

Title	Demonstrate and apply knowledge of office equipment and administration processes		
Level	2	Credits	4

Purpose	People credited with this unit standard are able to demonstrate and apply knowledge of office equipment and administration processes.
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Classification	Business Administration > Business Administration Services
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Available grade	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>.

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.

Planned review date	31 December 2024
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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

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

Comments on this unit standard

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