next user	

Assessment

This unit is centre assessed and externally verified. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, provides evidence across several units. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination of work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Job requests/briefs from colleagues
- Copies of work produced using equipment
- Fault/problem logs indicating your response
- Records of training in use of equipment
- Minutes of team/1 to 1 meetings, relating to use of equipment
- Annotated copies of relevant sections in user manuals

The candidate must demonstrate their ability to use a range of office equipment including a computer, printer, and photocopier along with other equipment necessary to carry out their job eg telephone, franking machine, fax machine, data projector, shredder, laminator, binder, paper folder.

Barred combinations: *Business Skills* suite

There are currently no barred combinations for this unit within the Business Skills suite.

Exemptions and equivalencies: *Business Skills* suite

There are no exemptions or equivalencies for this unit.

Guidance on assessment and evidence requirements

Refer to sections on Assessment and Evidence requirements above. You should also refer to the *OCR QCF Business and Administration Level 2 NVQ Centre Handbook*, which can be downloaded from the OCR website: www.ocr.org.uk).

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAA231 Use office equipment.

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	✓	Representing	✓	Use ICT systems	✓
Reading	✓	Analysing	✓	Find and select information	✓
Writing	✓	Interpreting	✓	Develop, present and communicate information	✓

Resources

Access to a working environment with associated equipment and resources

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website www.ocr.org.uk.