

# **Unit 224**

## **Principles of providing administrative services**

### **Using office equipment**

---



# The Provision and Use of Work Equipment Regulations 1998

- All equipment needs to be cleaned and maintained to prolong its use and also to meet health and safety requirements.
- Equipment in use must be suitable, safe and properly maintained.
- Required training on its use must be given.
- All electrical portable appliances like a fax machine or PC require to be tested on an annual basis.

# Good practice for use

- When using any shared equipment, it is important to leave it in a good condition for the next user.
- Always leave the equipment/work area in the sort of condition you would want to find it in yourself.
- You will not foster good working relationships with your colleagues if they have to clear away your mess before they can carry out their tasks.

# Uses of equipment

- communication
- document production
- reproduction and copying
- document binding
- distribution
- document destruction.

# Factors to consider when selecting equipment for use

- suitability
- training
- availability
- cost.



# Problems

- Your organisation is likely to have procedures for reporting equipment faults, and perhaps, in the case of computer equipment, an IT help desk to contact for help.
- Any faulty equipment should be put out of service and reported.
- With any electrical equipment there is a danger of overheating if the vent is covered or allowed to become blocked with dust (dust is attracted to the heat).

# Common problems when using equipment

- Printers, scanners and photocopiers:
  - jams where paper has not been 'fanned' before loading, or not loaded straight
  - running out of toner/ink
  - connection problems, going off-line
  - lack of memory capacity for storing large jobs.
- Telecommunications equipment:
  - connection problems such as being cut off. In the case of this occurring during the sending of a fax, you should redial and resend the last page as well as the pages not already sent.

# Mail room equipment problems

- Mail jams can occur on the franking machine when the mail is not loaded into the hopper straight.
- Lack of postage credit – credit has to be purchased for the franking machine from the post office.
- Running out of franking ink.