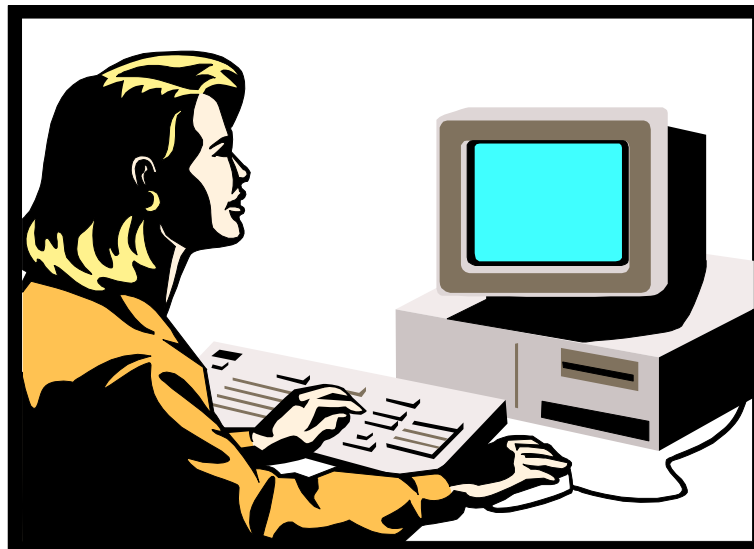




# Candidate Resource and Assessment

**BSBADM101A**

## Use Business Equipment and Resources



Whether as an individual, or as part of a group, real progress depends on entering whole-heartedly into the process and being motivated to make you a more deeply satisfied human being.

*Focusing on your training needs*



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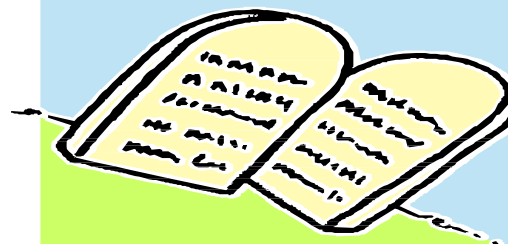
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**Eldridge Cleaver**

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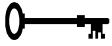
SAMPLE

## Focus on

### Your Area of Influence

Use considered risk taking in your 'grey' area

## And others will follow you!

<b>Legend</b>	This course is divided into several sections of learning. Each section begins with the title of the element of the unit being taught, a quotation and a graphic related to content across the top of the page.
	This symbol indicates the beginning of new content. The bold title matches the content of the competency and they will help you to find the section to reference for your assessment activities.
	<b>Activity:</b> Whenever you see this symbol, there is an activity to carry out which has been designed to help reinforce the learning about the topic and take some action.
	This symbol is used at the end of a section to indicate the summary key points of the previous section.

## Qualification Pathways



**A goal without a plan is just a wish.**

**Antoine de Saint-Exupery**

### Qualification Pathways

This unit of competency is provided to meet the requirements of BSB07 Business Services Training Package although can be used in a range of different qualifications. The BSB07 Business Services Training Package does not state how a qualification is to be achieved. Rather, Registered Training Organisations are required to use the qualification rules to ensure the needs of the learner and business customer are met. This is to be achieved through the development of effective learning programs delivered in an order which meets the stated needs of nominated candidates and business customers.

### Qualification Rules

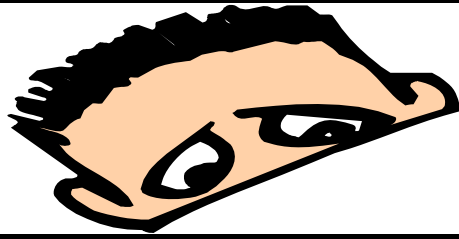
Qualification requirements include core and elective units. The unit mix is determined by specific unit of competency requirements which are stated in the qualification description. Registered Training Organisations then work with learners and business customers to select elective units relevant to the work outcome, local industry requirements and the qualification level.

All vocational education qualifications must lead to a work outcome. BSB07 Business Services Training Package qualifications allows for Registered Training Organisations (RTOs) to vary programmes to meet:

- Specific needs of a business or group of businesses.
- Skill needs of a locality or a particular industry application of business skills.
- Maximum employability of a group of students or an individual.

When packaging a qualification elective units are to be selected from an equivalent level qualification unless otherwise stated.

## Introduction



**"If learning comes through experience, it follows that the more one participates in guided experiences, the more one learns. Therefore venturing into uncharted waters - and experiencing the failures that may occur - is an important part of organisational learning."**

**Gould, DiBella, Nevis**

### Introduction

This unit of competency is all about using workplace equipment. It is for anyone who is working, or who wants to work in business. It will help you with the skills you need to demonstrate competency for the unit *BSBADM101A Use business equipment and resources*. This is one of the units that make up the Certificates in Business.

This training is broken up into three distinct sections. These are:


1. **Select Equipment or Resources** – Here we will examine how to identify what sort of business equipment will suit certain jobs. With the number of different pieces of equipment that exist in a typical office environment, making sure you use the right equipment for the job is crucial.
2. **Operate Equipment** – In this section, you will learn the basic principles behind using certain types of office equipment. While not every make and model can be covered, advice on basic operation for the major equipment is supplied.
3. **Maintain Equipment or Resources** – Finally you will learn how to maintain the equipment that we have to use. Not everything always goes to plan, so knowing how to resolve basic issues can save a lot of hassle and time.

At the conclusion of this training you will be asked to complete an assessment pack for this unit of competency. The information contained in the Candidate Resource will assist you to complete this task. You may also find it useful to have access to range of business equipment, as well as the equipment's manuals. You will also require someone who is able to assess your performance while using the equipment in your worksite, perhaps a supervisor or manager.

On competent completion of the assessment you will have demonstrated skills and knowledge necessary to:

- Select equipment and resources.
- Operate equipment.
- Maintain equipment and resources.

SAMPLE

<p><b>BSBADM101A/01</b> <b>Select Equipment or Resources</b></p>	
<p><b>"If it ain't broke don't fix it."</b> <b>Bert Lance - member of Jimmy Carter's US government, 1977</b></p>	



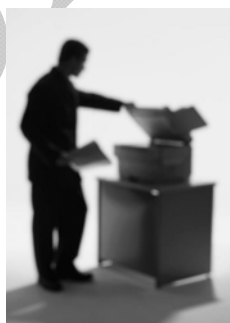
**Identify and access business equipment or resources required to complete task under direct instructions.**

### Using Business Equipment

All modern organisations use a wide variety of business equipment. During a typical business day at the office, you may be asked to use telephones, printers, computers, binders, shredders and photocopiers. Each of these pieces of equipment is designed to enable you to complete your work quickly and professionally. As you begin a new job, it is important that you are able to use the various pieces of equipment that are in use within your organisation. This knowledge will enable you to ascertain which pieces of equipment will be of most help in completing your jobs.

We will be looking at the types of equipment that you will possibly be asked to use. what they are used for, how to use them, and how to be safe when using them. This information is crucial to your efficiency in the workplace.

A vital part of your job will be to be able to determine the right machine to use in a given circumstance. All machines have different functions, which enable them to be used for different tasks. Being able to select the right equipment for the right task is of vital importance. Over the page we will discuss the various functions of different types of machinery. Be sure to practice using various types as much as possible. After you have practised using the equipment, you will get to know the various tasks each type of machine can do. This will make it easy for you to decide what equipment to choose and how to use it for the job.



**Learning to use the right equipment for the task is crucial. For example making 100 copies of a document using a photocopier is much quicker the printing out 100 copies. This improves your efficiency.**

## What Types of Equipment are Used?

While each organisation has a core set of equipment that it requires to get the job one, the type of equipment in your organisation is likely to depend greatly on the type of work that it undertakes. The typical office will have a wide range of equipment, but an organisation specialising in designing advertising is likely to have more computers and printing equipment. A copy shop will have many photocopiers available; an outbound call centre will require specialised computer and telephone equipment to operate efficiently.

However, the typical office has a core set of equipment that is used on a day-to-day basis. This equipment generally includes:

- **Photocopiers** – These are machines which will copy documents, maps, drawings or plans onto paper.
- **Fax machine** – These machines are used for sending and receiving hand written, typed or graphic messages over telephone lines.
- **Printers** – There are various types of printer available on the market. Their main purpose is to produce hard copies (that is copies on paper) of information stored in a computer. This may include words or pictures.
- **Telephones** - This type of business equipment is used for internal, external or international voice communication. Mobile telephones are increasingly common within organisations. They may or may not be connected to exchange systems which essentially link all the telephones in an organisation together.
- **Answering machines** – This equipment is designed to answer the telephones when the subscriber is unavailable. The caller generally will hear a recorded message requesting that a message be left. Most machines are able to be accessed from a remote telephone in order to receive the message.
- **Shredders** – This machinery is used for the destruction of records in paper format and are of particular value in organisations where confidential information is collected. Some of the more expensive models are also able to shred magnetic tape (such as microfiche and castes) as well as carbon ribbons.
- **Binding equipment** – These types of machines are used to produce bound volumes of documents.

Each of these will be dealt with in detail; however there are other types of equipment that you may encounter in the workplace. Brief descriptions of the most common follow:

- **Calculators** – Perform basic or advanced calculations.
- **Collators** – Often linked to photocopiers, these machines assemble multi-page documents ready for binding.

- **Dictating machines** – These systems use magnetic media (such as cassettes) to collect a verbal record of what has been said for later playback.
- **Electronic whiteboards** – The user can place written or drawn information on the white background, and if required copies of this information can be made.
- **Folding machines** – These machines are preset to fold documents in various ways to suit the size of envelopes into which the document is to be placed.
- **Franking machines** – These are machines used to imprint the postage amount directly onto envelopes or labels.
- **Guillotines** – These are manual or mechanical machines for cutting paper to a particular size or for trimming rough edges before binding.
- **Laminators** – These are document presentation aids and provide a plastic covering to booklets, reports or catalogues.
- **Overhead projector** – This type of equipment is used in conjunction with overhead transparencies to throw an enlarged reflection of material on to a white screen.
- **Punches** – This is a manual device used for making holes in paper which are to be filed or bound.



### Activity One

Using the table below, select the most appropriate equipment to use for a given task.

Task	Suitable equipment
Making a hard copy of a page from this manual.	
Trimming the edges of paper.	
Sending a hand drawn sketch to an international contact immediately.	
Making a paper copy of a plan drawn using CAD software.	
Recording a verbal note for oneself.	



## **Estimate quantities and resources correctly to complete the task**

### **Knowing What is Needed**

When you are given a task to perform, it is important that you attempt to establish the resources that you will require to undertake the job. This will enable you to ensure that you can gather the right resources and that these resources are on hand and available at the time when you will need them.

Estimating required resources involves looking carefully at your job and trying to determine exactly what resources are required to undertake that job. The resources that you may need for a job include:

- Paper;
- Ink;
- Toner;
- Binders;
- Staples; and
- Card stock.

Other specialised resources may be required depending on the type of task that you have been asked to complete.

**Think carefully about all the resources you will require. Often there are some that you simply may forget about, or which may seem insignificant, until you run out!**

Let's look at an example of how you can go about estimating the required resources for a given task. Let's assume that you have been asked to print 50 copies of a catalogue, along with accompanying cover letter and then mail these. You have been supplied the data files, so all you will need to do is print and mail them. The catalogues consist of 8 A5 sized pages, which are printed on A4 paper which is then folded in half.

The first thing we need to do is to establish the required resources. In this case we will require paper, envelopes, a printer or photocopier to copy the catalogue, a printer to print the labels, stamps and staples.

The major quantity that we will need to establish is for the paper. The catalogue consists of 8 A5 sized pages; each page will be double sided. Because we will be folding this in half, and because each page is half the size of A4 paper, the 8 pages will be printed onto 2 single A4 sheets of paper. This results in 100 sheets for the catalogue. There are also 50 cover letters to be printed. As these are single sided and single pages this will only require 50 extra sheets. We need 50 copies of each document, so all up 150 sheets of paper will be required.

In terms of binding, we are using staples, and we will place two staples in each catalogue along the middle of the left spine of each page, so 50 catalogues will require 100 staples. We will also need 50 envelopes, and 50 labels to complete the task.

So our schedule of resources is:

- 150 sheets of paper,
- 100 staples,
- 50 envelopes,
- 50 labels.



**Activity Two**

You have been asked to produce 5 employee induction kits for new employees. These are printed out using supplied data files and consist of:

- 1 Welcome letter (single A4 sheet)
- 1 Employee Manual (40 A4 pages, double sided, printed on A3 paper and folded – spiral bound)
- 1 Employment Agreement (5 single sided A4 pages – stapled in the corner)

What resources are required to complete this task?

Handwritten response area consisting of 20 horizontal lines. A large, diagonal watermark reading "SAMPLE" is overlaid across the entire page.



## **Check equipment for serviceability in accordance with equipment instructions**

### **The Instruction Booklet**

All the equipment in your workplace will come with its own Instruction Manual. This booklet should have step-by-step instructions on how to use it. These instructions should also allow you to check whether or not a piece of machinery is working correctly. This is known as serviceability.

An instruction booklet will show how to use the equipment, such as where to put the paper and how to select the different print or copy options. These diagrams can be difficult to follow, so watch carefully when your supervisor demonstrates how to use the equipment. When you are being trained, ask questions if you don't understand anything. It's a good idea to have a notebook and write in it the steps you have to take, or any suggestions the trainer gives you.

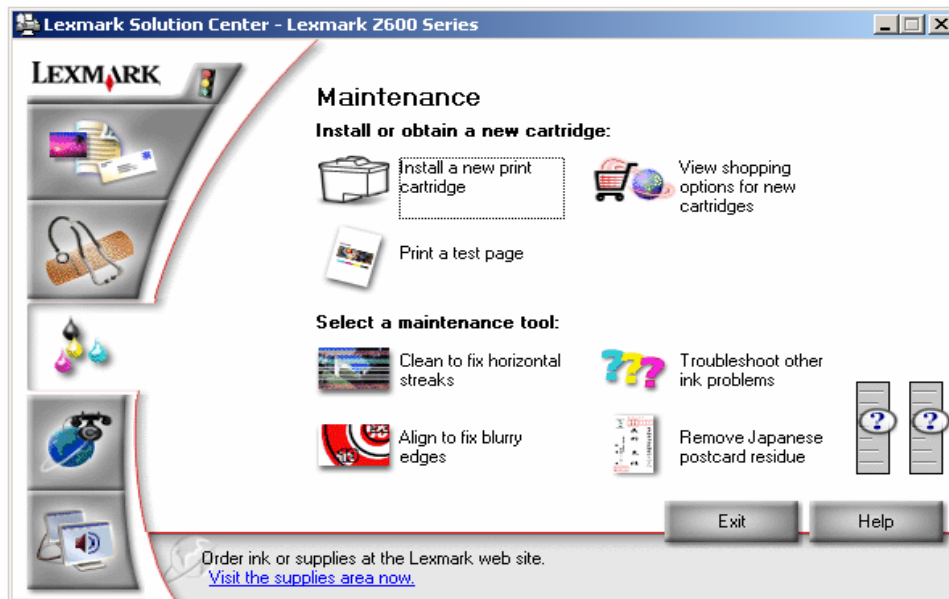
Draw a diagram to help you remember. Keep your notebook handy so you can easily refer to it. Many organisations display a 'How to Use' sign near the equipment. This tells you the steps you take to operate it and what to do if it breaks down. Often there are pictures that show how to use the equipment. Practise using the equipment. You will get better as you gain more experience.

An important aspect of serviceability is keeping a machine clean. Every piece of machinery will have its own cleaning instructions that are specific to the equipment, however there are some general rules that you should follow.

Remember that it is everyone's responsibility to keep the office equipment clean. You might wipe a soft brush or cloth over the equipment when you have finished using it. Use recommended cleaning materials only – these are usually found in the Instruction Manual. Cleaning instructions are generally found near the front of the manual. Make sure you know where they are kept – often with equipment that is portable, a special place is reserved for storage. You may find this is used to keep the equipment clean, free of dust or in a place where it will not be damaged. A very important rule is never to eat or drink near equipment – this can damage and dirty it.

### **Testing**

Serviceability also means that you should be sure that the equipment is working the way it should be. Some equipment (such as printers, photocopiers and fax machines) has a self-test option where a test page can be printed out. If you are unsure whether a piece of machinery is working correctly, print a test page.

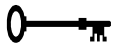


**Self-testing options are often found within your printers control panel.**

The manner in which the printing of a test page is accomplished will vary from equipment to equipment, however in the main your instruction book or online help (for printers) will tell you how to perform this task.

Another important aspect of serviceability is ensuring that the equipment has enough resources available to complete your task. Take another look at the picture above. Just above the help button are the ink monitors. They are currently empty, thus the printer will need its ink cartridges replaced before a job can be done. Some photocopiers also have monitors showing how much toner is contained in the photocopier (or laser printer).

If no monitor is available, making a test page, or printing out a document should tell you whether there is toner or ink available, if the page is not bright and clear, replacement may be required.



### Key Points Section 1

- Modern offices use a wide range of machinery, each of which is used to perform specialised tasks.
- Being able to determine what machinery to use in a given situation is an important part of your job.
- A typical office may include:
  - Photocopiers,
  - Fax machines,
  - Shredders,
  - Printers,
  - Telephones,
  - Answering machines,
  - Binding equipment.
- When you are given a task to perform, it is important that you attempt to establish the resources that you will require to undertake the job.
- All the equipment in your workplace will come with its own Instruction Manual. This booklet should have step-by-step instructions on how to use it. These instructions should also allow you to check whether or not a piece of machinery is working correctly.



### Section 1 - 'True' or 'False' Quiz



<b>T</b>	<b>F</b>	Offices generally use a wide range of equipment.
----------	----------	--



<b>T</b>	<b>F</b>	Printing a large print job on a photocopier is less efficient than using a printer.
----------	----------	---



<b>T</b>	<b>F</b>	Fax machines send only text over telephone lines.
----------	----------	---



<b>T</b>	<b>F</b>	A binder and a stapler serve the same basic purpose.
----------	----------	--



<b>T</b>	<b>F</b>	Printers and copiers serve the same purpose.
----------	----------	--



<b>T</b>	<b>F</b>	Shredders are useful in businesses when confidentiality is required.
----------	----------	--



<b>T</b>	<b>F</b>	Determining the resources you require to complete a task, allows you to be sure that you have the resources on hand.
----------	----------	--



<b>T</b>	<b>F</b>	A 4 page, A5, double sided booklet printed on A4 paper will only require a single sheet of paper.
----------	----------	---



<b>T</b>	<b>F</b>	An instruction booklet will show how to use the equipment, such as where to put the paper and how to select the different print or copy options.
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<b>T</b>	<b>F</b>	Printing a test page will not assist you in determining the serviceability of a piece of equipment.
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