



Australian Government

Department of Education, Employment and Workplace Relations

BSBCMN105A Use business equipment

Release: 1

BSBCM105A Use business equipment

Modification History

Not applicable.

Unit Descriptor

This unit covers the skills and knowledge required to choose resources to complete a variety of tasks under direct supervision and includes operating equipment, undertaking routine maintenance and reporting faults to the appropriate person.

This unit is related to BSBCM205A Use business technology.

This unit covers the skills and knowledge required to choose resources to complete a variety of tasks under direct supervision and includes operating equipment, undertaking routine maintenance and reporting faults to the appropriate person.

This unit is related to BSBCM205A Use business technology.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Select equipment/resources	<p>1.1 Business equipment or resources required to complete task are identified and accessed under direct instructions</p> <p>1.2 Quantities and resources are correctly estimated to complete the task</p> <p>1.3 Equipment is checked for serviceability in accordance with equipment instructions</p>
2 Operate equipment	<p>2.1 Equipment is operated in accordance with manufacturer's instructions and under direct instructions</p> <p>2.2 Equipment faults are accurately identified and action taken to ensure equipment is repaired in accordance with manufacturer's instructions</p> <p>2.3 Repairs outside area of operator's responsibility are reported to appropriate persons</p>
3 Maintain equipment/resources	<p>3.1 Equipment/resources to support completion of tasks are maintained under direct instructions</p> <p>3.2 Maintenance is undertaken to ensure equipment meets manufacturer's specifications</p> <p>3.3 Records concerning equipment/resources are maintained under direct instructions</p> <p>3.4 Equipment and resources are stored under direct instructions</p>

Required Skills and Knowledge

Not applicable.

Evidence Guide

Critical Aspects of Evidence

Provides evidence of listening carefully and following instructions on how to select and operate equipment,
Undertakes routine maintenance while following instructions in accordance with operating manual and
Communicates faults and/or risks to appropriate people

Underpinning Knowledge*

* At this level the learner must demonstrate knowledge by recall in a narrow range of areas.
Relevant legislation from all levels of government which affect business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations, anti-discrimination and diversity
Relevant industry codes of practice
Knowledge of the organisation's policies, plans and procedures that relate to the use of business equipment
Understanding the functions of a range of business equipment
Knowledge of the correct shut-down procedures for a range of business equipment
Knowledge of common equipment faults
Knowledge of routine maintenance procedures

Underpinning Skills

Literacy skills to identify work requirements and process basic, relevant workplace documentation
Communication skills to identify lines of communication, request advice, effectively question, follow instructions, receive feedback and report equipment faults
Problem solving skills to solve routine problems related to business equipment and to determine appropriate fault repair actions while under direct supervision
Technology skills to use business equipment under direction
Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental

Resource Implications

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

Consistency of Performance

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

Context/s of Assessment

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular AQF Level. Refer to the Key Competency Levels at the end of this unit

Key Competency Levels

Collecting, analysing and organising information (Level 1) - to identify resource needs

Communicating ideas and information (Level 1) - to collect information

Planning and organising activities (Level 1) - to complete a task

Working with teams and others (Level 1) - to complete scheduled tasks

Using mathematical ideas and techniques (Level 1) - as an aid to measure and schedule tasks

Solving problems (Level 1) - to identify equipment faults

Using technology (Level 1) - to complete allocated tasks

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies

Critical Aspects of Evidence

Provides evidence of listening carefully and following instructions on how to select and operate equipment,

Undertakes routine maintenance while following instructions in accordance with operating manual and

Communicates faults and/or risks to appropriate people

Underpinning Knowledge*

* At this level the learner must demonstrate knowledge by recall in a narrow range of areas.

Relevant legislation from all levels of government which affect business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations, anti-discrimination and diversity

Relevant industry codes of practice

Knowledge of the organisation's policies, plans and procedures that relate to the use of business equipment

Understanding the functions of a range of business equipment

Knowledge of the correct shut-down procedures for a range of business equipment

Knowledge of common equipment faults

Knowledge of routine maintenance procedures

Underpinning Skills

Literacy skills to identify work requirements and process basic, relevant workplace documentation

Communication skills to identify lines of communication, request advice, effectively question, follow instructions, receive feedback and report equipment faults

Problem solving skills to solve routine problems related to business equipment and to determine appropriate fault repair actions while under direct supervision

Technology skills to use business equipment under direction

Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental

Resource Implications

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

Consistency of Performance

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

Context/s of Assessment

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement

Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package

Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment

Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular AQF Level. Refer to the Key Competency Levels at the end of this unit

Key Competency Levels

Collecting, analysing and organising information (Level 1) - to identify resource needs

Communicating ideas and information (Level 1) - to collect information

Planning and organising activities (Level 1) - to complete a task

Working with teams and others (Level 1) - to complete scheduled tasks

Using mathematical ideas and techniques (Level 1) - as an aid to measure and schedule tasks

Solving problems (Level 1) - to identify equipment faults

Using technology (Level 1) - to complete allocated tasks

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies

Range Statement

Legislation, codes and national standards relevant to the workplace which may include:

award and enterprise agreements and relevant industrial instruments
relevant legislation from all levels of government which affect business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations, anti-discrimination and diversity
relevant industry codes of practice

Business equipment may include:

photocopier
printer
binder
answering machine
fax machine

telephone

Business resources may include:

facilities
equipment
human resources
Occupational Health and Safety resources
stock and supplies

Equipment instructions may include:

manufacturers guidelines
procedures manual
Occupational Health and Safety guidelines and procedures
training notes

Organisational requirements may be included in:

goals, objectives, plans, systems and processes
legal and organisation policy/guidelines and requirements
business and performance plans
confidentiality and security requirements
access and equity principles and practice
ethical standards
Occupational Health and Safety policies, procedures and programs
defined resource parameters

Appropriate persons may include:

supervisor
colleagues
external organisations
line management

Maintenance may include:

adding toner
cleaning equipment regularly
replacing paper
clearing paper jams
organising service calls

Records may include:

equipment service call forms

service repair forms
purchase orders
warranties

Legislation, codes and national standards relevant to the workplace which may include:

award and enterprise agreements and relevant industrial instruments
relevant legislation from all levels of government which affect business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations, anti-discrimination and diversity
relevant industry codes of practice

Business equipment may include:

photocopier
printer
binder
answering machine
fax machine
telephone

Business resources may include:

facilities
equipment
human resources
Occupational Health and Safety resources
stock and supplies

Equipment instructions may include:

manufacturers guidelines
procedures manual
Occupational Health and Safety guidelines and procedures
training notes

Organisational requirements may be included in:

goals, objectives, plans, systems and processes
legal and organisation policy/guidelines and requirements
business and performance plans
confidentiality and security requirements
access and equity principles and practice
ethical standards
Occupational Health and Safety policies, procedures and programs
defined resource parameters

Appropriate persons may include:

supervisor
colleagues
external organisations
line management

Maintenance may include:

adding toner
cleaning equipment regularly
replacing paper
clearing paper jams
organising service calls

Records may include:

equipment service call forms
service repair forms
purchase orders
warranties

Unit Sector(s)

Not applicable.