

## Overview

This standard is about using office equipment in accordance with occupational regulations and safety guidelines. You produce work to agreed requirements and deadlines using a range of office equipment. You apply legal and organisational standards of health and safety and operating practices. You deal with or report any problems that arise and leave the equipment ready for the next user. You also follow the concepts of ergonomic practice and position the relevant parts of the body in line with relevant occupational regulations and health and safety guidelines when typing at a workstation.

It is for professionals in business administration roles who use office equipment in accordance with occupational regulations and safety guidelines.

## Performance criteria

*You must be able to:*

1. identify the requirements for tasks to be carried out
2. agree deadlines for tasks with managers, colleagues or customers
3. locate the equipment and resources needed to complete tasks
4. select the equipment and resources needed to complete tasks
5. maintain ergonomic good practice when typing at a workstation following organisational and occupational regulations and health and safety guidelines
6. operate organisational guidelines to position your body to the size, slope and type of keyboard being used
7. set up your body position to align with the size and shape of the workstation being used
8. maintain workstations being used for typing operations
9. follow manufacturer's, organisational operating instructions and health and safety requirements for office equipment
10. use as few resources as possible to prevent waste
11. maintain clean and hygienic equipment by following your organisation's procedures
12. deal with equipment and resource problems according to manufacturer's and organisational procedures
13. report problems that you cannot deal with to the appropriate colleague
14. produce the final work product to meet the agreed requirements
15. produce the work product within agreed deadlines
16. prepare the equipment, resources and work area ready for the next user
17. follow the relevant health and safety requirements and legislation for the use of equipment

## Knowledge and understanding

*You need to know and understand:*

1. how to identify and agree task requirements with managers, colleagues and customers
2. the importance of meeting task deadlines and the impact when they are not met
3. the different types of office equipment, their features and what they can be used for
4. how to choose equipment and resources that are appropriate for the task
5. where equipment and resources are located within the organisation and the ways that these are accessed
6. the organisational processes for booking the equipment required
7. the concepts of ergonomic practice relating to typing in accordance with occupational regulations and health and safety guidelines
8. how to position fingers, wrists, forearms and back in relation to the size, slope and type of keyboard and workstation being used
9. the organisational occupational regulations and health and safety guidelines for using different types of office equipment
10. the importance of following manufacturers' and organisational instructions when operating equipment
11. how to use different types of office equipment safely
12. the reasons for keeping resource waste to a minimum and how to do so
13. the reasons for keeping equipment clean and hygienic
14. the methods and organisational procedures and materials used for equipment care and maintenance
15. the types of equipment and resource faults you are likely to experience and the organisation's procedures for dealing with these
16. the importance of leaving equipment, resources and work area ready for the next user
17. the relevant health and safety regulations, requirements and legislation for the use of equipment

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**Skills**

1. communicating
2. planning
3. problem solving
4. communicating
5. organising
6. using technology and equipment
7. cleaning

Use office equipment in accordance with occupational regulations and safety guidelines



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