
Overview

Use office equipment relevant to your role. This might include the photocopier, shredder, printer, binder or laminator.

Links: Self Administration

Specific skills

1. communicating
2. managing resources
3. managing time
4. negotiating
5. organising
6. quality checking
7. recording
8. planning
9. problem solving
10. using technology

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Performance criteria

You must be able to:

- P1 locate and select equipment and resources you need
- P2 liaise with colleagues about the use of equipment
- P3 follow the manufacturer's operating instructions
- P4 maintain health and safety of yourself and others
- P5 waste as few resources as possible
- P6 follow agreed procedures for the disposal, reuse and recycling of waste
- P7 take prompt action when problems with equipment arise
- P8 report problems that you cannot deal with to the appropriate colleague
- P9 make sure the final product meets required standards and deadlines
- P10 make sure the equipment, resources and work area are ready for the next user

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Knowledge and understanding

You need to know and understand:

- K1 different types of office equipment, their features and what they can be used for
- K2 how to choose equipment and resources appropriate for a range of administrative tasks
- K3 the purpose and benefits of following manufacturers' instructions when operating equipment
- K4 the purpose and value of making sure products meet quality standards and deadlines
- K5 the purpose and benefits of liaising with colleagues about the use of equipment
- K6 the purpose and benefits of keeping waste to a minimum and how to do so
- K7 the purpose and benefits of following manufacturers' instructions when dealing with equipment faults
- K8 the types of equipment and resource faults you are likely to experience, when you should deal with these and when you should refer them to the relevant person
- K9 the purpose and benefits of leaving equipment, resources and work area ready for the next user and what the appropriate standards are

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Originating organisation	CFA Business Skills @ Work
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Relevant occupations	Agriculture, Horticulture and Animal Care; Business, Administration and Law; Information and Communication Technology; Arts, Media and Publishing; Health, Public Services and Care; Medicine and Dentistry; Nursing and Subjects and Vocations Allie; Health and Social Care; Public Services; Child Development and Well Being; Agriculture; Horticulture and forestry; Animal care and veterinary science; Environmental conservation; Professional Occupations; Managers and Senior Officials; Information and Communication Technology; Research Professionals; Librarians and Related Professionals; Engineering Professionals; Science Professionals; Database Administration; Software Development; Systems Support; Local Area Archives; Associate Professionals and Technical Occupations; Corporate Managers and Senior Officials; Microsoft Certified Professional; Application Support; Business Analyst; Managers and Proprietors in Hospitality ; ICT for practitioners; ICT for users; Science and mathematics; Science; Mathematics and statistics; Construction, Architecture; Building and construction; Urban, rural and regional planning; Retail and commercial enterprise; Retailing and wholesaling; Warehouse and distribution; Service enterprises; Hospitality and catering; Leisure, travel and tourism; Sport, leisure and recreation; Travel and tourism; Performing Arts; Media and communication; Publishing and information services; History, philosophy and theology; History; Archaeology and archaeological sciences; Philosophy; Theology and religious studies; Social sciences; Geography; Sociology and social policy; Politics; Economics; Anthropology; Language, literature and culture; Languages, literature and culture of the; Other languages, literature and culture; Linguistics; Education

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and training; Teaching and lecturing; Direct learning support; Preparation for life and work; Foundations for learning and life; Preparation for work; Accounting and finance; Administration; Business management; Marketing and sales; Law and legal services; Production Managers; Functional Managers; Quality and Customer Care Managers; Financial Institution and Office Manager; Managers in Distribution, Storage and Re; Protective Service Officers; Health and Social Services Officers; Managers in Farming, Horticulture, Forestry; Managers and Proprietors In Other Services; Health Professionals; Teaching Professionals; Legal Professionals; Business and Statistical Professionals; Architects, Town Planners and Surveyors; Public Service Professionals; Science and Engineering Technicians; Draught persons and Building Inspectors; IT Service Delivery Occupations; Health Associate Professionals; Therapists; Social Welfare Associate Professionals; Protective Service Occupations; Artistic and Literary Occupations; Design Associate Professionals; Media Associate Professionals; Sports and Fitness Occupations; Administration and Secretarial Occupations; Government and Related Organisations; Finance; Records; Communications; General; Secretarial and Related Occupations; Skilled Trades Occupations; Printing Trades; Personal Service Occupations; Healthcare and Related Personal Services; Childcare and Related Personal Services; Animal Care Services; Leisure and Travel Service Occupations; Hairdressers and Related Occupations; Housekeeping Occupations; Personal Services Occupations NEC; Sales and Customer Services Occupations; Sales Assistants and Retail Cashiers; Customer Service Occupations; Process, Plant and Machine Operatives; Process Operatives; Plant and Machine Operatives; Assemblers and Routine Operatives; Construction Operatives; Transport Drivers and Operatives; Mobile Machine Drivers and Operatives; Elementary Occupations; Elementary Agricultural Occupations; Elementary Construction Occupations; Elementary Process Plant Occupations; Elementary Goods Storage Occupations; Elementary Administration Occupations; Elementary Personal Services Occupations; Elementary Cleaning Occupations; Elementary Security Occupations; Elementary Sales Occupations; Transport Associate Professionals; Legal Associate Professionals; Business and Finance Associate Professionals; Sales and Related Associate Professional; Conservation Associate Professionals; Public Service and Other Associate Professionals

Suite

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Key words

communicating, interpersonal skills, manage resources, managing time, negotiation, organisation, planning, problem solving, recording, using technology, equipment, instruction, operation, product, problem, waste