

Learning Assessment Guide

Unit Standard 123 – Version 5

Use office administration, copying and telecommunication systems and processes.

Level 3 – 5 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.

This Learning Assessment Guide is made up of:

- task sheets for you to complete
- A Verification Form for completion by your Manager or assessor
- assessment results that the assessor will use to assess your competence.

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

- describe an organisational structure and its office systems,
- use office information systems and processes,
- use document copying systems and
- use office telecommunications systems.

Assessment Task One – Elements 1, 3 and 4

This assessment is designed to assess your ability to identify an organisational structure and its office systems, and to identify the benefits and costs related to the use of selected items of office equipment.

Task Instructions

- This assessment requires that you answer the seven questions on the 'Task One Question Sheet.'
- These questions may be answered in writing or verbally.
- The examples that you use in answering the questions may relate to your own organisation, but they do not have to. You may choose to describe an organisation that you have worked for in the past, or simply to use 'typical' structures and roles.
- Your assessor may wish to discuss your answers with you, either to seek clarification of your responses or to have you elaborate on some of your answers to meet sufficiency requirements.

Task One Question Sheet

Learner: _____

Date: _____

Question 1. Identify the features of your/an organisation in terms of:

Ownership

Size

Management structure

Office Systems

Question 2. Choose a structure within your/an organisation and provide a simple organisation chart showing the structure. Attach it to this question sheet.

Describe how decisions are made within the structure and how communication flows within the structure.

Function in Decision Making	Communication System

Question 3. What office administrative personnel roles are represented in your workplace? (Minimum of 4 required.) Examples include - receptionist, office manager, administration officer, accounts clerk, payroll, personal assistant, executive assistant. For each, provide a brief description of their key responsibilities

Role 1:	
Role 2:	
Role 3:	
Role 4:	

Question 4. Name two methods and equipment for reproducing documents and identify their features, cost, and convenience.

Method no.1

Features	Cost	Convenience

Method no. 2

Features	Cost	Convenience

Question 5. What are the key provisions of copyright law relating to the use of reprographic equipment like photocopiers? (Minimum of two required.)

1.

2.

Question 6. Describe two of the following text and image based telecommunications services in terms of:

- a. function; and
- b. tasks they are suitable for.

Text and image based services may include but are not limited to:
Electronic mail, facsimile. Electronic data transfer, video applications, multimedia applications, internet applications, mobile phones

Telecommunications Service	Function	Suitable Tasks
1.		
2.		

Question 7

For your organisation or the one you have chosen, describe two policies and procedures for the internal administration of office telecommunication systems. Your description must be in terms of access, records and the selection of the appropriate service. Policies and procedures may relate to but are not limited to the following: confidentiality, personal access, privacy, legislation, security.

Assessment Task Two – Elements 2, 3 and 4

This assessment is designed to assess your ability to:

- use office information systems and processes
- use document copying systems
- use office telecommunication systems.

It is designed to complement the written activity of Task One.

Task Instructions

- If you are experienced in office administration, this task can be completed by verification. Less experienced learners may have to be observed performing some of the activities listed by the assessor or an observer nominated by the assessor.
- Discuss the above two options with your assessor.
- If it is considered that you have sufficient office administration experience to meet the criteria of elements 2 – 4, provide your Manager with the ‘Office Administration Verification Form.’
- Brief your Manager on the unit standard in which you are being assessed, along with their role in the assessment.
- Encourage your Manager to use the ‘Comments’ space to elaborate on his/her view of your competence.
- Once your Manager has completed and signed the verification form, return it to your assessor.
- If it is decided that your assessor will observe your administrative activity, s/he will use the same ‘Office Administration Verification Form’ to sign off your performance.
- You should familiarise yourself with its requirements before beginning Task Two.

Office Administration Verification Form

To: Manager of learner

_____ (name of learner) is currently being assessed toward Unit Standard 123 'Use office administration, copying and telecommunication systems and processes'.

Your knowledge of the learner and his/her work is sought to confirm which of the following activities s/he can carry out to the standard required by your organisation.

Please ✓ or ✗ activities in accordance with your view of the competence of the learner. Use the 'Comments' space to give examples that support your rating, specify limits to the experience of the learner in your workplace, or elaborate in any other way that you feel to be important.

<p>Name of verifier: _____</p> <p>Telephone No: _____ Position in relation to learner: _____</p> <p>How long have you worked with the learner? _____</p> <p>Signed: _____ Date: _____</p>
<p>Office administration processes are completed in accordance with organisation policies and procedures.</p> <p>Learner uses office information systems and reference sources. For example:</p> <ul style="list-style-type: none"> <input type="checkbox"/> communication directories <input type="checkbox"/> trade journals and periodicals <input type="checkbox"/> business directories <input type="checkbox"/> equipment and systems manuals <input type="checkbox"/> timetables <input type="checkbox"/> maps <input type="checkbox"/> internal staff and product and service information <input type="checkbox"/> databases <input type="checkbox"/> other (please list): <p>_____</p> <p>_____</p> <p>_____</p> <p>Comments:</p> <p><input type="checkbox"/> Evidence of three electronic (eg databases, internet) and three manual systems and/or reference sources is required for competence.</p>

The learner demonstrates use of systems which are in accordance with organisational policies and procedures for the following:

- ordering of office supplies
- storing of office supplies
- distribution of office supplies

Comments:

- Evidence of all three is required.

The learner demonstrates use of document filing and indexing systems in accordance with systems requirements and organisation policies and procedures for:

- manual systems
- electronic systems

Comments:

- Evidence of both is required.

The learner demonstrates use of document copying systems in accordance with operating instructions and organisation policies and procedure as follows:

- reduction and enlargement
- double-sided copying
- use of collation and memory facilities
- single sheet feeder
- identification of colour copying options
- other (please list):

Comments:

- Competence with three of the above is required.

- The learner is able to maintain copying equipment in accordance with equipment instructions and organisation policies and procedures.

Comments:

The learner is able to use the following telephone equipment and services in accordance with operating instructions and organisation policy and procedures:

- small business telephone system
- telephone answering machine
- voicemail system
- teleconference facilities
- telepager
- smart phone features for call waiting
- call diversion
- speed dial
- mobile phones
- other (please list):

Comments:

- Competence with four of the above is required.

Assessment Results

<i>Name of Learner</i>	
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These are the judgements that your assessor will use to assess you:

Has learner identified features of the organisation in terms of ownership, size, management structure and office systems?	Yes	No
Does the learner describe an organisation structure including its function in decision making, and communication systems?	Yes	No
Are the key responsibilities of administration roles described?	Yes	No
Does the learner use office information systems and reference sources in line with organisational procedures?	Yes	No
Does the learner use systems for ordering, storing, and distributing office supplies in accordance with organisational procedures?	Yes	No
Does the learner use records management systems accordance with system requirements and organisational procedures?	Yes	No
Can the learner describe systems for copying documents including features, cost implications, and convenience?	Yes	No
Can the learner outline provisions of the Copyright Act relating to copying documents?	Yes	No
Are documents copied in accordance with system, and organisational policies and procedures?	Yes	No
Can the learner maintain copying equipment in according to organisational policies and procedures?	Yes	No
Can the learner use office telecommunication systems in accordance with operating instructions and organisational policies and procedures?	Yes	No
Can the learner describe text and image based telecommunications systems in terms of their function and suitability for specified communication tasks?	Yes	No
Can the learner describe organisational policies and procedures for the internal administration of office telecommunications systems terms of access, records, and selection of appropriate service?	Yes	No