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|  | **Unit ID: 109** |
| **Domain** | **OFFICE TECHNOLOGY MANAGEMENT** |
| **Title:** | **Operate and maintain office equipment as part of office operations** |
| **Level: 2** | **Credits: 4** |

# Purpose

This unit is intended for those who operate and maintain office equipment as part of office operations. People credited with this unit standard can select equipment; and operate and maintain office equipment.

This unit standard is intended for people who carry out administrative functions in an office environment.

# Special Notes

1. Entry information

Prerequisite:

* + Unit 1157 *- Demonstrate basic knowledge of workplace health and safety* or demonstrated equivalent knowledge and skills.

1. To demonstrate competence, at a minimum, evidence is required in which office equipment is selected, operated and maintained. Evidence of operating three types of equipment is required for assessment purposes.

1. Assessment evidence may be collected from a real workplace or a simulated real workplace in which office administration operations are carried out.

1. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, practical unit standards in this Subfield.

1. Glossary

* + *Office equipment* may include, but is not limited to, multi-media projectors, scanners, binders, photocopiers and voice recorder (Dictaphone).

1. Performance of all elements in this unit standard must comply with all relevant workplace requirements and /or manufacturer’s specifications.

1. Regulations and legislation relevant to this unit standard include the following:
   * Labour Act, No. 11, 2007
   * Occupational Health and Safety Regulations, 1997

and all subsequent amendments.

**Quality Assurance Requirements**

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and who comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority on [www.namqa.org](http://www.namqa.org) and the Namibia Training Authority on www.nta.com.na

# Elements and Performance Criteria

**Element 1: Identify and select office equipment**

## Performance Criteria

1.1 Types of office equipment are identified.

1.2 Functions of office equipment are explained.

1.3 Equipment within the scope of responsibility is identified and selected in terms of function.

1.4 Safety instructions for operating equipment are explained and demonstrated.

**Element 2: Operate and maintain office equipment**

**Range:**

Instructions on office equipment include, but not limited to, scanning documents, copying both double and single sided, make and receive telephone calls.

Equipment faults may include paper jam, low toner level, computer hanging, network error, breakdown of components, defaults set incorrectly.

## Performance Criteria

2.1 Safety precautions are identified and applied when operating office equipment.

2.2 pre-operational checks and start-up procedures are followed in line with manufacturers’ instructions and organisational procedures.

2.3 Equipment is operated according to given instructions.

2.4 Equipment faults are identified, recorded and reported in line with manufacturers’ instructions and organisational procedures.

2.5 Basic troubleshooting techniques are used to solve routine problems in line with manufacturers’ instructions and organisational requirements.

2.6 Shutdown procedures are followed in line with manufacturers’ instruction.

# Registration Data

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| **Subfield:** | Business Services |
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| **Date first registered:** | 28 September 2006 |
| **Date this version registered:** | 28 March 2018 |
| **Anticipated review:** | 2023 |
|  |  |
| **Body responsible for review:** | Namibia Training Authority |