

Methodological tool:

Use of office equipment

Number of methodological Tool	EUPANEXT_LO_006_M_001
Work Area Code and Title	WA2 OFFICE EQUIPMENT AND TECHNOLOGY
Unit Code and Title	2.3 Use of office equipment to carry out simple tasks including simple troubleshooting
Learning Outcome Number and Title	LO006: Demonstrate the ability to identify the proper use of office equipment to meet different simple business tasks and use this equipment, carry out simple trouble shooting in accordance with health and safety legislation and regulations.
Objective of the methodological tool	After this exercise the participants will be in a position to: <ol style="list-style-type: none"> 1. Identify different types of equipment and their use 2. Select the equipment needed for specific tasks 3. Use the equipment according the manufacturer's guidelines 4. Keep the equipment clean and safe in compliance with health and safety standards 5. Deal with problems that may arise following manufacturer's guidance 6. Perform basic tasks with the Fax, Photocopier, Binding Machine, Scanner, Printer and Telephone system
Individual or group exercise	<input checked="" type="checkbox"/> Individual <input checked="" type="checkbox"/> Group
Type of methodological tool	<input type="checkbox"/> Written Exercise <input type="checkbox"/> Video Analysis <input checked="" type="checkbox"/> Simulation <input type="checkbox"/> Multiple choice <input type="checkbox"/> Group exercise with cards <input checked="" type="checkbox"/> Exercise using ICT <input type="checkbox"/> Role Play <input checked="" type="checkbox"/> Group discussion <input type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	This exercise consists of several parts: First, there is a discussion about the use of different types of equipment. Afterwards the participants will try to perform basic troubleshooting

	<p>using guidance from the manuals. Later, they will use some types of office equipment:</p> <ol style="list-style-type: none"> 1. The Telephone - answering a call, redial function, transferring the call, putting a call on hold 2. The Fax machine - sending a fax, receiving a fax 3. The Photocopier - loading paper, one side or duplex photocopy, colour, zooming in or out, using feeder 4. The Printer - black and white or colour print, one side and duplex, 2 pages on one paper, brochure printing 5. The Scanner - colour and black and white, scanning to .jpg and .pdf formats, scanning each page individually or as a continuous document, using feeder, scanning two-sided documents 6. The Binding machine - Binding documents
Exercise is accompanied by	<p>1. The following types of office equipment (or most of them) should be available during the training:</p> <ol style="list-style-type: none"> 1. Computer with installed printer and scanner drivers 2. Photocopier with duplex, colour – can be part of a multifunctional device 3. Scanner – can be part of a multifunctional device 4. Fax – can be part of a multifunctional device 5. Printer with duplex, color – can be part of multifunctional device 6. Telephone system - call transfer, put on hold and redial function 7. Binding machine 8. User Manuals for equipment used, preferably in local language 9. Paper supplies and binding machine supplies
Exercise solution	The learners must demonstrate correct usage of equipment as well as simple troubleshooting.
Other comments to the trainer	The trainers should point out to learners that there are different types of manufacturers and office equipment. Although the principles are quite similar, learners should always test/ ask about the use of every single piece of equipment before performing a certain task.
Approximate Time needed for the completion of this exercise	40 minutes