



Australian Government

Department of Education, Employment and Workplace Relations

BSBADM101A Use business equipment and resources

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to choose equipment and resources to complete a variety of tasks under direct supervision and includes operating equipment, undertaking routine maintenance and reporting faults to the appropriate person. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

Application of the unit	This unit applies to individuals developing basic skills and knowledge to use a variety of business equipment in preparation for working in a broad range of settings.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Select equipment or resources	<ul style="list-style-type: none">1.1. Identify and access <i>business equipment</i> or <i>resources</i> required to complete task under direct instructions1.2. Estimate quantities and resources correctly to complete the task1.3. Check equipment for serviceability in accordance with <i>equipment instructions</i>
2. Operate equipment	<ul style="list-style-type: none">2.1. Operate equipment in accordance with manufacturer's specifications and under direct instructions2.2. Identify equipment faults accurately and take action to ensure equipment is repaired in accordance with manufacturer's specifications2.3. Report repairs outside area of own responsibility to <i>appropriate persons</i>
3. Maintain equipment or resources	<ul style="list-style-type: none">3.1. Maintain equipment or resources to support completion of tasks under direct instructions3.2. Undertake <i>maintenance</i> to ensure equipment meets manufacturer's specifications3.3. Maintain <i>records</i> concerning equipment or resources under direct instructions3.4. Store equipment and resources under direct instructions

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills to identify work requirements and to process basic, relevant workplace documentation
- communication skills to identify lines of communication, to request advice, to effectively question, to follow instructions, to receive feedback and to 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 direct supervision.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
 - occupational health and safety (OHS)
- functions of a range of business equipment
- correct shut-down procedures for a range of business equipment
- common equipment faults
- routine maintenance procedures.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- demonstrated application of appropriate maintenance procedures.
- knowledge of the functions of a range of business equipment
- operation of a range of business equipment.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and resources
- examples of operational and maintenance manual and records.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- analysis of responses to case studies and scenarios
- observation of demonstrated techniques in operating and maintaining business equipment
- oral or written questioning to assess knowledge of the operation and maintenance of business equipment
- review of records concerning equipment or resources.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- other general administration units.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Business equipment</i> may include:	<ul style="list-style-type: none"> • answering machine • binder • fax machine • photocopier • printer • telephone
<i>Resources</i> may include:	<ul style="list-style-type: none"> • equipment • facilities • human resources • OHS resources • stock and supplies
<i>Equipment instructions</i> may include:	<ul style="list-style-type: none"> • manufacturers guidelines • OHS guidelines and procedures • procedures manual • training notes
<i>Appropriate persons</i> may include:	<ul style="list-style-type: none"> • colleagues • external organisations • line management • supervisor
<i>Maintenance</i> may include:	<ul style="list-style-type: none"> • adding toner • cleaning equipment regularly • clearing paper jams • organising service calls • replacing paper
<i>Records</i> may include:	<ul style="list-style-type: none"> • equipment service call forms • purchase orders • service repair forms • warranties

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Administration - General Administration
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Co-requisite units

Co-requisite units		