Unit Title:	**Use and maintain office equipment**
OCR unit number:	19
Level:	2
Credit value:	2
Guided learning hours:	10
Unit reference number:	J/506/1868

Unit aim and purpose

This unit aims to develop the knowledge and skills required to use and maintain office equipment. Upon completion of this unit, learners will be able to use and maintain office equipment.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand how to use office equipment	**The Learner can:** 1.1 Describe organisational policies, procedures and levels of authority in maintaining office equipment 1.2 Describe how to use different types of **office equipment** 1.3 Explain the reasons for following **manufacturers' and organisational instructions** when operating equipment 1.4 Describe the types of equipment faults likely to be experienced and the correct way of dealing with these	**Office equipment** may include: computer, printer, photocopier, laminator, scanner **Manufacturers' instructions** may include: • Instruction leaflets • Safe and best practice usage guidelines **Organisational instructions** may include: • Occupational health assessments and guidelines • Training sessions • Manager's instructions • Memoranda

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Learning Outcomes	Assessment Criteria	Additional Guidance
2 Be able to use and maintain office equipment	2.1 Use the equipment that is appropriate to the task in accordance with the manufacturer's instructions 2.2 Follow **organisational procedures** to keep waste to a minimum 2.3 **Maintain the equipment** to the standard specified by the organisation or the manufacturer 2.4 Make sure that equipment conforms with health and safety requirements 2.5 Report problems that cannot be resolved to the right person	Where possible, this should be confirmed by a line manager or experienced colleague. 2.3 and 2.4, this must be within the limits of the learners' level of responsibility.

Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Occupational standards	Unit number	Title
Business & Administration (2013) National Occupational Standards:	CFABAA231	• Use office equipment

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 .

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