

# **BSBADM101**

# **Use business equipment and resources**

Release 1

**Learner guide**

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Aspire Version 1.1

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# Before you begin

This learner guide is based on the unit of competency *BSBADM101 Use business equipment and resources*, Release 1. Your trainer or training organisation must give you information about this unit of competency as part of your training program. You can access the unit of competency and assessment requirements at: [www.training.gov.au](http://www.training.gov.au).

## How to work through this learner guide

This learner guide contains a number of features that will assist you in your learning. Your trainer will advise which parts of the learner guide you need to read, and which practice tasks and learning checkpoints you need to complete. The features of this learner guide are detailed in the following table.

Feature of the learner guide	How you can use each feature
Learning content	Read each topic in this learner guide. If you come across content that is confusing, make a note and discuss it with your trainer. Your trainer is in the best position to offer assistance. It is very important that you take on some of the responsibility for the learning you will undertake.
Examples and case studies	Examples of completed documents that may be used in a workplace are included in this learner guide. You can use these examples as models to help you complete practice tasks, learning checkpoints and the final assessment. Case studies highlight learning points and provide realistic examples of workplace situations.
Practice tasks	Practice tasks give you the opportunity to put your skills and knowledge into action. Your trainer will tell you which practice tasks to complete.

*continued ...*

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Feature of the learner guide	How you can use each feature
Video clips	<p>Where QR codes appear, learners can use smartphones and other devices to access video clips relating to the content. For information about how to download a QR reader app or accessing video on your device, please visit our website: <a href="http://www.aspirelr.com.au/help">www.aspirelr.com.au/help</a></p> 
Summary	Key learning points are provided at the end of each topic.
Learning checkpoints	There is a learning checkpoint at the end of each topic. Your trainer will tell you which learning checkpoints to complete. These checkpoints give you an opportunity to check your progress and apply the skills and knowledge you have learnt.

## Foundation skills

As you complete learning using this guide, you will be developing the foundation skills relevant for this unit. Foundation skills are the language, literacy and numeracy (LLN) skills and the employability skills required for participation in modern workplaces and contemporary life.

The following table outlines specific foundation skills noted for your learning in this learner guide.

Foundation skill area	Foundation skill description
Reading	<ul style="list-style-type: none"> <li>Comprehends and follows instructions in familiar texts</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Records and updates documents according to instructions</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>Comprehends simple instructions</li> <li>Asks clarifying questions and responds to answers</li> </ul>
Numeracy	<ul style="list-style-type: none"> <li>Uses rounding and other mathematical techniques to estimate quantity requirements</li> </ul>
Navigate the world of work	<ul style="list-style-type: none"> <li>Follows organisational procedures when tasks are beyond own level of responsibility</li> </ul>
Get the work done	<ul style="list-style-type: none"> <li>Follows clearly defined instructions provided by others</li> <li>Completes routine tasks taking some limited responsibility for decisions regarding equipment and resource choices, operation and maintenance</li> <li>Responds to routine problems by referring to instructions or standard procedures</li> </ul>

## What do you already know?

Use the following table to identify what you may already know.

This may assist you to work out what to focus on in your learning.

Topic	Key outcome	Rate your confidence in each section
Topic 1 Select equipment or resources	1A Identify and access business equipment or resources	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1B Estimate quantities and resources	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1C Check equipment for serviceability	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
Topic 2 Operate equipment	2A Use a photocopier	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2B Use a fax machine	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2C Use a printer	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident

Topic	Key outcome	Rate your confidence in each section
	2D Use a telephone system	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2E Use binding equipment	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2F Use a shredder	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
Topic 3 Maintain equipment or resources	3A Maintain equipment or resources	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3B Undertake equipment maintenance	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3C Maintain equipment or resources records	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3D Store equipment and resources	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident



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# Topic 1

## Select equipment or resources

Most organisations use a lot of business equipment. They have computers, printers, photocopiers and telephone systems. These machines make office work easy and quick to do. When you start work, you must get to know all of the organisation's equipment.

Your supervisor will tell you what each machine does and how to operate it safely. You need to know which equipment to use for the tasks you have to do. You have to know what resources to use for each task and where the workplace stores these resources.

Although computers are a very common piece of business equipment, this learner guide does not include information on using computers.

In this topic you will learn how to:

- 1A Identify and access business equipment or resources
- 1B Estimate quantities and resources
- 1C Check equipment for serviceability

# 1A

## Identify and access business equipment or resources

The type of business equipment in an organisation will depend on the kind of business carried out.

For example, a call centre has to have a very high-quality telephone system. A company with a fast copying service needs lots of up-to-date photocopiers.

The following is a list of the common types of office equipment found in most businesses.

### **Photocopiers**

These machines make copies of documents.

### **Fax machines**

These are used to send written messages, forms, pictures and diagrams to people outside the organisation.

### **Telephones**

These are for communication inside and outside the organisation.

### **Printers and scanners**

These machines print and scan copies of documents.

**Answering machines**

These record telephone messages when no-one is available to answer the phone.

**Binding machines**

This equipment lets you put together a pile of papers to make a booklet.

**Shredders**

These machines cut paper into strips for secure disposal.

## Example: tasks an office assistant does each day

Belinda has just started work as an office assistant. She is working in the planning department at the Bayside Shire Council offices. Her supervisor is Mary, the administration manager.

The planning department depends on its office equipment for a lot of its work. Belinda has to learn what the machines can do and how to operate them.

Here is a list of the tasks Belinda carries out and the equipment she uses each day.



### **Takes messages**

Belinda takes messages from the answering machine.



### **Makes photocopies**

Belinda makes photocopies of papers for meetings using a photocopy machine.

*... continued*

... continued



**Sends faxes**

Belinda sends faxes to customers using a fax machine (or a photocopier with a fax machine built into it).



**Does printing**

Belinda prints documents using a computer and a printer.

... continued

... continued

**Binds documents**

Belinda binds documents using a binding machine.

**Telephone**

Belinda answers the telephone.

## Understand legislation

When using business equipment and resources, you need to be sure that you are following any legislation or guidelines that governments have put in place.

You don't have to know all the laws, but you do need to know the types of things you must comply with, as your organisation can be held liable for any difficulties that arise if you have not followed procedures correctly.

The legislation you need to follow includes those items below.

### Anti-discrimination legislation

- └ An example of anti-discrimination is treating everyone the same regardless of age, gender or background.

### Work health and safety (WHS)

- └ Examples of work health and safety (WHS) are making sure you follow safety directions when using equipment, following manual handling guidelines and notifying your supervisor if work demands are causing you stress.

## Codes of practice

There may also be codes of practice that apply to your work role and your workplace.

For example, you may be required to work cooperatively; always back up your work; complete work on time; identify workplace hazards; notify team members of any difficulties.

These requirements will be part of your workplace policies and procedures, so if you follow these, then you are complying with the legislation.

However, when you are carrying out your work requirements, always check to ensure you have considered these aspects.



## Practice task 1

Here is a table that shows some of the equipment found in business offices.

Type of equipment	What the equipment does
Photocopiers	These machines make copies of documents.
Fax machines	These are used to send written messages, forms, pictures and diagrams to people outside the organisation.
Telephones	These are for communication inside and outside the organisation.
Printers/ scanners	These machines print and scan copies of documents.
Answering machines	These record telephone messages when no-one is available to answer the phone.
Binding machines	This equipment lets you put together a pile of papers to make a booklet.
Shredders	These machines cut paper into strips for secure disposal.

... continued

... continued

Use this table to put a tick in the box next to the equipment you have seen before in a workplace, and put a tick in the box next to the equipment you have used before.

Type of equipment	Seen before?	Used before?
Photocopiers		
Fax machines		
Telephones		
Printers/scanners		
Answering machines		
Binding machines		
Shredders		

# 1B

## Estimate quantities and resources

In order to choose the right equipment and the resources that you will need to do a particular task, you need to understand about each piece of equipment and what it needs so that it works properly.

### Understand the equipment

When you start a new job, someone will show you the equipment you need to use in your work and explain how to operate it.

Here is information about what you need to know about each piece of equipment.

There are five things you need to know:

- What the machine does
- How to operate it safely
- The material (resources) you need for the job
- How to look after the machine
- What to do if it breaks down

### Ask questions

Ask questions if you don't understand something. Have a notebook to write down the steps for using the machine. You could even draw a diagram to help you remember.

Keep your notebook handy so you can easily refer to it.

This unit will also help you use business equipment in a safe way that is suitable for the tasks you are given.

## Choose equipment

Choosing the right machine for a task is an important part of your work. You also have to choose the correct functions of the machine for the task.



As you practise using all the equipment, you will get to know the various things that each type of machine can do. This will make it easy for you to decide what equipment to choose and how to use it for each job.

Knowing how to use office equipment efficiently can make your job quicker and easier.

It also saves money. For example, using a photocopier to copy 50 pages is much faster and cheaper than printing them using a printer.

## Select the right resources

Your supervisor may tell you what equipment to use when you are given a task, but you need to know how to use it.

Each piece of equipment requires resources. You have to get these resources together before you use the equipment.

You should know who to ask for help. Is it your supervisor or is there someone in the office who is responsible for the equipment?

When you have been given a task, you need to consider:

- what resources you need to complete the task
- what quantity of resources you need
- where extra resources are stored.

## Resources for a photocopier

You should to collect all the needed materials (resources) before you begin a photocopying task, as shown below.



First you need the document you are going to photocopy.



Make sure there is enough paper in the photocopier tray to make the required number of copies. Check what size of paper you need.



Is there enough of that size of paper in the paper tray? Check before you begin the task.



You may be photocopying onto letterhead paper. If so, check you have selected the paper tray that contains letterhead paper.



Do you have to use white paper or is coloured paper required? Make sure you check this too.

## Example: office assistant organises to print some reports

In this example, you can see how an office assistant has written a list of things to do and check as they prepare some reports.

**Task 1:**  
**one-page letter**

- Use A4 letterhead paper
- Check enough paper is in the photocopier tray
- Make 30 copies

**Task 2:**  
**25-page report**

- Check there is enough paper in the tray
- Print double-sided
- Collate and bind the reports
- Make 10 copies

## Resources for a fax machine

Most organisations use a fax cover sheet page when they send a fax. This page goes on top of the material being faxed.

Usually the fax cover sheet will be a template on the work computer. You just have to type in the details and then print out a copy.

The cover sheet usually contains the name of your organisation, its address, telephone and fax numbers. The person receiving it then knows who the fax is from.

Before you send the material, make sure you have the correct number of pages.

On the cover sheet, you need to fill in:

- the name, company and fax number of the person you are sending the fax to
- your name (or the person who has asked you to send it for them)
- the date
- the number of pages you are sending (including the cover sheet).



## Resources for a printer

Toner is the name for the powdered ink used in printers, scanners, photocopiers and fax machines. It is contained in plastic cartridges.

If the ink on the page looks faint, it is time to change the toner. Follow the instructions to know what to do. Also follow the work health and safety rules, such as wearing gloves.

However, if you are a new worker, you will probably not be expected to change the toner.

The resources you may be using with a printer are:

- paper
- envelopes
- labels
- toner

## Before you start printing

Before you start printing, check that there is enough paper in the printer tray. If you have to load paper into the tray, follow your organisation's policies.



For example:

- If you are printing a draft copy, you may have to use recycled paper.
- If you are printing a letter, you may have to use the organisation's letterhead paper.
- Always remember to find out whether to print double-sided or single-sided.



## Print on envelopes and mailing labels

When you are using envelopes, only print on those that are suitable for printing. Ask your supervisor if you are unsure.

For example, never use envelopes with windows, self-stick adhesive or coated linings. These can make the printer jam.

When you are loading envelopes into the printer tray, make sure they are the same shape, undamaged and not stuck together.

If you are printing onto mailing labels, make sure you have the correct size of label. There are many different sizes to choose from.

## Resources for the telephone system

If you are taking telephone calls, you should have a notepad nearby so that you can write down any messages. Many organisations have a special message pad for staff to use.

You should also have a list of the extension numbers for all staff members. This will make it quicker to call them or transfer calls to them. Keep the list handy.

## Resources for binding

There are several different kinds of binding machines. The stapler is, of course, the most simple.

A heat binder binds a document between two specially glued covers.

A comb binder uses plastic or wire combs to join the pages together. Usually you put a cover on the front and a thick card at the back of a bound document.

Before you start a binding task, you need to know:

- the number of copies you are binding
- the type of binding equipment you will use
- how many pieces of different binding materials you need for the task.

## Work in the right place

As well as knowing what resources you need, you must find out where the workplace likes you to do a task. For example, you may have to do tasks such as binding or printing in a section of the office or a particular room in the organisation.

The workplace may keep the equipment together in one place. One reason for this may be so that you do not disturb other people when you are doing copying or binding.



## Practice task 2

1. Choose one piece of business equipment that you know about and list as many of its functions as you can.

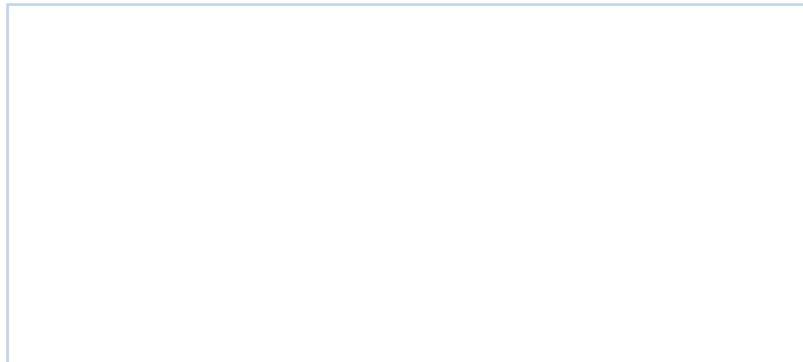
2. Go to the photocopier in your workplace or learning centre:
  - Check how many paper trays it has and the sizes of the paper.
  - Are there trays for different colours of paper too?
  - Where is extra paper stored?
  - How is it inserted into the photocopier?

*... continued*

*... continued*

3. You have been asked to bind six booklets using a comb binder. You need to put a clear plastic cover on the front of each booklet and a black cardboard sheet on the back. You also need to add a front-page illustration. Each booklet had 20 pages.

List the resources you need to get together before you begin the task.



## 1C

### Check equipment for serviceability

People must look after office equipment, because it is expensive. The equipment works better and lasts longer if it is cared for. If people do not maintain the equipment properly, repairs can cost a lot of money.



Before you begin to use a machine, check that it is in good repair. If it looks as if something is wrong, report this straight away.

Most organisations have someone who is in charge of the office equipment. Their role is to see that it is kept in good working order, so that every time you use a piece of equipment, it runs smoothly.

You need to know who this person is. Then, if a machine breaks down while you are using it, you can report it to them.

### Equipment serviced by suppliers

The company that supplies the office equipment, especially photocopiers, sometimes looks after it. This is known as 'servicing the photocopier'. A person from the company visits the organisation to clean and check the machine a few times a year.

A machine is usually under warranty for the first year after it has been bought. The organisation does not have to pay for a service while the equipment is under warranty.

The person responsible for office equipment generally notes the details in a logbook whenever a piece of equipment is repaired or serviced. This helps the organisation know that the equipment is being well looked after.

## Know your responsibilities

When using equipment, you are responsible for making sure that you do certain things.

Here is more about your responsibilities when using equipment.

### Your responsibilities when using equipment

Always use equipment carefully.

Always use equipment safely.

Always follow any procedures the organisation requires.

## Follow instructions

Every piece of equipment comes with an instruction manual from the manufacturer. Sometimes this manual has diagrams with step-by-step instructions. These show how to use the equipment.

A photocopier may have instructions with diagrams that show where to put the paper in and how to select the different print and copy options.

Diagrams like this can be difficult to follow. So watch carefully when your supervisor demonstrates how to use the equipment.

Many organisations display a 'How to use' sign near the equipment. This sign tells you the steps for operating it and what to do if it breaks down. Often there are pictures included that show how to use the equipment.

## Follow safety instructions

If you are trying to fix a fault, find out whether you have to turn the power off first. Be careful that none of your clothing gets caught in a machine.

Keep paper clips and staples away from machines too. They can easily get caught inside a machine and cause it to break down.

Using machines safely is an important part of our work health and safety laws. All workers are responsible for keeping themselves and their colleagues safe.

Using office equipment carefully and safely means making sure you follow the correct instructions as you carry out the actions shown below.



Switching a machine on



Operating it



Turning it off

## Follow shutdown procedures

Different types of equipment may require you to follow certain steps when shutting down.

This may be to allow a machine with a memory chip to go through a programmed sequence of steps that allow essential information to be stored and prepare it for the next start-up; computers and some printers and photocopiers are examples.

In other cases, predetermined shutdown procedures may be required to protect sensitive parts from damage due to overheating.

Once again, follow the manufacturer's instructions or your workplace procedures for shutdown. If you are uncertain, contact the person responsible for maintaining the equipment or talk to your supervisor.

## Keep equipment clean

Everyone who uses it is responsible for keeping office equipment clean. You can wipe a soft brush or cloth over the equipment when you have finished using it. Use recommended cleaning materials only. Make sure you know where they are kept.

An important rule is never to eat or drink near the office equipment.

Some of the reasons that equipment should be kept clean are shown below.

### Reasons for keeping office equipment clean

- Machines work better when they are clean; for example, a photocopier with marks on the glass will produce marks on the photocopied pages.
- Spilled liquid is dangerous around electrical equipment.
- Dirty equipment is not pleasant to work with and may become a health risk.
- Equipment works better and lasts longer if it is cared for.
- Poorly maintained equipment can eventually require expensive repairs.
- Clean equipment is easier to maintain and to identify problems with.

## Fix problems

If a piece of equipment breaks down, you need to know whether you are allowed to try to fix it or whether you should tell the person in charge of office equipment.

However, you should never try to fix major faults. Your responsibility is to report the fault to the person in charge.

You may be trained to fix minor faults.

Minor faults include:

- clearing the machine if the paper gets stuck
- cleaning the surfaces, such as the glass plate of the printer.



### Practice task 3

1. Complete this table by matching the task to the right equipment from the following list. The first one has been done for you.

- Photocopier
- Telephone
- Shredder
- Fax machine
- Answering machine

Task	Equipment
Copy and collate a 10-page document	Photocopier
Print a document from a computer	
Tear into pieces a copy of a confidential letter	
Listen to a recorded message	
Put an incoming call on hold	
Send a document instantly to 10 different people	

2. Give at least three reasons for keeping office equipment clean. Think about how it could affect the work that people are doing.

## Summary

1. Telephones, photocopiers, printers/scanners, binders, shredders, answering machines and fax machines are business equipment found in most organisations. (Computers are too, but they are not covered in this learner guide.)
2. You need to know which equipment is best for the task you have been given.
3. Each type of equipment requires the use of certain resources.
4. You must work out the type of resources and the quantity of resources needed before starting a task.
5. Follow the instructions for each piece of equipment, including safety instructions.
6. Instructions could be from the manufacturer and/or from the workplace.
7. Report any fault you find in equipment, but don't try to repair it yourself unless you have been instructed to do so.

## Learning checkpoint 1

### Select equipment or resources

This learning checkpoint allows you to review your skills and knowledge in selecting equipment or resources.

### Part A

1. Identify and list all of the business equipment in your workplace or your learning centre.

2. Check whether each piece of equipment has an instruction or user's manual. If not, are there some other instructions for using it, such as a typed notice hung on the wall?

- Write next to each piece of equipment on your list what tasks it is generally used for. Note whether you have used it yourself.

- Now look back over Topic 1. Is there any equipment mentioned there that you have not listed? If so, ask your trainer or supervisor to show it to you.

## Part B

Read the case study, then answer the questions that follow.

### Case study

It is Tanya's first day in her new job. The office manager gives her a typed two-page notice and says, 'I want you to send a copy of this notice to every customer. Send it by fax'.

- What questions does Tanya need to ask before she can do the task?

2. What equipment and resources does Tanya need?

## Part C

Write 'Yes' in the table below if you think the task listed is your responsibility when using business equipment. Write 'No' if you think it is not your responsibility to do this when using business equipment.

<b>My responsibilities</b>	<b>Yes/No</b>
Follow instructions when using equipment	
Use the equipment safely	
Help to keep equipment clean	
Fix major faults	
Fix minor faults if trained to do so	
Know who is in charge of maintaining a piece of equipment	
Select the right equipment for the task	
Follow the correct shutdown procedure	

## Part D

Why is it important to comply with any legislative requirements when carrying out tasks?



---

## Topic 2

# Operate equipment

This topic explains what you need to know about using business equipment. How do you operate it? What are the functions of the equipment? What do the terms (special words) used for the equipment mean? What do you do if the equipment won't work?

This chapter is set out differently to the usual way. We have set it out so that for each piece of equipment in turn, you will learn to identify the different parts, how the equipment functions and the words that are used to provide instructions about how to operate the equipment. You will also learn how to use it correctly and what to do if the equipment does not work properly.

In this topic you will learn how to:

- 2A Use a photocopier
- 2B Use a fax machine
- 2C Use a printer
- 2D Use a telephone system
- 2E Use binding equipment
- 2F Use a shredder

## 2A

### Use a photocopier

Photocopiers are machines that make copies of documents.

Photocopiers come in all sizes and with all kinds of features called 'functions'.



To do the work that you are given, you need to understand the parts of your organisation's photocopier and all the things that it can do.

### What are the parts of a photocopier?

Photocopiers all have similar features, but these may be located in different places on different brands and models of machines.

For example, the 'On/Off' switch may be on the front of one machine but at the back on another. Some photocopiers have a touch screen instead of buttons, then all you do is press the instruction you want to follow.

You need to understand all the parts of your organisation's photocopier.

## Example: a photocopier with the main parts labelled

Below is an example of a photocopier that is used in an office workplace.



## What can a photocopier do?

Some photocopiers are very fast and can produce many copies in seconds. Others are much slower. Some have a range of features, including colour photocopying. Other models are very basic and can only do a few simple copying tasks.

If you have not used a photocopier before, your trainer will show you what to do. Watch closely, ask questions and make notes in your notebook to help you remember.

Most photocopiers can:

- make single copies
- make copies on both sides of the paper
- make copies larger or smaller than the original
- sort (collate) the copies into piles
- staple the copies
- copy onto different sizes of paper, such as A4 and A3.

## What do photocopying words mean?

When someone at work asks you to do a photocopying task, you need to know some words they may use.

Below are some common photocopying terms (words) and their meanings.

### **Double-sided (or duplex) copies**

These are copies made on both sides of the paper

### **Collate**

This is another word for 'sort'. If you are making more than one copy of a document with lots of pages, you can press the 'Sort' or 'Collate' button. Then the photocopier will organise the sheets of paper to be sorted into a complete document.

**Enlarge**

This makes the copy bigger than the original. The button is sometimes called 'Zoom'.

**Reduce**

This makes the copy smaller than the original. The button is sometimes called 'Minimise'.

**Cassette**

This is the tray that holds the paper.

**Paper jam**

This is when paper gets stuck in the photocopier and stops it from operating.

**Serial number**

This is the number the manufacturer has given to that particular machine. You have to give it to the person who services the photocopier. It is usually found on a label under the glass plate or on the lid.

## How do you operate a photocopier?

Before you begin copying, make sure the area is clean and clear of any mess.

Be sure you understand the job you are doing. Listen carefully to your instructions.

You should know:

- how many copies you have to make
- the paper size you are copying onto
- whether you are doing single-sided or double-sided copies
- whether the copies need to be collated (sorted)
- if the copies should be stapled.

## Take notes when learning to operate a photocopier

When you are learning, it's a good idea to write the instructions down in your notepad. This way, you won't forget what you have been asked to do.



When you are ready to start, lay the paper the correct way on the glass.

In most photocopiers, the text to copy must be face down on the glass. Find out which way the paper should lie – across the glass or down? This will depend on the model of photocopier.

Select the correct buttons and press them.

If you are unsure of anything, always ask your supervisor or another staff member.



## What can you do about photocopier faults?

Occasionally, the photocopier may break down. If the problem is a small fault, like a paper jam, you may be able to fix it yourself.

Otherwise, you should report the fault to one of these people:

- The person in charge of office equipment
- A colleague with more experience than you
- Your supervisor
- The office WHS person
- The service company, if you have been given permission to

## Fix a paper jam in a photocopier

A common fault in photocopiers is a paper jam. Sometimes this happens when people try to photocopy a stapled document. Staples can jam the machine.

Here is more about paper jams.

### How to fix a paper jam

- The photocopier will stop if a piece of paper becomes stuck inside the machine.
- A message will flash in the display area, telling you in which part of the machine the paper is stuck.
- Instructions for clearing paper jams are usually written on the inside of the photocopier.
- If you can't find the trapped paper, ask for help.
- Remove the paper very slowly.
- Don't pull the paper hard, because it could tear.
- If it did tear, part of the paper might stay stuck in the machine and be hard to remove.

### Practice task 4

1. Study the photocopier in your learning centre or workplace. Is it similar to this photocopier? Does it have the same features, more features or fewer features?

2. Use the photocopier in your learning centre or workplace to do the following:
  - a) Make a double-sided copy of a document. When you have finished, check that both sides are up the same way.
  - b) Enlarge an original copy – check that you have copied the section you wanted.
3. Check the serial number of the photocopier.

4. Find out who you should report a fault to.

## 2B Use a fax machine

'Fax' is a short word for 'facsimile'. The word 'facsimile' means 'exact copy'. You use a fax machine to receive and send written messages, forms, pictures and diagrams to people outside an organisation.



Many organisations now use email more than faxing. However, fax machines are still common. One reason is that a signed fax is often acceptable while an electronic signature is still not accepted by some businesses.

Fax machines differ according to their brand, but generally have the following features:

- Trays to hold paper – for sending and for receiving
- A display area – to show whether the fax is being sent
- Number keys
- Start/stop buttons

### What can a fax machine do?

Sending a fax is a bit like making a telephone call. The fax machine uses telephone lines to send and receive copies of documents.

To send a fax, you must know the person's fax number. This is often similar to their telephone number. Sometimes it is the same number. Be careful to check.

Your trainer will tell you which features you need to know about and will show you how to operate the machine. Remember to ask questions, write things down and check your notebook if you are unsure of anything.

A fax machine can:

- send a fax to one person or to several people at the same time
- redial the number if it is engaged when you first try to send the fax
- store frequently used numbers
- keep the message in its memory until the fax machine at the other end is ready to receive it
- produce a notice telling you that the fax has been sent
- produce a report listing all the faxes that have been sent during the day.

### Example: fax machine

Here is a diagram that explains the functions of a typical fax machine.

Trays to hold papers that have been sent

Display area to show if the fax is being sent

The tray where you place papers being sent



Number keys

'Start/Stop buttons

## What do fax machine words mean?

Here are some common terms to do with fax machines and their meanings.

### Cartridge

└ This is the toner (ink) container.

### Speed dialling

└ This is sending a fax to someone whose number is already programmed into the machine. This is done with frequently called numbers.

### Group dialling

└ This is sending a fax to several people at the same time.

### Activity sheet

└ This is a report the machine prints to tell you that the fax has been sent successfully.

### Receiver

└ This is the fax machine you are sending to.

## How do you operate a fax machine?

When you send a fax, you need to know which way the paper should be placed on the machine. If you place it the wrong way, the person you are sending to will only get a blank sheet of paper! You place the paper with the typed side face down in most fax machines.

If you are sending more than one page, the pages slide through one at a time. It is a good idea to fan the pages a little (separate them and then put them back together) so they won't stick together.

Your workplace will probably expect you to add a fax cover sheet on top of any other pages.

The process for sending a fax is shown below.

### Steps to send a fax

**1****Place the paper on the machine**

Place the paper on the machine in the correct way between the paper holders. The machine will beep. The display area will say, 'Document ready'.

**2****Enter the receiver's fax number**

Enter the receiver's fax number. You can press the numbered keys or the 'Speed dial' key if the person's number is already programmed into the machine.

3

**Press the 'Start' key**

Press the 'Start' key. The document will slide through the fax machine page by page. The machine scans the document into its memory. The machine then dials the receiver's fax number. The fax (which is a copy of the document you are sending) then appears on their fax machine.

**Example: administration assistant fixes a fax machine fault**

Belinda's supervisor asked her to send a three-page fax. She prepared the fax cover sheet and placed the four pages neatly into the paper holder of the fax machine.

Then she dialled the receiver's fax number and pressed the 'start' button, but one of the pages got stuck as it was going through the machine.

This had happened before and Belinda knew the instruction manual said not to turn off the power. So she was very careful when opening up the control panel to see where the paper had jammed. This area got very hot.

She followed her supervisor's instructions for removing paper that had got stuck. In the end, she needed to remove the paper trays as well as opening the control panel.

Belinda then told her supervisor about this problem and also the person responsible for looking after the fax machine.

## Practice task 5

Study the fax machine in your learning centre or workplace.

1. Can it do all the things shown in this table? Write 'Yes' or 'No' in the table.

Feature	Yes or No?
Send a fax to one person or to several people at the same time.	
Redial the number if it is engaged when you first try to send the fax.	
Store frequently used numbers.	
Keep the message in its memory until the fax machine at the other end is ready to receive it.	
Produce a notice telling you that the fax has been sent.	
Produce a report listing all the faxes that have been sent during the day.	

2. In this table, write 'Yes' if you think most fax machines can do this and 'No' if you don't think most faxes can do this.

Fax machine functions	Yes/No
Send copies of printed documents	
Store frequently used numbers	
Send a fax to more than one person at a time	

... continued

... continued

3. Match the terms on the left of this table with the correct meanings from the list that follows. The first one has been done for you.

Term	Meaning
Tray	A container for paper
Reduce	
Speed dialling	
Collate	
Serial number	
Enlarge	
Cartridge	
Duplex	

- Double-sided printing
- Another word for 'sort'
- To make a document bigger than the original
- A container for paper
- Faxing a person whose number is programmed into the system
- The number of a particular machine that needs to be given to repair people
- To make a smaller copy than the original document
- A container for ink

## 2C

## Use a printer

A printer is a machine linked to a computer or to several computers. In an office, most people do not have their own personal printer. Usually their computer is linked to a printer shared by other people.



You use the printer to make copies of documents you have created on the computer.

There are many kinds of printers. Some produce a very high-quality print while others produce a copy that is not quite as clear. Some are faster than others. Some print in colour, others only in black and white. The kind of printer in your workplace will depend on the type of work the organisation does.



You need to know how to print from your computer and what your printer can do.

## Example: parts of a printer

Printers all have similar features, but these may be located in different places on different brands and models of machines. Some offices have a number of different printers. Below is a typical office printer.



## What can a printer do?

There are many different types of printers. The main types are laser, inkjet and dot-matrix printers. The difference between these types is the quality of the printed copy. Dot-matrix and inkjet printers are usually not as clear as laser printers.



Here are six things that most printers are capable of doing:

- Print a copy of a document you have typed with a word processing program.
- Print only some of the pages of a document.
- Print mailing labels.
- Print directly onto envelopes.
- Print coloured documents.
- Print as many copies as you need.

## What do printer words mean?

If you are unsure of any of the printing terms used, ask your supervisor or another staff member to explain them to you, then write them down in your notebook.

Some common terms and their meanings are shown below.

### **Job cancel**

This is a key that stops a printing job. Find out where this key is in case you make a mistake when you select the page numbers or the number of copies you need.

### **Manual feed**

This is when you feed paper into the printer by hand, rather than paper being automatically fed from one of the trays. You do this if you are printing onto letterhead, card or transparencies.

### **Letterhead paper**

This is paper used for business letters that has the organisation's logo, name and address printed on it.

## How do you operate a printer?

When you need to print a document, make sure you are following instructions correctly.

Once you know what you have to do, follow your computer's commands for printing. These will depend on the type of program you are printing from.

Most programs allow you to:

- choose the number of copies you want to print
- print only a few of the pages of a large document
- print a specific page
- print a mailing label
- print an envelope
- cancel the print job.

## Check for mistakes before printing

You need to check your work before printing, to see that it fits on the page and there are no mistakes. If you don't do this, you might have to print it again.

Use the 'Print preview' command in the drop-down File menu in your word processing program. This shows you what your document will look like when it is printed.

You can usually make the copy much larger so you can look at something more closely.



## What can you do about printing faults?

There are a number of reasons that you might have a printing problem.

Common issues that you may have to address if something goes wrong are shown here.

### Cancelling printing

You may need to cancel the printing – stop printing. For example, you may have wanted to print only one page of a 20-page document, but you accidentally selected the whole document to be printed.

The way you cancel a print job is different for different types of printers. You may be able to go to the printer and press the ‘Cancel’ button or you may be able to stop the printing from your computer. You need to find out how to do this. Write it in your notebook.

### Paper jams

You may need to remove a paper jam – a message saying ‘Remove paper’ or similar will pop up in the display area on the printer. Follow your organisation’s procedures for doing this. You may have had training to do it yourself or you may have to report it to someone more experienced.

Paper jams often occur when the paper isn’t placed correctly in the tray. Usually you remove the tray and carefully take out the paper that is stuck. You may have to open the back cover to remove the paper. Be careful, as this area may be very hot.

**Other print problems**

First, check the paper you are printing onto. If you are printing labels, make sure none of them have become unstuck. If they are loose, they will stick to the printer drum. A technician will need to fix this.

If you are having trouble printing, tell the person responsible for looking after the printers. Explain what has happened. This may be a serious problem that they will have to fix. If so, don't try to fix it yourself.

## Practice task 6

Study the printer in your learning centre or one in your workplace.

1. Can it print all the things shown in this table? Write 'Yes' or 'No' in the table.

Feature	Yes/No
A copy of a document you have typed with a word-processing program	
Only some of the pages of a large document	
Mailing labels	
Directly onto envelopes	
As many copies as you need	

2. Point out the following things on your printer to your trainer:
  - 'On/Off' switch
  - Paper trays
  - Manual feed tray
  - Toner cartridge
3. Open up the word-processing program on a computer at home (if you have a printer) or at your learning centre or workplace. You don't need to have a document open on the screen. Now click on File and choose Print. Look at the screen to see the choices you can make when printing.

## 2D Use a telephone system

A modern office cannot survive without a telephone. It is an important way of communicating in business.

One of the first things you may be expected to learn in a new job is how to use the organisation's telephone system.



### What are the parts of a telephone system?

There are many different types of telephone systems. The best type of system will depend on the number of people in the organisation and the kind of business it operates.

In some organisations, a telephone call may go directly to the phone on a person's desk. This is called direct dialling.

In other organisations, the call may go to a receptionist first. The receptionist then transfers the call to the right person. In this system, each person's phone has its own extension number.

In a large organisation, the telephone system may have hundreds of phones. Many calls can be sent and received at the one time.

## Example: the phone system in Belinda's workplace

Each staff member at Bayview Shire Council has their own phone and extension number. Belinda's extension number is 263 and her supervisor's is 260.

When a phone call comes in, the receptionist greets the caller and puts them on hold.

The receptionist then dials the extension number of the staff member the call is for. She tells this person who is calling and the line number of the call.

The staff member then presses the correct line number on their own phone to take the call.

This is what the receptionist's telephone looks like at Bayview Shire Council. It is really a phone combined with a switchboard.



## What can a telephone system do?

Most telephone systems allow you to:

- make a call to someone in the workplace
- make a call to someone outside the workplace
- transfer a call to someone in the workplace
- put a call on hold until the person is ready to take the call
- play music while the caller is waiting
- record messages when no-one is able to answer.



## Answering machines

An answering machine records telephone messages. It is used when the workplace is closed or when no-one is available to take calls.



A recorded message plays for the caller and asks them to leave a message. Some older answering machines use a tape to record the messages. Newer digital ones don't have a tape.

### Example: Belinda uses the answering machine

Belinda is responsible for turning the office answering machine on at the end of the day. People will hear a recorded message when the office is closed. They can also leave a message.

The recorded message says, 'You have called the offices of Bayview Shire Council. Office hours are from 8.30 am to 5.30 pm. Please leave a message after the beep. Someone will return your call as soon as possible. Thank you for calling'.

In the morning, Belinda listens to any messages that have been left. She writes down the details and makes sure the staff members get their messages delivered to them.

Below is a picture of an answering machine.



## What do telephone words mean?

The following is a list of the most common terms used with telephone systems.

### Switchboard

This contains all the keys for making, transferring (or switching) and holding a call.

### Extension

This is a staff member's individual number. If a call goes to the main switchboard first, the receptionist calls the staff member on their extension number.

For example, an organisation's number might be 8831 2257 and an extension number might be 109.

### On hold

This is when a call is kept in the system until it can be connected to the right person.

### Transfer

This is when the receptionist sends a call from the main switchboard to the person who is being called.

### Page

When a person is not at their desk to receive a call, the receptionist presses the 'Page' key and announces the call through a speaker system.

For example, 'There is a call for John on line 3'.

### Hands-free

This is when talking on the phone using a small speaker and microphone, usually worn on your head like a headband, so you don't need to hold the phone receiver.

### Teleconference

This is when people in different locations have a meeting linked by telecommunications equipment, such as the telephone or television.

### Line

A line is a connection from one phone system to another. If the receptionist gives you a line, they are giving you a connection between the office system and the outside system. Sometimes you can get an outside line by pressing a particular key.

## How do you operate a telephone system?

When you start work, your supervisor will explain how to use the telephone system. Most organisations ask people to answer the phone promptly. This means not letting it ring more than about three times.



Most staff members have a telephone at their desk. If the phone is connected to a switchboard, you need to press one of the keys first before you can call someone outside the office. This gives you a line. When you hear a dial tone, you can dial the number for your call.

You may be expected to help the receptionist or take turns in looking after the telephone at work. Messages left by callers are sometimes hard to understand. Often people do not speak clearly enough when they leave a message. You can always play the message again. Once you have written down a message clearly, you can delete it.

### Example: Belinda takes down the answering machine messages and delivers them within the office

It is Belinda's responsibility to write down the messages left on the answering machine overnight and deliver them to the correct people.

Belinda selects 'Play' and writes down each message as she hears it. When she has finished, she presses 'Delete' and the messages are removed from the answering machine.

Like many workplaces, the Bayview Shire Council gives its office workers phone message pads to use.

Here are some messages Belinda takes from the answering machine on Friday 11 July.

The image shows two pink phone message pads. The left pad is for Joe, dated 11/7/16, with the message: "Mrs Stacey said the dog from next door was barking again last night." The right pad is for Claire, dated 11/7/16, with the message: "Jill Stanton rang to ask about what kind of fence she had to put around her backyard swimming pool." Both pads have a table with call status options and a 'Signed' line at the bottom.

TELEPHONED	PLEASE CALL	Example
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## What can you do about telephone faults?

If you have any difficulties using the telephone, tell your supervisor.

When major faults occur, your organisation will contact the telephone company.



### Practice task 7

Match the terms on the left of this table with its correct meaning from the following list. The first one has been done for you.

Term	Meaning
Extension	An individual number connected to the main phone line
Page	
On hold	
Transfer	
Line	
Hands-free	
Switchboard	

- A connection from one phone system to another
- Talking through a speaker system instead of holding a receiver
- Part of a system that has all the keys for making, transferring and holding telephone calls
- An individual number connected to the main phone line
- To announce a call when the person is not at their desk to receive it
- Sending a call from the switchboard to an extension line
- Keeping the call in the system until it can be answered

## 2E Use binding equipment

Binding equipment joins stacks of paper together to make a book. You can do this in many different ways. A quick and easy method, of course, is to use staples or paper clips.

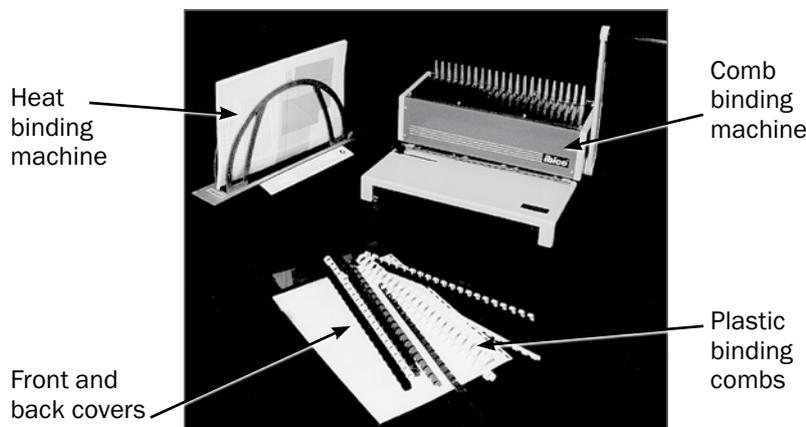


However, you may need to have a more professional look. You may want to put covers on and make it more secure. When material is bound, it becomes stronger. This is important if a lot of people are handling the material. You can bind pages with special binding machines such as heat binders and comb binders.

Organisations have a range of binding equipment. What they use will depend on the number of documents they need to bind and how often this is done.

### Example: types of binding machines and materials

Here are some types of binding machines that you may see and use in a workplace.



## What can binding equipment do?

Each type of binding machine produces its own type of binding. The different types of bindings vary in how much they cost, how easy they are to make and how strong and long-lasting they are.

Here is some of the equipment used for binding and an explanation of what each one does.

### **Stapling machine (stapler)**

Staplers can be manual or electric. Stapling can also be one function of a photocopier.

Staples are available in various sizes. If you have a lot of pages to bind together, you need large, strong staples.

### **Hole-punching or paper-drilling machine**

You can use a small manual hole-punching machine to punch holes down the side of a document. Then you can place it in a ring binder.

If there are a lot of copies to make and the pages are very thick, some organisations use an electric paper-drilling machine.

You can adjust some hole-punchers to punch two, three, four or five holes in a page.

### **Heat binder**

An electric heat-binding machine uses heat to bind a document between specially glued covers. The finished product looks very professional.

### **Comb binder**

This binder uses plastic or wire binding combs to join pages together. Workplaces usually put a plastic cover on the front and a thick card on the back.

Reports are often bound this way.

## How do you operate binding equipment?

First, you should make sure you have all the equipment you need. Also check that the area you are using is clean and tidy. The more organised you are, the easier your binding job will be. Remember to follow any safety procedures.

All heat binders are different. You need to read the manual or ask your supervisor to show you how to use it. The three main steps are: turn on the machine and wait for it to heat up; place the document pages between the special covers and put this into the machine; then the machine will buzz or light up when the binding is done.

Here is how to use a comb binder.

### Six steps when using a comb binding machine

1. Place the cover, document and backing sheet into the machine.
2. Pull the handle towards you. This will make holes along the side of the material.
3. Place the comb onto the spikes of the machine.
4. Pull the handle towards you to open up the loops of the comb.
5. Place the holes of the document onto the comb.
6. Close the comb by pulling the handle towards you.

## What can you do about binder faults?

If a binding machine is damaged or not working properly, tell the person in charge of equipment straight away. Other people may need to use the equipment for urgent tasks. So it should be fixed as soon as possible.



Only punch about 12 pages at a time with a comb binder. It will be difficult to punch if the paper is too thick.

When you are placing pages onto the comb, only place a few at a time. This can take patience. The holes may tear if you try to place too many pages at once.

### Practice task 8

List all of the resources needed to bind two 20-page documents using a comb binder. Each document has to have a clear cover on the front and a black cover at the back.

## 2F

### Use a shredder

Workplaces often have confidential documents. These contain things that are private to the organisation or to its customers. If they are to be thrown away, the workplace cannot risk anyone finding and reading them. So the workplace uses a shredding machine.



The shredder cuts these documents into very thin strips so they cannot be read. Then the paper strips are put into the rubbish or recycling bin.

There are many different kinds of shredders. Some specialised shredders can also shred CDs and DVDs.

### How do you operate a shredder?

Always follow safety procedures when operating a shredder. Be very careful. Keep your hair and clothes away from the shredder as they could get caught in the machine. Don't put your hands too close to the slot where you place the paper.

Always check that you are shredding the correct documents before you start.

Here is more about using a shredder.

**How to use a shredding machine**

**Step 1**

Turn the shredder on.

**Step 2**

Take a few pages at a time and feed them slowly into the machine. Generally, you should only try to shred about five pages together.

**Step 3**

The machine will cut them into narrow strips.

**Step 4**

When the attached bin is full of shredded paper, turn the shredder off and lift the top off. Do this carefully because the top may be heavy.

**Step 5**

Empty the bin into the recycling bin or rubbish bin as instructed.

## What can you do about shredder faults?

If you try to shred too many pages at a time, the shredding machine may jam. Use the 'Reverse' button to help clear the jam. If you have to try to release any paper by hand, always turn the power off first.



Always empty the bin when you see it is full. The shredder will not work properly if the bin is full of shredded paper.

If you are having trouble shredding, tell the person responsible for looking after the machine.

### Practice task 9

In this table, write 'Yes' if you think Belinda should do each of the following things when using a shredder and write 'No' if you think she shouldn't.

What Belinda should do when using a shredder	Yes/No
Make sure that her clothing is away from it	
Leave the power on when trying to take out jammed paper	
Shred material that she finds on someone's desk	
Shred no more than five pages at the same time	

## Summary

1. The most common types of business equipment are:
  - photocopiers
  - fax machines
  - printers
  - telephone systems
  - binding machines
  - shredders.
2. You need to know what all these common kinds of equipment do.
3. You need to know how to use all of these common types of equipment.
4. Business equipment differs according to the make and model, but most have similar features.
5. Each piece of equipment has a number of associated terms or words that have special meanings.
6. You need to know what faults you can fix yourself and what problems you must report to someone else.

## Learning checkpoint 2

### Operate equipment

This learning checkpoint allows you to review your skills and knowledge in operating equipment.

### Part A

The three tasks in Part A will take you some time to complete. You are not expected to do them all at once.

1. Photocopy an A4 document that has at least three pages. Follow the instructions below:

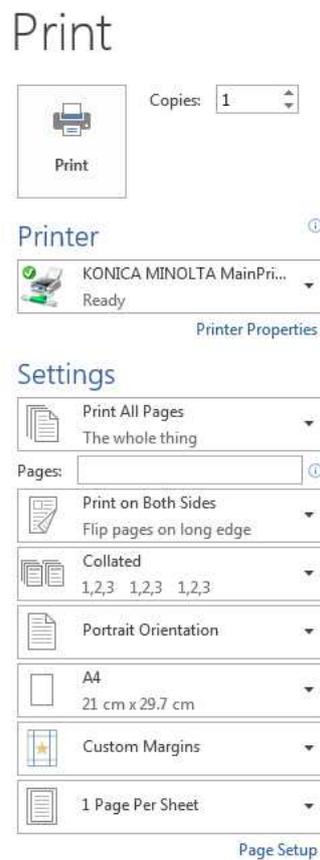
- a) Select 2 copies
- b) Select double-sided
- c) Select 'Sort' (collate)
- d) Press 'Start'

Keep the photocopied document in a file. On the back of the document, write down which functions of the photocopier you have used.

2. Fax a two-page document. Your trainer will give you a document and a fax number to use. Keep the faxed document in a file. On the back of the document, write down which functions of the machine you have used.
3. Bind a document using a heat binder or a comb binder. Your trainer or supervisor will give you step-by-step instructions.

## Part B

1. Imagine you have been asked to print pages 1–5 of a document called ‘Bayview Shire Council Report’. You need to print five copies. Before you print the document, check in the dialog box below that you have selected the correct page numbers and the right number of copies.



- a) Have you selected the correct pages to print?

- b) Have you selected the correct number of copies?

2. You answer the phone at reception one day. The caller says she wants to speak to your supervisor. The call comes in on line 2. Describe what you need to do. (You may need to read the instructions for using the telephone system at your learning centre or workplace before answering this question.)

## Part C

1. Read the case study, then answer the questions that follow.

### Case study 1

Belinda was worried because she had only one hour to complete a photocopying task. She had to make 30 copies of a 50-page booklet and suddenly the paper jammed. The warning light on the photocopier was flashing. She opened the door of the photocopier, but could not see any trapped paper. She called Philip, the equipment officer. He showed her where the paper was jammed and how to wind the roller to release the paper. She continued the job, but after 10 more copies the paper got jammed again. She opened the door again, saw the paper and pulled it out. The paper tore, so she quickly put it into the bin. Some bits of the paper were still stuck inside the photocopier. Belinda shut the door and pressed the 'Start' button, but nothing happened.

- a) Did Belinda do the right thing? Explain your answer.

- b) Is there something else Belinda should have done? If so, what?

2. Read the case study, then answer the questions that follow.

### Case study 2

Patrick was asked to fax some pages of information to a customer. He filled out a fax cover sheet and put it together with the pages of information. Unfortunately, he didn't notice that there was something sticky on his desk. This caused some pages to stick together. So when the material was going through the fax machine, several pages started to slide through together. This jammed the machine.

- a) How could Patrick have prevented this from happening?

- b) Where could Patrick find instructions about what to do if there is a paper jam?

- c) What action could he take to fix the fault?

- d) If he couldn't fix it, what should he do?

3. Read the case study, then answer the questions that follow.

### Case study 3

Louisa was sending a document to the workplace printer. She checked all details and they were correct. When she went to the printer, the light was flashing and her document had not come through.

- a) What could Louisa check?

- b) What should Louisa do if she can't work out a solution?

- c) Who should she report the problem to?

- d) If the fault is a serious one, who will probably have to fix it?

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## Topic 3

# Maintain equipment or resources

You have learnt how to use the most common kinds of business equipment. You should also understand what faults you can fix yourself and what problems you should report to other people. This chapter looks at how to care for the equipment and resources; that is, how to maintain them.

Equipment and resources that are carefully maintained are easier to use and they have fewer problems with faults. This means the workplace runs more efficiently. People do not have to wait for repairs to be done. Jobs are not delayed because the workplace has run out of resources. People can do their jobs more quickly. So the workplace saves time and money.

In this topic you will learn how to:

- 3A Maintain equipment or resources
- 3B Undertake equipment maintenance
- 3C Maintain equipment or resources records
- 3D Store equipment and resources

## 3A

### Maintain equipment or resources

Maintaining business equipment means caring for the equipment constantly. This means it will have fewer faults. It will be less likely to need major repairs. It will have a longer life.

Many items that are used in offices need maintenance and/or regular cleaning in order to work correctly.

Here is more about types of business equipment.

Examples of equipment in office workplaces	
<ul style="list-style-type: none"><li>• Photocopiers</li><li>• Printers/scanners</li><li>• Fax machines</li></ul>	<ul style="list-style-type: none"><li>• Telephones</li><li>• Binding machines</li><li>• Shredders</li></ul>

### Maintain a photocopier

A workplace must keep its photocopier in good working order.

This includes the three main tasks shown here.

#### Remove staples

Always ensure that hard materials such as staples are kept away from the photocopier.

Never place liquids, such as coffee, glue or correction fluid, on top of the photocopier.

### Clean the glass

- Keep the glass plate clean.  
Use the special cleaners for this task. Never use ordinary kitchen cleaner.  
Use a soft cloth.

### Change the toner

- Change the toner when a warning sign flashes on the display area of the photocopier saying 'Toner low'.  
The toner is the powdered ink that makes the copies. It comes in plastic cartridges. If the photocopier does a lot of copies, the strength of the toner will become low, then the copies will look faint. This usually means that the toner has to be changed.

## Change photocopier toner

You may be trained to do this job or a more experienced person may have to do it.

The toner cartridge must be correctly placed into the copier. Toner powder is poisonous, so you have to take care when handling toner cartridges. You should wear gloves.



You must place the old toner cartridge back into its box. The supplier that replaces the toner will collect it. Used toner cartridges are usually recycled.

### Example: simple maintenance of a photocopier

When photocopying a document, Belinda notices that the copies are coming out with a black smudge. The document looks messy and she is not happy with it. She looks at the rules for cleaning the equipment.

Her supervisor had told Belinda it is important to make sure the glass plate on the photocopier is kept clean. She had said that sometimes people have used correction fluid on documents they are copying. If this is not dry, it marks the photocopier glass.

There is a cleaning kit in the stores cupboard.

This contains a cloth for cleaning dust and other smudges off the glass. There is also a special spray for cleaning the glass.

Belinda uses the cloth to rub some cleaning spray on the glass. It removes the smudge. Her copies now come out perfectly.

She decides to check the glass plate regularly and clean it at least once a week.



## Maintain a fax machine

A fax machine must be kept clean in order to operate efficiently. If you are responsible for cleaning the machine, follow the instructions carefully.

Here are some guidelines for maintaining and cleaning a fax machine.

### **Clean the machine regularly**

Clean the machine regularly. Before doing any cleaning, switch the power off. Use a soft cloth dampened with a little water to wipe the outside of the machine.

### **Clean the glass regularly**

Clean the glass regularly. Open the control panel to clean the scanning glass. If this is dirty, the documents you send will be dirty as well.

### **Use the correct paper**

Use the correct paper. Using the wrong paper can cause the machine to jam. Use good-quality plain paper. Do not use paper that is wrinkled, creased, coated, curled, torn or very thin. This may get stuck in the fax machine.

### **Replace the toner**

Replace the toner when it runs out. Open the cartridge cover. Remove the old cartridge. Take the new toner out of its bag and place it into the machine. Repack the old toner in this bag. Use gloves because toner is poisonous.

## Maintain a printer

There are two main aspects to keeping printers working well, as shown here.

### Keep the printer clean

If you are responsible for keeping the printer clean, follow the instructions in the manufacturer's manual or the instructions your supervisor gives you.

Always turn the printer off and unplug the power cord before you begin. Clean the outside with a damp cloth and the inside with a dry cloth.

### Replace the toner

Replace the toner when the level of toner is becoming low. On most printers, a message will appear in the display area saying 'Toner low'.

You should either replace the toner yourself, following the instructions you have been given, or tell the person in charge of doing this.

## Maintain other equipment

Keep all other business equipment such as telephones, binders and shredders clean.

There are cleaning pads available for the telephone. You should keep your own phone clean by wiping it regularly with such a pad or with a clean, damp cloth.

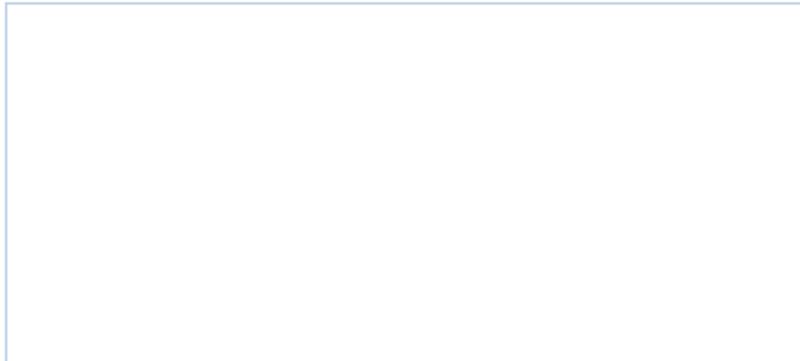


Make sure you follow the policies and procedures in your organisation for the shutdown of office machines and business equipment.

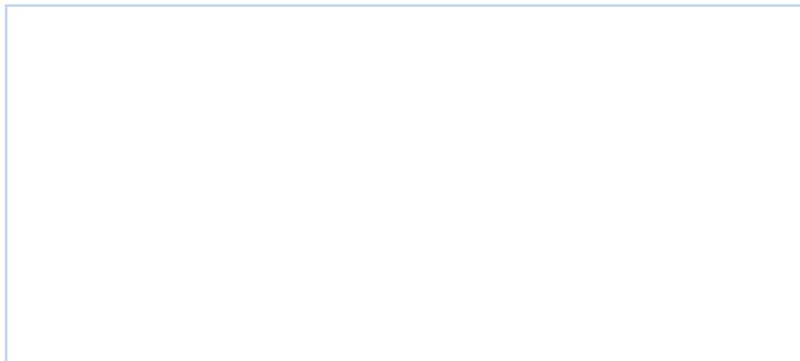
Return equipment to the correct place when you have finished a task. Make sure it is stored so that other things around cannot damage it.

## Practice task 10

1. Ask your trainer or supervisor to show you how to change the toner in a fax machine. Then write down the steps for changing the toner in your notebook or tell your trainer or supervisor the steps.



2. Ask your trainer or supervisor to show you how to change the toner in a printer. Then write down the steps for changing the toner or tell your trainer or supervisor the steps.



*... continued*

*... continued*

3. Find out whether your learning centre or workplace has cleaning fluid for the photocopier. If so, where is it kept?

4. Does your learning centre or workplace have gloves for people to wear when they change the toner? Why should they have these?

## 3B

### Undertake equipment maintenance

All maintenance of equipment needs to be done according to the manufacturer's instructions. You should know where the instruction manuals for each machine are kept. Follow the instructions in the manual, because different brands of machines have different methods.

Some of the maintenance work can only be done by a service company. The manufacturer will have provided a list of approved service companies.

### Equipment servicing

Some equipment requires a technician to come and service it regularly. They will thoroughly clean and test it. For example, most photocopiers need to be serviced every six months or after they have made 10,000 copies. Fax machines and printers may need to be serviced once a year depending on their level of use.

You may be asked to call the service company to arrange a time for them to come. When you call a technician to ask them to come and fix a problem, they will ask you for some information about the equipment, as shown below.

#### Three things you need to tell a service technician

The make of the equipment

Its serial number, which is usually under the cover

Whether it is still under warranty

## Warranties

When equipment is purchased, it usually comes with a warranty.

A warranty states that if the equipment breaks down within a certain time period (e.g. a year), a technician will come and fix it without charging the organisation a fee.

### Example: a record of the office machines in a workplace

Below is a list of equipment and the details for each item, which has been prepared by Belinda for the Bayview Shire Council office.

Record of equipment			
Equipment	Make and model number	Serial number	Service department contact details
Photocopier	Konica 2125	1304555	Konica Servicing Department 5899 9999 Contact: Frank Glisovic
Photocopier	Xerox	23547-61	Xerox Servicing Department 5689 1476
Fax machine	Canon L600	2809	Stemline Office Supplies 2223 8907 Contact: Brian Jorgensen
Printer	Hewlett Packard LaserJet 5	C45789	Stacey's Printers 8886 7432 Contact: Peta Bedford
Telephone	Exicom	R45	Telstra 9877 4555

## Practice task 11

Select two items of equipment in your learning centre or workplace. Use this table to fill in the equipment maintenance details for your selected items.

<b>Record of equipment</b>			
<b>Equipment</b>	<b>Make and model number</b>	<b>Serial number</b>	<b>Service department contact details</b>

**3C****Maintain equipment or resources records**

Most organisations have a maintenance program for their office equipment. This is a checklist of the procedures for making sure the equipment is kept in good working order.



As you now know, maintenance includes cleaning, adding toner, replacing paper and making sure an experienced technician regularly services the equipment.

A maintenance program also includes checking the supply of paper, toner and cleaning material, and ordering new supplies when stocks are running low.

A checklist is a good way of ensuring that maintenance is done and equipment is kept in good working order.

## Example: maintenance program checklist for office equipment

This is the maintenance program checklist that Belinda uses at Bayview Shire Council for its office equipment.

Office equipment – maintenance checklist	
Photocopier	Check paper regularly
	Make sure paper is separated before placing in tray
	Replace toner cartridge when necessary
	Replace used toner cartridge in correct box
	Clean glass plate regularly
	Ensure machine is free from dust – clean weekly
Fax machine	Check and replace toner cartridge when necessary
	Check paper is stored correctly
Printer	Make sure paper is separated before placing in tray
	Replace toner cartridge when necessary
	Clean wires with cleaning brush – weekly

## Keep a logbook

The workplace needs to keep a record of when equipment is serviced and what type of repairs the service people have carried out. This information is kept in a logbook.

For example, if the photocopier has been serviced, the logbook records:

- how many copies have been made to date on the copier
- the date the machine has been serviced, cleaned and repaired
- the signature of the technician who has done the servicing.

## Keep track of resources

A workplace needs to keep records of the paper, toner and cleaning materials it has in stock.

Your supervisor may give you the job of ordering supplies when they run out. You may have to order such resources as toner, paper and binding materials.



## Toner supplies

As you now know, toner is used in photocopiers, printers and fax machines. It comes in plastic cartridges.

If your organisation uses these machines a lot, they will go through many cartridges each month. Generally, a standard toner cartridge can be used for copying or printing 3,000 pages.

These cartridges are recycled when they are used up. A supplier may visit an organisation regularly to pick up and replace the old toner cartridges.



## Paper and binder supplies

Your supervisor may give you the task of keeping note of the paper supplies. You may have to do the ordering too. If you see that the paper supply is getting low, let the resource officer know.

Get to know the types of paper that are used regularly at your organisation. Most organisations use A4 and A3 size paper and coloured paper as well. Certain fax machines need special thermal paper. Most organisations also have their own letterhead paper.

If your organisation produces a lot of bound documents, it will use a lot of binding combs and covers. You may be expected to keep an eye on these supplies.

### Example: complete an order form for new supplies

Belinda's supervisor has asked her to complete an order form for new supplies for Bayview Shire Council.

An order form like this is called a purchase order. The workplace's purchasing officer always signs this form.

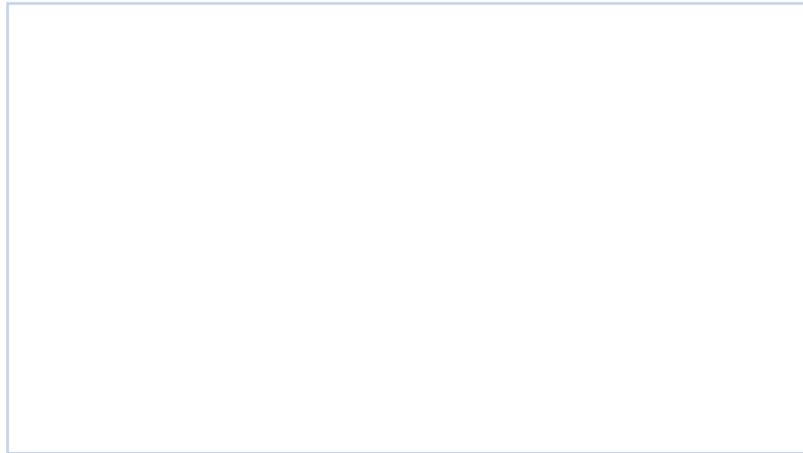
**PURCHASE ORDER**  
Bayview Shire Council      Fax 9912 7600  
22 Blackwood Drive  
Bayview VIC 3000  
Date: 20/7/2016      Order # \_\_\_\_\_

**To:** Brian Jorgensen  
Stemline Office Supplies  
36 Parkinson Street  
Bayview VIC 3000  
**ABN:** 25 431 455 679  
Please supply these goods:

Signature of purchasing officer  
\_\_\_\_\_

## Practice task 12

Find out who checks the supplies of paper at your learning centre or workplace. Is it everyone's task to keep an eye on supplies? Who fills in the purchase order forms? Who is the person who signs these orders?



## 3D

### Store equipment and resources

Many workplaces expect work on machines to be done away from workers' desks. This is so the noise of the machine doesn't disturb people. Some organisations even keep the photocopier, printer and fax machine in a separate room.

Find out where you should do the tasks of binding and shredding. Don't do these in a place that might disturb your colleagues. When you have finished, return the equipment and resources to the correct place.

### Store resources

Most offices keep resources in a cupboard or storeroom. When a supplier delivers resources, someone must check that the supplies delivered match what was ordered. This may be your responsibility. You need to have a copy of the purchase order and a copy of the delivery form. As you unpack the delivery, check that everything is there.



It may be your job to store the stock when it is delivered to the office. Make sure you know where and how it is to be stored. For example, you may have to use a trolley to deliver stacks of paper to several departments.

## Where to store resources

Small offices may keep the paper in a cupboard. If it is your job to look after the stores, the paper must be kept in a cool, dry place.

Air that is too warm will make the paper curl. Paper that is not flat will not slide through the machines smoothly and so will cause a paper jam.

Keep the toner cartridges in a cool, dry place. The cartridge boxes have instructions for storing toner.

Keep binding materials neatly in their boxes. The combs can be ruined if they are kept under something heavy.



## Work health and safety

Safety is an issue when storing resources.

Here are some aspects of work health and safety that you need to know about.

**Boxes**

Heavy boxes should never be stored high where people have to reach up to them. They should not be too low either, because people can injure their backs leaning down to pick up heavy items.

If there are boxes on the floor, only take out a small amount of material at a time. Don't try to lift heavy boxes. If you cannot avoid some lifting, always bend your knees before you lift.

**Paper supply**

Because so much paper is used in an office, most people have to fill the trays sometime. To make this easier, keep reams of paper on shelves at elbow height. This avoids any need for people to reach or bend, which helps protect their backs.

**Cleaning fluids**

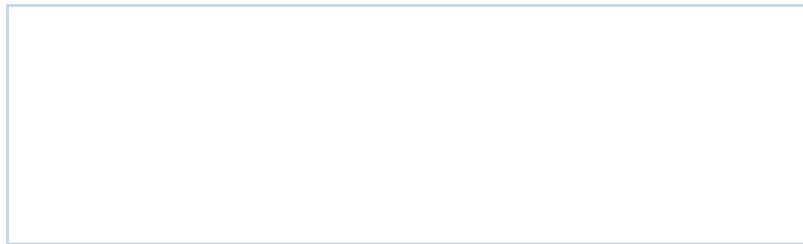
Keep cleaning fluids in safe areas and tightly secured.

**Toner cartridges**

Keep poisonous toner cartridges in their boxes until you need them.

### Practice task 13

Find out where the paper is stored at your learning centre or workplace. Do you think it is being kept too high or too low? Do people have to risk injuring their backs to get the paper? Are there better places where it could be kept?



### Summary

1. Business equipment must be maintained so that it works efficiently, has fewer faults and lasts longer.
2. Maintenance includes cleaning and servicing.
3. Maintenance must be done according to the manufacturer's instructions.
4. Records should include equipment details, purchasing orders, logbooks and supplies.
5. Equipment and resources should be stored in a safe area with easy access.

## Learning checkpoint 3

### Maintain equipment or resources

This learning checkpoint allows you to review your skills and knowledge in maintaining equipment or resources.

#### Part A

1. Explain the kind of maintenance that keeps a photocopier in good working order.

2. If you were using new machines, what would you look at first to find information about changing the toner or replacing the paper in a printer or photocopier? What would be your second choice for getting information?

3. Read the case study, then answer the questions that follow.

### **Case study**

Chelsea realised there was something seriously wrong with the printer. She had checked that there was no paper jam. The paper was placed correctly in the tray. She knew that new toner had recently been put in.

- a) What should Chelsea do?

- b) What is likely to be needed?

## Part B

Read about the following faults with some pieces of equipment in an office. Then look at the 'Record of equipment' list that follows with information about the equipment.

- Xerox photocopier broke down on 4.4.16. It had a staple caught in it and nobody could fix it. Rang the technician.
- The speed dial numbers were not working properly on the Canon fax. It is still under warranty. Rang supplier. Technician came 2.7.16.
- Paper jammed in the Konica 2125 photocopier. Opened the door and pulled out the paper. It seems to be working okay now. 21.8.16.
- Hewlett Packard LaserJet Printer – there was a sticky label caught on the drum on 9.9.16. It wouldn't print. Called the technician. He came on 10.9.16.

Record of equipment			
Equipment	Make and model number	Serial number	Service department phone number
Photocopier	Konica 2125	1304555	Konica Servicing Department 5899 9999 Contact: Frank Glisovic
Photocopier	Xerox	23547-61	Xerox Servicing Department 5689 1476
Fax machine	Canon L600	2809	Stemline Office Supplies 2223 8907 Contact: Brian Jorgensen
Printer	Hewlett Packard LaserJet 5	C45789	Stacey's Printers 8886 7432 Contact: Peta Bedford
Telephone	Exicom	R45	Telstra 9877 4555

Fill in the following logbook for the faults and services listed. You need to find the serial number for each piece of equipment from the 'Record of equipment' list above.

<b>Record of equipment faults</b>						
<b>Date</b>	<b>Type of machine</b>	<b>Make and model number</b>	<b>Serial number</b>	<b>Fault</b>	<b>Action taken</b>	<b>Signature</b>

## Part C

Read the scenario, then answer the question that follows.

### Scenario

Vakuna Clothing Company has just moved its office to a new building. It has to decide where and how to store its equipment and resources. It is an open-plan office. That means people work in a big, open space. There are three small rooms. One of these is for the manager to use for private meetings.

The equipment and resources include:

- the latest model photocopier – this will get a lot of use, as the company frequently sends out order forms and notices to its many customers
- many boxes of paper in both A4 and A3 sizes and also many colours
- a new fax machine – this will be used by Kate, who is responsible for sending all faxes
- boxes of toner cartridges for the machines.

Imagine you have been given the task of deciding where everything should be located or stored. Where would you put the equipment and resources listed above?

