220 Operate office equipment

Summary
Operate a range of office equipment to carry out administrative tasks.

You will apply the following skills:

- Planning
- Organising
- Problem solving
- Communicating
- Using technology

Performance Indicators
You will:

1. Locate and select the equipment and resources you need for the task
2. Follow the manufacturer's operating instructions
3. Waste as few resources as possible
4. Keep the equipment clean and hygienic
5. Deal with equipment and resource problems according to the manufacturer's and organisational procedures
6. Make sure the final work product meets the required standard
7. Produce work product within agreed timescales
8. Make sure the equipment, resources and work area are ready for next user

Knowledge
You will know:

1. The different types of office equipment, their features and what they can be used for
2. How to choose equipment and resources that are appropriate for a range of administrative tasks
3. Why it is important to follow manufacturers' instructions when operating equipment
4. Why it is important to keep waste to a minimum and how to do so
5. Why it is important to keep equipment clean and hygienic and what the appropriate standards are
6. Why it is important to follow manufacturers' instructions and organisational procedures when dealing with equipment faults
7. The types of equipment and resource faults you are likely to experience and how you should deal with these
8. Why it is important to meet work standards and deadlines
9. Why it is important to leave the equipment, resources and work area ready for the next user and what the appropriate standards are

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