

# Learning Assessment Guide

## Unit Standard 6911 – Version 3

### Manage copying services

### Level 4 – 4 Credits

<b>Assessment Summary</b>			
<b>Learner to complete</b>			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
<b>Assessor to complete</b>			
<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:

- forms for you to complete in relation to three service requests
- discussion points for you to use to assess and evaluate organisational copying services needs
- a verification form for your first line manager to complete
- 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:

- 1 evaluate copying options and select copying techniques to meet client requests for copying services;
- 2 provide copying services to meet client requests; and
- 3 assess organisational copying services needs and coordinate copying services.

## Assessment Task One – Elements 1 and 2

This assessment task is designed to assess your ability to:

- evaluate copying options and select copying techniques to meet client requests for copying services
- provide copying services to meet client requests.

### ***Task one instructions***

You are required to evaluate copying options and select copying techniques that meet client requests for copying services, for a total of three different requests.

The three requests must be of different complexity. That is, they must be sufficiently different for you to be able to demonstrate your ability to meet requests of a varying nature.

You must complete the forms below for each of your three copying requests. You must also attach an example of the copying done.

**Copying Service – Request One**

Outline the request for service that was given to you to complete, highlighting any specific requirements or instructions given:

.....

.....

.....

.....

.....

.....

.....

What are the options available to complete this particular request and what are two advantages and disadvantages of each option?

Option	Advantages for this request	Disadvantages for this request
	1:  2:	1:  2:
	1:  2:	1:  2:
	1:  2:	1:  2:

Describe the presentation requirements, in terms of quantity, quality and form, in accordance with organisational policies and procedures.

.....

.....

.....

.....



Describe how you have complied with the client's instructions, legislative requirements and organisational policies and procedures, while providing this copying service.

Your explanation should make reference to some of the following factors:

- quality, cost, collation, binding, timeframe, distribution, copyright, privacy, confidentiality.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Explain how the initial processing and prioritising of requests for copying services met the clients' needs and organisational policies and procedures.

.....

.....

.....

.....

.....

How has this copying service been recorded and costed?

.....

.....

.....

.....

.....

**Remember to provide your Assessor with an example of the finished copying service.**

**Copying Service – Request Two**

Outline the request for service that was given to you to complete, highlighting any specific requirements or instructions given:

.....

.....

.....

.....

.....

.....

.....

What are the options available to complete this particular request and what are two advantages and disadvantages of each option?

Option	Advantages for this request	Disadvantages for this request
	1:  2:	1:  2:
	1:  2:	1:  2:
	1:  2:	1:  2:

Describe the presentation requirements, in terms of quantity, quality and form, in accordance with organisational policies and procedures.

.....

.....

.....

.....



Describe how you have complied with the client's instructions, legislative requirements and organisational policies and procedures, while providing this copying service.

Your explanation should make reference to some of the following factors:

- quality, cost, collation, binding, timeframe, distribution, copyright, privacy, confidentiality.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Explain how the initial processing and prioritising of requests for copying services met the clients' needs and organisational policies and procedures.

.....

.....

.....

.....

.....

How has this copying service been recorded and costed?

.....

.....

.....

.....

.....

**Remember to provide your Assessor with an example of the finished copying service.**

**Copying Service – Request Three**

Outline the request for service that was given to you to complete, highlighting any specific requirements or instructions given:

.....

.....

.....

.....

.....

.....

.....

What are the options available to complete this particular request and what are two advantages and disadvantages of each option?

Option	Advantages for this request	Disadvantages for this request
	1:  2:	1:  2:
	1:  2:	1:  2:
	1:  2:	1:  2:

Describe the presentation requirements, in terms of quantity, quality and form, in accordance with organisational policies and procedures.

.....

.....

.....

.....



Describe how you have complied with the client's instructions, legislative requirements and organisational policies and procedures, while providing this copying service.

Your explanation should make reference to some of the following factors:

- quality, cost, collation, binding, timeframe, distribution, copyright, privacy, confidentiality.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Explain how the initial processing and prioritising of requests for copying services met the clients' needs and organisational policies and procedures.

.....

.....

.....

.....

.....

How has this copying service been recorded and costed?

.....

.....

.....

.....

.....

**Remember to provide your Assessor with an example of the finished copying service.**

## Assessment Task Two – Element 3

This task is designed to assess your ability to assess organisation copying services needs and coordinate copying services.

### ***Task two instructions***

By considering the discussion points below, you are required to assess and evaluate your organisation's current copying services and then outline a system to manage maintenance, monitor ability to meet requirements and schedule upgrades.

As this is a Level 4 unit standard, worth 4 credits, some detail and evidence of your own judgement and opinion is necessary. You should handwrite or type your responses on a separate document and attach it to the back of this assessment guide.

### ***Task two discussion points***

1. What are the nature, extent and standard of copying services required to meet organisational needs?
2. Report on the organisation's current capacity to meet the identified needs, in accordance with policies and procedures.
3. What methods are currently used to monitor developments in copying equipment?
4. Outline a system to manage the maintenance of copying equipment, monitor the ability to meet requirements and schedule updates. This system must be in accordance with organisational policies and procedures.

Within your outline establish the responsibilities and procedures for maintaining equipment, and identifying and rectifying faults, in accordance with the nature of the equipment and services provided.

Establish responsibilities and procedures for acquiring, storing, releasing and distributing copying supplies. This should be in accordance with the nature of the equipment, the level of services provided, and within the resource allocation budget.

5. Evaluate the copying services in terms of quality, cost-effectiveness, method of operation, timeliness, and client satisfaction. Discuss what remedial actions are required to achieve the agreed service standards. This discussion should be in accordance with organisational policies and procedures.

## Assessment Task Three – Elements 2 and 3

This assessment task involves you gaining verification from your first line manager to confirm that you:

- provide copying services to meet client requests
- have responded to the discussion points in task 2 and given an accurate representation of the current organisational situation.

### ***Task three instructions***

Ask your direct line manager to complete the following verification form. This person may be a manager, team leader or department head.

You should then collect the completed verification form back before your assessor requires it to be submitted. You may find it useful to give your first line manager a date that you need this completed by.

## Manager's Verification Form

Learner's name: \_\_\_\_\_

The above learner is working towards unit standard 6911 (Manage copying services). Your verification is required to confirm the learner's ability to provide copying services to meet client requests.

The learner has also prepared a report which assesses the nature, extent and standard of copying services required within the organisation, and which evaluates the organisations' capacity to meet these needs. Your verification is also required to confirm that this discussion is an accurate representation of the organisational situation.

Please answer the following questions by circling either Yes or No beside each question.

Does this learner consistently provide copying services which match client instructions?	<b>Yes</b>	<b>No</b>
Does this learner comply with legislative requirements and organisational policies and procedures when providing copying services?	<b>Yes</b>	<b>No</b>
Does this learner record and cost copying services in a way that meets organisational policies and procedures?	<b>Yes</b>	<b>No</b>
Has the learner provided an accurate representation of the organisational situation regarding the nature, extent and standard of copying services required to meet organisation needs?	<b>Yes</b>	<b>No</b>

Evaluation completed by: \_\_\_\_\_

Your position in the organisation: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Assessment Results

These are the judgements that your assessor will use to assess you.

Does the learner's answer in task one show sufficient knowledge of the organisations policies and procedures around presentation requirements?	<b>Yes</b>	<b>No</b>
Does the learner's answer in task one show sufficient knowledge of the legislative requirements around copying services?	<b>Yes</b>	<b>No</b>
Does the learner's answer in task one show sufficient knowledge of the internal and external options for providing copying services?	<b>Yes</b>	<b>No</b>
Are the three copying request evaluations in task one of different complexity, and show sufficient evidence that the learner can evaluate copying options and select copying techniques to meet client requests?	<b>Yes</b>	<b>No</b>
Do the answers provided for task two provide sufficient evidence of the learner's knowledge and understanding of the current organisational copying services needs, and establish a system which meets the performance criteria required of the unit standard?	<b>Yes</b>	<b>No</b>
Does the manager's verification form in task three confirm that the learner meets client needs, while following legislative and organisation requirements, and has provided accurate answers on the current copying service situation?	<b>Yes</b>	<b>No</b>