

Title	Use office information, copying, and telecommunication systems		
Level	3	Credits	5

Purpose	People credited with this unit standard are able to use office information systems, electronic copying equipment, and office telecommunication systems, 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. The Official Information Act 1982 and the Public Records Act 2005 also apply within public sector organisations.
- 2 Definition
Copying refers to the reproduction of documents using photographic or electronic technology.

Outcomes and evidence requirements

Outcome 1

Use office information systems in accordance with office requirements.

Evidence requirements

- 1.1 Information is obtained from electronic and manual information systems and reference sources.
- 1.2 Office supplies are ordered, stored, and distributed.
- 1.3 Information is managed in accordance with a records management system.

Range information is – stored, retrieved, disposed of;
records management system – manual, electronic.

Outcome 2

Use electronic copying equipment in accordance with office requirements.

Evidence requirements

- 2.1 Copyright provisions relating to copying documents are outlined in accordance with legislative requirements.
- 2.2 Equipment for copying documents is described in terms of features, cost implications, and convenience.
- 2.3 Documents are copied.
- Range reduction, enlargement, double-sided copying, collation, memory facilities, by-pass sheet feeder, colour copying, finishing options, alternative paper trays; evidence of four is required.
- 2.4 Equipment malfunctions are addressed according to equipment and office requirements.

Outcome 3

Use office telecommunication systems in accordance with office requirements.

- Range systems may include a a small business system; telephone answering machine; teleconference facilities; telepager; mobile phones; Voice-over Interactive Protocol (VoIP, eg Skype); Evidence for four different systems is required

Evidence requirements

- 3.1 Features of office telecommunication systems are used in accordance with operating instructions.
- Range features may include voicemail, call waiting, call diversion evidence for voicemail and one other feature is required.
- 3.2 Text, image, and sound based telecommunications systems are selected and used to achieve specified communication tasks.
- Range specified communication tasks may include but are not limited to transferring – sound, images, text, multimedia; evidence of two is required.
- 3.3 Office requirements for using telecommunications systems are described in terms of ethics, security, access, records, copyright, health and safety, confidentiality.

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	30 March 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.