

<b>Title</b>	<b>Demonstrate and apply knowledge of office equipment and administration processes</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	People credited with this unit standard are able to demonstrate and apply knowledge of office equipment and administration processes.
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<b>Classification</b>	Business Administration > Business Administration Services
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Definition  
*Organisational requirements* refer to the routine processes followed, consistent with relevant organisational policies and procedures, which can be documented or based on workplace good practice models.
- 2 Legislation relevant to this unit standard includes but is not limited to the:  
Copyright Act 1994  
Harmful Digital Communications Act 2015  
Health and Safety at Work Act 2015  
Human Rights Act 1993  
Privacy Act 2020  
and any subsequent amendments.  
Current legislation can be accessed at <http://legislation.govt.nz>.

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### Outcomes and performance criteria

#### Outcome 1

Demonstrate and apply knowledge of office equipment and administration processes.

#### Performance criteria

- 1.1 Office administration processes are described in terms of their purpose.

Range	administration processes include but are not limited to – mail handling (hard and soft copy); filing (hard and soft copy); security of information, resources, environment, and visitors; maintaining a healthy and safe office environment; evidence of at least four.
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1.2 Administration processes are used, as directed, in accordance with organisational requirements.

Range administration processes include but are not limited to – mail handling (hard and soft copy); filing (hard and soft copy); security of information, resources, environment, and visitors; maintaining a healthy and safe office environment; evidence of at least four.

1.3 Office equipment is used, as directed, in accordance with organisational requirements.

Range office equipment includes but is not limited to – telephone (at least three functions); multi-function printer/copier (at least three functions including scanning, copying, maintaining consumables); use of at least two of – fax, laminator, shredder, binder, security system, dictation equipment or voice recorder, digital device, other office equipment.

<b>Planned review date</b>	31 December 2026
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	3 June 1993	31 December 2012
Review	2	27 June 1996	31 December 2012
Review	3	28 April 1997	31 December 2012
Review	4	28 June 1999	31 December 2012
Review	5	26 September 2005	31 December 2012
Review	6	9 December 2010	31 December 2017
Rollover and Revision	7	16 April 2015	31 December 2023
Review	8	27 February 2020	N/A
Rollover and Revision	9	24 November 2022	N/A
Rollover and Revision	10	29 August 2024	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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**Comments on this unit standard**

Please contact Ringa Hora Services Workforce Development Council  
[qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.