

Learning Assessment Guide

Unit Standard 114 – Version 5

Operate office automation systems

Level 3 – 10 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

The tasks in this assessment are designed to show your assessor that you can:

- Demonstrate knowledge of office automation systems.
- Use office automation system applications.

This Learning Assessment Guide is made up of:

- Tasks for you to complete.
- Observer Feedback Form.
- Manager or Team Leader Verification Form.
- Assessment Guide that the assessor will use to assess your competence.

Special notes relating to this unit standard:

1. Legislation and guidelines to be considered include:
 - Occupational health and safety guidelines and work practices and work environment recommendations. (Refer <http://www.osh.dol.govt.nz/order/catalogue/index.shtml>)
 - Health and Safety in Employment Act 1992
 - Copyright Act 1994,
and their subsequent amendments.
2. *Office automation systems* - electronic/digital systems used to create, store, modify, display, integrate and communicate information. The information can be produced/communicated in hard copy, verbal, visual or electronic form.

Assessment Task One – Element 1

Introduction

The purpose of this task is to assess your ability to demonstrate knowledge of office automation systems.

Instructions

You must show evidence of your understanding of office automation systems. These are electronic or digital systems used for creating, storing, modifying, displaying, integrating, and communicating information. This information may be written, verbal, visual, and/or electronic.

- Answer all the questions to complete the assessment. You may also provide supporting documentary evidence such as examples of how the information integrated systems produce in your workplace e.g shared scheduling, calendars etc.
- Your assessor may wish to ask you further questions for clarity or to gain sufficient evidence.
- You also need your manager or team leader to complete the Manager or Team Leader Verification Form upon completion of Task Two.

Question 1

Find out about the integrated office automation systems used for communication in your workplace. They may include a Local Area Network (LAN), telephones and email systems. The photocopier and publishing facilities may also be integrated. How do they all work together to make tasks faster and easier? Can you, for example, listen to a telephone voice message on your computer, or send a file straight from your computer to the photocopier?

Now answer **at least three** of these questions about the integrated communication systems in your workplace. Attach any relevant documents that support your explanations. Choose systems that work together.

- a) How are telephones (land and mobile), and/or video and radio, and broadband used for communication in your workplace? Explain how they work together with other equipment to get tasks done.



b) How are computers used for communication in your workplace? Explain how they work together with other equipment to get tasks done.

c) How is voice and video data used for communication in your workplace? Explain how they work together with other equipment to get tasks done.

d) How are copying and publishing facilities used for communication in your workplace? Explain how they work together with other equipment to get tasks done.



Question 2

Find out about the internal and external office automation systems used for processing and providing information in your workplace. They may include:

- local area networks
- wide area networks
- electronic mail systems
- data sharing systems
- internet applications
- imaging and optical character recognition systems
- voice recognition systems.

Choose four of these systems, and for each one describe at least two of their benefits and limitations for processing and providing information.

Attach any relevant documents that support your descriptions.

1. The benefits and limitations of _____
for processing and providing information

Benefits

Limitations

2. The benefits and limitations of _____
for processing and providing information

Benefits



Limitations

3. The benefits and limitations of _____
for processing and providing information

Benefits

Limitations

4. The benefits and limitations of _____
for processing and providing information

Benefits

Limitations





Question 3

Find out about two types of electronic conferencing available. Describe their features, functions and use in office automation systems.

Attach any relevant documents that support your descriptions.

- 1. Name of electronic conferencing system used in office automation systems:

Features of electronic conferencing system:

What the electronic conferencing system is used for:

- 2. Name of electronic conferencing system used in office automation systems:

Features of electronic conferencing system:



What the electronic conferencing system is used for:

Assessment Task Two – Element2

Introduction

The purpose of this task is to assess your ability to use office automation system applications.

Instructions

Ask your assessor or an approved observer to watch you use the office automation systems in your workplace. You must be observed using at least three systems.

Also collect physical evidence such as hard copies of documents or graphics, shared scheduling, promotional material, calendars, emails etc.

Ask the observer to complete the parts of the Observer Feedback Form relating to this task.

Ask your manager or team leader to sign the Manager's Verification Form relating to this task.

Ensure that you follow all Health and Safety guidelines and meet the conditions of the Copyright Act when completing these tasks.

If your assessor is not your observer they may ask you further questions to clarify or gain further evidence.

Observer Feedback Form

Name of Learner:	Learner's DOB:
Name of Observer:	Phone:
Relationship to Learner:	

_____ is currently being assessed toward Unit Standard
114 – Operate office automation systems.

Purpose of this form

Learners use this form to gain feedback to support their assessment for this unit standard. This form should be completed by an approved observer or assessor who has observed the learner in a situation where they had the opportunity to demonstrate their competence in the performance criteria for this unit standard.

Situation (please give brief details of the situation in which you observed the learner's performance):

In the situation you describe above, do you believe the learner has met the requirements of each of the following performance criteria for this unit standard?

Performance criteria	The Learner has met the criteria
The learner used at least three different office automation system applications.	Yes <input type="checkbox"/> No <input type="checkbox"/>
The three office automation systems included integrated applications.	Yes <input type="checkbox"/> No <input type="checkbox"/>
The three office automation system applications were used to communicate information.	Yes <input type="checkbox"/> No <input type="checkbox"/>
The three office automation system applications were used according to the information output required.	Yes <input type="checkbox"/> No <input type="checkbox"/>
The three office automation system applications were used safely and correctly.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please indicate which three types of office automation system applications were used:	
<ul style="list-style-type: none"> • transferring of data between various applications and hardware componentry (for example, scanners, cameras). 	Yes <input type="checkbox"/> No <input type="checkbox"/>
<ul style="list-style-type: none"> • using shared digital storage and retrieval systems. 	Yes <input type="checkbox"/> No <input type="checkbox"/>
<ul style="list-style-type: none"> • using digital personal information managers (for example, calendars, shared scheduling, cellphones). 	Yes <input type="checkbox"/> No <input type="checkbox"/>
<ul style="list-style-type: none"> • utilising text, graphics and other media obtained from the Internet (for example, .wav file as background sound for PowerPoint presentation). 	Yes <input type="checkbox"/> No <input type="checkbox"/>
<ul style="list-style-type: none"> • other (please describe). 	Yes <input type="checkbox"/> No <input type="checkbox"/>

Comments (you can use this section to elaborate on any special features of this activity, and to take notes for your own feedback to the learner. Continue on another sheet if necessary, and attach to this form. Note: The assessor will discuss your comments with the learner, so only record comments you are comfortable sharing.)

Thank you for your assistance.

Signed: _____

Date: _____

Manager or Team Leader Verification Form

Name of Learner:		
Name of Verifier:		Phone:
Relationship to Learner:		

_____ is currently being assessed toward Unit Standard 114 – Operate office automation systems. The learner must demonstrate knowledge of and use integrated office automation systems.

Your signature below confirms that the documents supplied for verification are the learner's own work, and that it is within the requirements of your organisation.

Comments

The assessor may contact you to discuss the learner's performance.

Signed: _____

Date: _____

Thank you for your assistance.

Assessment Guide

This is the assessment guide your assessor will use to assess your competence in unit standard 114.

Element	Task	Evidence	Judgement
One Demonstrate knowledge of office automation systems	1	<p>Questions 1-3 are answered in full.</p> <p>Learner gives explanation of concepts and functions of three office automation systems, for example:</p> <ul style="list-style-type: none"> • telecommunication components • computer communication components; • voice and video data; • copying and publishing facilities. <p>Learner describes four internal and external office automation systems, for example:</p> <ul style="list-style-type: none"> • local area networks • wide area networks • electronic mail systems • data sharing systems • internet applications • imaging and optical character recognition systems • voice recognition systems. <p>Learner describes two different types of electronic conferencing.</p> <p>Appropriate documentation or supporting workplace evidence may be provided</p> <p>Manager Verification Form completed.</p>	<p>Concepts and functions of three office automation systems explained.</p> <p>Four types of internal and external office automation systems are correctly described in terms of at least two benefits and at least two limitations for processing and providing information.</p> <p>The features, functions and use of two electronic conferencing system described.</p>

Element	Task	Evidence	Judgement
Two Use office automation system applications.	2	<p>Observer feedback form completed confirming the use of three types of integrated office automation systems.</p> <p>Examples include:</p> <ul style="list-style-type: none"> transferring of data between various applications and hardware componentry (for example, scanners, cameras). using shared digital storage and retrieval systems; using digital personal information managers (for example, calendars, shared scheduling, cellphones). utilising text, graphics and other media obtained from the Internet (for example, .wav file as background sound for PowerPoint presentation). <p>Appropriate documentation may be provided</p> <p>Manager or Team Leader Verification Form completed</p>	<p>Learner correctly uses three types of office automation systems. The systems must incorporate integrated applications that are used to communicate information.</p> <p>The learner must communicate the information in accordance with the required output.</p>