

Business Equipment



Training and Education Institute - Australasia

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Revision 1-2 February 2009

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About This Workbook

This workbook is divided into chapters which will cover the competencies and skills required.

We recommend that you work through the unit moving through the chapters, building on the knowledge and skills.

Learning Outcomes

The learning outcomes are shown at the beginning of each chapter. Learning outcomes match the competencies you must demonstrate to be successful in this course of study.

Learning Icons

Throughout each book icons are used to indicate the activity or purpose of the text. The icons used in this course are explained on the following pages.



As you work through this unit you will encounter different symbols that indicate a task for you to complete.



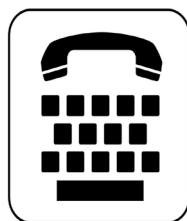
The introduction to the topic and overview of the units, and includes your instructions, assessment and objectives.



This symbol indicates the pages where lesson or learning activities are presented. When new ideas, skills, concepts and knowledge are being presented, the learning icon is used to mark this section.



This symbol indicates there are Internet sites that will support your learning and provide further resources. The site will be listed in the right hand text areas. If you are working on-line the site address will be hyperlinked. You will need an Internet account and an Internet Service provider to access these sites.



In some cases you be asked to email work, comment or activities to your teacher. You will need an Internet account and an Internet Service Provider to access these sites. If you have this service, it is mandatory for you to use it. This form of communication is common in the world of work and an element of your assessment. It is important that you are familiar with its use. All email is to be sent to your teacher. If you do not have an email service, you will have to post the work to your teacher.



This symbol indicates a practical activity to be completed by you. The completed activity must be sent to your teacher.



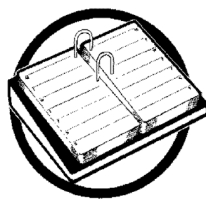
When you see this icon, it's time to complete a practical exercise and fax your work to your teacher.



These pages are the assessment activities for each unit of this module. Assessment activities are contained at the end of each unit in this module. These are mandatory and must be completed. All assessment activities are returned to your teacher.



You may be asked to prepare a cassette tape as part of the work to be returned to your teacher. These activities assist the teacher to assess how you are progressing, your use of oral language and the planning you have put into completing the exercise.



You are to complete the work indicated by this symbol in your notebook. Your notebook will be required by your teacher throughout the course. Ensure you keep the work up to date.



This symbol indicates "self-check" questions. Once you have completed the question you need to check your answers from the self check pages at the back of the book. Mark your answers and correct any you have wrong. Use a different coloured pen to mark your work.



Occasionally in some modules you will need to work with a range of software. This symbol indicates software is to be used in the unit. The specific software will be detailed in the margin area to the right of the symbol.



Unit Overview

Unit Purpose

This unit provides competency-based training in effective operation of a range of office equipment to complete a range of tasks. The unit is suitable for participants who are entering the workplace and need to understand the range of office equipment they will encounter.

This unit addresses the competencies of BSBADM101A *Use business equipment and resources*.

Prerequisites

No prerequisites, but before attempting this unit, the participant should have:

1. Satisfactory literacy skills.

Content Summary

This unit covers the following topics:

- ① Selection of appropriate equipment.
- ② General operation and maintenance of the office equipment found in a range of standard office environments.
- ③ Identification and rectification of minor faults within office equipment.



Unit Performance Criteria

LEARNING OUTCOME 1:

Select equipment and resources.

- 1.1 Identify and access business equipment or resources required to complete task under direct instructions
- 1.2 Estimate quantities and resources correctly to complete the task
- 1.3 Check equipment for serviceability in accordance with equipment instructions

LEARNING OUTCOME 2:

Operate equipment.

- 2.1 Operate equipment in accordance with manufacturer's specifications and under direct instructions
- 2.2 Identify equipment faults accurately and take action to ensure equipment is repaired in accordance with manufacturer's specifications
- 2.3 Report repairs outside area of own responsibility to appropriate persons

LEARNING OUTCOME 3:

Maintain equipment and resources.

- 3.1 Maintain equipment or resources to support completion of tasks under direct instructions
- 3.2 Undertake maintenance to ensure equipment meets manufacturer's specifications
- 3.3 Maintain records concerning equipment or resources under direct instructions
- 3.4 Store equipment and resources under direct instructions



Chapter 1 - Office Equipment

Chapter Learning Outcome

An awareness of the issues related to the use and safe operation of a range of basic office equipment.

Chapter Objectives

On completion of this chapter, participants will be able to:

1. Explain why equipment safety is important.
2. Understand the purposes of routine maintenance of office equipment.



Office Equipment

In recent years, the range of equipment that can be found in the average office has grown considerably. This has changed the nature of the office environment and has meant that many new skills are required. Many of the tasks that were done manually are now done with the aid of office equipment. This has increased the efficiency of the office but has placed increasing strain on office workers to learn the skills necessary to use this equipment.

In this unit we focus on the following items of equipment and the accompanying resources:

- Photocopier
- Fax machine
- Shredder
- Binding equipment
- Laser printer



Occupational Health & Safety (OHS)

When operating office equipment, you need to be aware of safety.

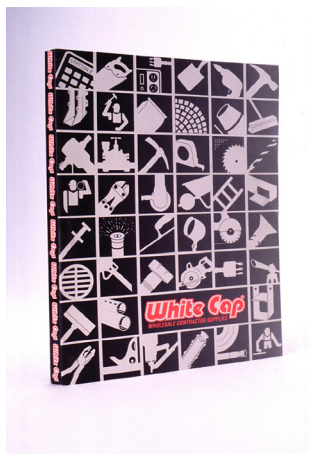
Power access

When using office equipment, be sure to follow the manufacturer's instructions regarding power supply requirements. Do not overload electrical circuits by plugging in too many pieces of equipment on the one power point. Avoid the use of extension cords longer than five metres. Extension cords longer than 5 metres may reduce voltage supply and could cause equipment to malfunction.

A common source of workplace accidents is people injuring themselves by tripping over power leads and so on. Power leads should not be run across walk areas. If this is unavoidable, tape down all leads to minimise risk.



Safety



Before operating office equipment, you should read the manual or manufacturer's instructions that are supplied. Familiarise yourself with the safety procedures for this equipment and pay particular attention to any potential health risks that are associated with the use of this equipment. If there is a potential health risk, read the safety precautions provided and follow all safety procedures carefully.



Never use suspect equipment. Any equipment that is damaged should not be used under any circumstances. If the equipment is damaged inform your supervisor immediately and record the fault/damage in the necessary way.

When using electrical equipment, it is important that any unusual noises, smells or the appearance of smoke be reported immediately. If you notice any of these, you should stop using the equipment immediately, unplug the equipment from the power point and place an “out of order” sign on or near the equipment. You should inform your supervisor immediately.



Here are some other important things to consider when using office equipment:

- Never use electrical equipment near water.
- Keep all liquids, like a cup of coffee, well away from electrical equipment.
- Allow adequate ventilation around electrical equipment to aid in cooling.



Never use electrical equipment near water. Keep all liquids well away from electrical equipment. Allow adequate ventilation around electrical equipment to aid in cooling. Keep all metal objects away from electrical equipment. These can conduct electricity and cause short circuits if they contact live areas.

In the event of an electrical storm, it may be a good idea to unplug electrical equipment to avoid the potential risk of damage from power surges. Never use the telephone during an electrical storm – there is a risk of electric shock. Unplug fax machines and modems during storms.

When using any electrical equipment, there is always a potential risk. Office equipment should be inspected regularly. Any signs of problems should be reported immediately and the equipment not used until the problem has been rectified.

Remember, where electricity is concerned, it is always better to be safe than sorry.

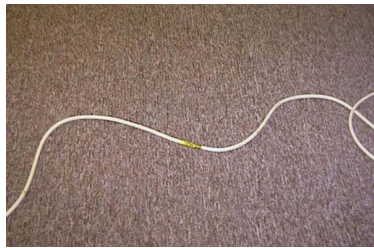
What is wrong in these photos?



In each of the photographs below, there is something wrong. Identify what is wrong, write each one up in a few sentences and then fax this to your teacher.











Maintenance of Office Equipment

Maintenance of office equipment is important to ensure that the work is completed within the set timelines. Maintaining office equipment increases the life of the equipment, prevents breakdowns and delays and helps all workers do their job.

It is important to find out what to do to maintain the equipment you use. Major maintenance work will be handled by other people, but the day to day cleaning of and checking equipment is the responsibility of the person using that equipment.

It is important that you learn what to do before attempting anything. You should read the manual supplied with the equipment or ask a colleague for advice.

Your responsibility will not be great, but it will be vital for the business. Your work may include replacing toner cartridges in photocopiers or laser printers, replacing ink cartridges in inkjet printers, replacing and maintaining paper supplies for office equipment, wiping equipment over and doing simple tasks to ensure the equipment works well.

It may also be one of your duties to clean office equipment regularly. Computer screens and keyboards should be cleaned daily or at least weekly. Dust can also build up on other office equipment. In each case, it is important that you follow the guidelines for cleaning office equipment.



Chapter 2 - Using Equipment

Chapter Learning Outcome

Use of a range of general office equipment.

Chapter Objectives

On completion of this chapter, participants will be able to:

1. Use common office equipment at a basic operator level.
2. Use manuals to work at enterprise specific office equipment.



Fax Machine

The fax machine is an important part of any office. Fax machines are used to transfer information through a telephone connection. The advantages of fax machines are:

- Allow quick transfer of information
- Able to send any document that is on paper
- Able to send documents to many locations
- Confirms the receipt of the information at the other end
- Automatic dial and redial

Remember, when sending documents by fax, you will generally be faxing to an office in which many people may work. It is important that you consider the nature of the documents and determine if it is appropriate to fax them. Sensitive or confidential documents should never be sent by fax unless special arrangements have been made.

Most fax machines today produce copies using a method similar to photocopiers or ink jet printers.



Sending documents by fax

When getting documents ready for faxing, it is important that the original document is of good quality. Marked, faded or wrinkled documents do not fax well and will give a poor quality at the other end. Thick or very thin paper documents, torn documents and transparent documents are not suitable for transmission.

If a document is not suitable for transmission, it may be a good idea to photocopy the document and then fax the copy.



Transmission

Once you have prepared the document for sending, the procedures are:

Place

Place the document in the feed tray. Generally these will be placed face down.

Set

Most faxes give you the option of normal or fine resolution. Fine resolution is best used for detailed documents such as maps and plans.

Test

While not essential, it is possible to run a test copy through the machine by pressing "start" without dialling the number. If it copies clearly, it will copy clearly at the other end.

Dial

Check the number you are dialling carefully and then dial. The method used will vary according to the type of machine that you are using.

Illegible or incomplete faxes

Sometimes, you may receive a fax that is not able to be read or is incomplete. When this happens you should contact the sender as soon as possible. If necessary, the fax may have to be sent again or other delivery arrangements can be made. It is for this reason that a fax should have a cover sheet including the intended recipient, the sender, date, telephone number of sender and the number of pages sent.



Practical Exercise

Prepare a coversheet for a fax. (Hint: You may like to use the template in MS Word.) Print out the coversheet, fill in your tutor's name and fax number. Include a brief message about how you are finding this unit.

Fax this to your tutor. This will form a part of your assessment for this unit.



Shredder

A shredder is an important piece of equipment in any office. A shredder is used to destroy confidential documents so that they do not fall into the wrong hands. They may also be used to destroy general business documents detailing customers, suppliers, letters, financial records and so on.



Your supervisor will always make the decision as to which documents must be shredded. Do not shred documents without the approval of your supervisor.

A shredder is a relatively simple piece of equipment to operate. It generally involves:

- Removal of all staples, paperclips etc from the documents – these will cause the shredder to jam and may damage the blades
- Placing a small number of sheets in the shredder feed tray – too many sheets will jam the shredder.
- Pushing the start button to shred the documents – this will feed the documents into the machine and the blades will shred the documents

NOTE: A shredder is potentially dangerous. If paper jams, switch off the power and unplug the machine before attempting to remove the paper. Shredded documents can be recycled by a paper recycling company or alternatively may be used as mulch.



Other Office Equipment

Depending on the environment in which you work, there may be additional office equipment to that detailed here. This might include:

Laminator

This is used for coating paper with clear plastic for protection reasons.



Electronic whiteboard

Allows the user to print what they have written on the screen. Also allows automatic shift to clear the whiteboard surface.

Mobile phone

This is now commonplace in many businesses. Particularly useful when employees are out of the office.



Trimmer

Equipment used to trim documents for presentation purposes.

Electronic calculator

A handy tool to allow for the rapid calculation of figures.



Electronic stapler

Useful for stapling large quantities of



Chapter 3 - Photocopiers

Chapter Learning Outcome

To provide competency-based training in effective copying and collating of documents.

Chapter Objectives

On completion of this chapter, participants will be able to:

1. Copying and collating documents.
2. Current business practices in relation to promotion of an enterprise.
3. Preparation for work placement.



Your Role

As a worker in a business, you will have to copy a range of business documents.

Many organisations will have rules and procedures that must be followed when copying documents. You must be familiar with these procedures, the rules regarding copyright and the nature of the documents being copied.








Once copied, you will then need to collate documents by placing them in the correct order.



What will need to be copied?

The types of documents that you will copy will vary from business to business.

Documents may include:

-  Letters to clients
-  Reports
-  Financial data
-  Order forms
-  General materials for customers and clients
-  Meeting agenda's and minutes
-  Legal documents (eg. contracts)



Special Rules?

Copying and collating documents may not always be as straight forward as this seems. Many businesses will have a set ways that documents must be copied and presented.

Standard of Presentation

Presentation of documents is very important. This is because the way the documents look will reflect on the business.

For example, some businesses may insist that documents to be used in the office be held together with a single staple in the top left hand corner. However if the documents were a quote and were to be sent to a possible client, the business may wish for it to be spiral bound with a cover sheet and a clear plastic cover.

Always check with your supervisor as to how different types of documents are to be copied, collated and presented.

Maintaining Confidentiality

It will often be necessary to copy confidential information. Information that could be classed as confidential might include:

- ➔ Financial data
- ➔ Client personal information
- ➔ Legal information
- ➔ Information that may be of use to the business' competitors
- ➔ Information that could be harmful to your business

It is important that this information is treated with respect. For example, if this information is to be copied, copies should never be left in accessible areas, nor should it remain on or near the copier.

Originals, should be returned to the security of the filing system immediately after copying.

Sometimes it may be necessary to get the approval of your supervisor before certain kinds of information can be copied (eg. legal information). Having access to confidential information places considerable responsibility in your hands.



Practical Activity:

Email your responses to the questions below to your tutor.

1. What is meant by the word **confidentiality**.
2. Give three examples of how confidentiality would apply to you in your office situation. (Each example to be outlined in approximately 50 - 100 words).

Copyright

It is very important, that if information you are copying is a published works such as a book, you follow the copyright requirements. The Copyright Act 1968, sets out rules that apply to the copying of published works.

The rule of thumb, is that you are not allowed to copy all of these materials because, legally, it belongs to the author. In order to copy this material you may need to seek the author's permission.

Remember, the legal implications of unauthorised copying can be severe. If you are unsure of what copyright rules apply, ask your supervisor for direction.

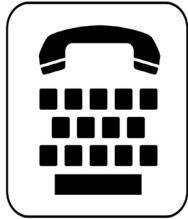
The website below is a great source of information regarding copyright within Australia and overseas. Bookmark it for your use now and when you are in the workforce.

www.copyright.com.au

The *Copyright Act* allows the copying of:

- Up to 10% of the number of pages in a publication
- Up to one chapter, where the book is divided into chapters

Remember, the *Copyright Act* does not only apply to paper based publications. It also applies to artworks, music, film, material on the Internet and so on. Be vigilant in these duties.



Check Your Understanding

These activities will form a part of your assessment. Email your answers to your tutor.

1. List the works copyright protects.
2. What is the purpose of copyright?
3. If you copy a computer software program have you broken copyright?

Avoid Wastage







When copying documents, that can be a great deal of paper wastage. Always check that the copier's print settings are correct *before* you begin.

Many businesses photocopy both side of the paper to reduce wastage. A business may also re-use incorrectly copied documents to print/copy drafts for proofreading.

Be aware of the requirements in your business. If no policy exists for reducing paper wastage, you should think how you can lower wastage.

Choosing Materials





Consider these points when deciding on what materials to use in copying:

-  What is available in the business
-  The standards of presentation required
-  Type of the document
-  Who the material is for
-  The size of the document
-  Instructions your supervisor gave you



Binding Equipment

The method of binding and the equipment used will vary from organisation to organisation. Common binding methods may include:

-  Stapling (manual or electronic)
-  Spiral binding
-  Thermal binding
-  Hole punch or paper drilling

Familiarise yourself with the binding methods and equipment available within each individual enterprise. If in doubt, ask your supervisor for assistance.

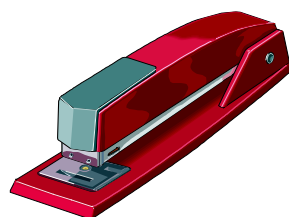


Coil Binder

Machine used for coil binding documents.

Electronic stapler

Useful for stapling large quantities of documents or for thick documents.



Manual stapler

Useful for stapling small quantities of paper or for thin documents.



Deadlines

As with any work you will be required to meet deadlines when copying, collating and presenting documents.

It is important that you plan your work so that any unexpected delays do not stop you from completing the job on time.



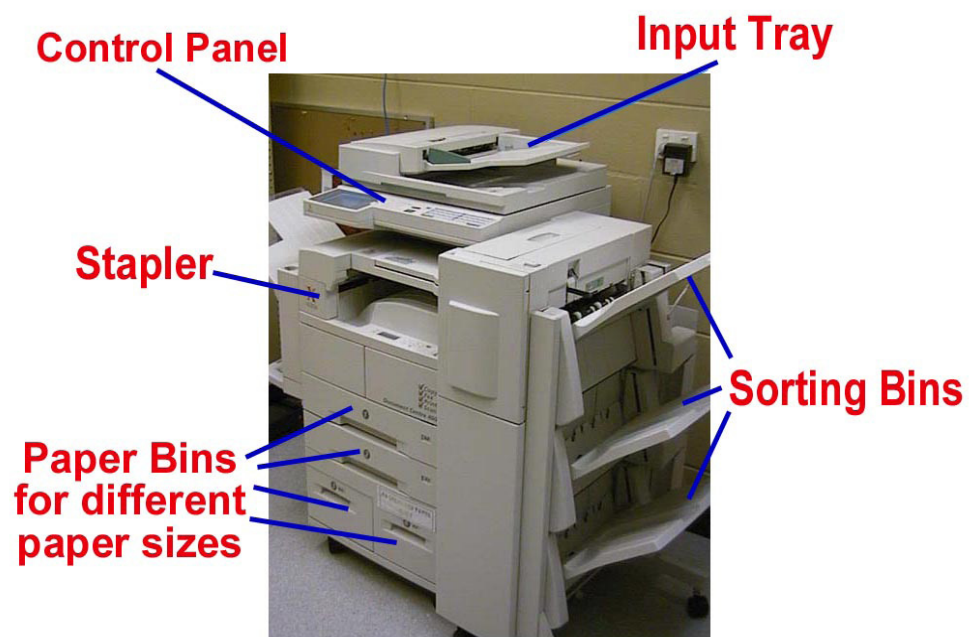
Plan your work!



Collating

Collating copied documents can be a time consuming process. It is important that you plan your work when manual collating is required. Manual collating methods might include placing each bundle of copied documents on a table, moving from pile to pile in turn until you have a complete document. Be careful, when using this method, to check your work carefully. It is very easy to skip a sheet or alternatively, pick up more than one copy.

Some photocopiers will automatically collate for you. Check the manual or consult a supervisor or colleague for advice.





Photocopier

There are many different types of photocopiers available. The price and features of photocopiers will vary considerably but the options include:

- High volume
- High speed
- Portability
- Double sided copying
- Colour
- Reduction and enlargement
- Sorting, collating and stapling



Generally, the greater the number of options, the higher the price. It is possible to buy a simple photocopier with some features suitable for a small office quite cheaply. Large photocopiers that have high speed, are able to do very large numbers with reduction/enlargement and sort/collate/staple options could cost many thousands of dollars.

Preparing documents for copying

When preparing documents for copying, it is important that the original is of good quality. Poor quality original documents make for poorer quality copies. Generally, typed documents are best for copying. If you are handwriting messages/documents to be copied, black ink is best.

It is important that documents are proofread and checked for errors prior to copying. This way, an error will not lead to the job having to be done over again.

Preparing to Use

Before using the photocopier, always check to see that the glass is clean. Marks or dust on the glass will lead to marks on the copied documents.

Check that the photocopier is switched on and that it has paper. Most photocopiers will have a pull out cassettes of drawers, which will contain the paper. In order to refill the paper supply, first pull out the cassette or drawer. Fan out the paper that you are going to use – this separates sheets and helps prevent paper jams. Place the paper in the drawer or cassette and then close the drawer or replace the cassette.



A typical photocopier, which might be suitable for a small office and its functions, is illustrated. Please note that some machines may not have all of these features. It is important that you ask for help and read the manual for your photocopier.



Copying

In order to make a copy, open the lid and place the original face down on the glass. Some photocopiers will have an automatic document feeder, which allows you to place the original in here and will automatically feed these documents into the machine.

Make sure that the correct paper size is selected and ensure that the original is not crooked. Select the settings that you require – number of copies, single or double sided copying, sorted, collated, stapled and so on. Once you have selected the settings that you require, press print (copy).

Below is a typical control panel for a photocopier.



NOTE:
You should never be afraid to ask for assistance.