

Title	Demonstrate and apply knowledge of office equipment and administration processes		
Level	2	Credits	5

Purpose	People credited with this unit standard are able to demonstrate knowledge of office administration processes, and use office equipment and administration processes, as directed, in accordance with office requirements.
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Classification	Business Administration > Business Administration Services
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Available grade	Achieved
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Explanatory notes

- 1 All activities associated with this unit standard must comply with the requirements of: Health and Safety in Employment Act 1992, Copyright Act 1994, Human Rights Act 1993, Privacy Act 1993, and their subsequent amendments.
- 2 In this unit standard, office administration processes include:
 - mail handling (inwards and outwards, internal and external)
 - filing
 - customer services (meet and greet; answer or refer; face-to-face, telephone, e-mail)
 - maintaining security of information, resources, environment, and visitors
 - maintaining a healthy and safe office environment
 - use of office equipment (includes but is not limited to telephone, photocopier, scanner, fax, laminator, shredder)
 - one other administration process.

Outcomes and evidence requirements

Outcome 1

Demonstrate knowledge of office administration processes.

Evidence requirements

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

Outcome 2

Use office equipment and administration processes, as directed, in accordance with office requirements.

Evidence requirements

2.1 Use the telephone to answer calls, take messages, and transfer calls.

2.2 Use a photocopier.

Range print single and multiple copies; use multiple trays, including by-pass; load paper into trays; use automatic document feeder; know when and whom to call for assistance.

2.3 Use at least one other item of office equipment.

Range equipment may include but is not limited to – scanner, fax, laminator, shredder.

2.4 Use office administration processes.

Range customer services and two of – mail handling (inwards and outwards, internal and external); filing; maintaining security of information, resources, environment, and visitors; maintaining a healthy and safe office environment; any other administration process.

Planned review date	31 December 2019
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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	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>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.