

| Unit Title: Use and maintain office equipment |              |
|---|--------------|
| Level:  | Two          |
| Credit Value:                                 | 2            |
| GLH:  | 10           |
| OCNLR Unit Code:                              | AY8/2/LQ/002 |
| Ofqual Unit Reference Number:                 | J/506/1868   |

*This unit has 2 learning outcomes*

| LEARNING OUTCOMES                                | ASSESSMENT CRITERIA   |
|--|---|
| <b>The learner will:</b>                         | <b>The learner can:</b>   |
| 1. Understand how to use office equipment.       | 1.1. Describe organisational policies, procedures and levels of authority in maintaining office equipment.<br>1.2. Describe how to use different types of office equipment.<br>1.3. Explain the reasons for following manufacturer's and organisational instructions when operating equipment.<br>1.4. Describe the types of equipment faults likely to be experienced and the correct way of dealing with these.                     |
| 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.<br>2.2. Follow organisational procedures to keep waste to a minimum.<br>2.3. Maintain the equipment to the standard specified by the organisation or the manufacturer.<br>2.4. Make sure that equipment conforms with health and safety requirements.<br>2.5. Report problems that cannot be resolved to the right person. |



## Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

**P = Prescribed** This assessment method *must* be used to assess all or part of the unit.

**O = Optional** This assessment method *could* be used to assess all or part of the unit.

|                                     |   |                      |   |
|-------------------------------------|---|----------------------|---|
| Case Study                          |   | Project              |   |
| Written question & answer/test/exam | O | Role play/simulation | O |