

Unit 43: Use Office Equipment

Unit code:	Q221
Unit reference number:	H/601/2493
QCF level:	2
Credit value:	4
Guided learning hours:	18

Unit summary

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

Assessment guidance

The following is a guide, the evidence suggested is neither mandatory nor exclusive.

Learning outcomes	Assessment criteria	Assessment guidance
1	1.1 – 1.3	Evidence may be supplied via learner reports/reflective accounts, professional discussion and questioning.
2	2.1 – 2.5	
3	3.1 – 3.3	
4	4.1 – 4.3	
5	5.1	
6	6.1	
7	7.1 – 7.9	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none">• letters• emails• memos.

Evidence generated for this unit of assessment may contribute towards other units including: Units Q201, Q202, Q203, Q205.

Assessment methodology

This unit is assessed in the workplace or in conditions resembling the workplace. Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Know about different types of office equipment and its uses	<p>1.1 Identify different types of equipment and their uses</p> <p>1.2 Describe the different features of different types of office equipment</p> <p>1.3 Explain why different types of equipment are chosen for tasks</p>			
2 Understand the purpose of following instructions and health and safety procedures	<p>2.1 Explain the purpose of following manufacturer's instructions when using equipment</p> <p>2.2 Explain the purpose of following organisational instructions when using equipment</p> <p>2.3 Identify health and safety procedures for using different types of equipment</p> <p>2.4 Explain the purpose of following health and safety procedures when using equipment</p> <p>2.5 Explain the purpose of keeping equipment clean and hygienic</p>			
3 Understand how to use equipment in a way that minimises waste	<p>3.1 Give examples of waste when using equipment</p> <p>3.2 Give examples of ways to reduce waste</p> <p>3.3 Explain the purpose of minimising waste</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
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			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
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 7.9 Make sure equipment, resources and work area are ready for the next user			

Learner name:	Date:
Learner signature:	Date:
Assessor signature:	Date:
Internal verifier signature: (if sampled)	Date: