Contents

Topic 1
Select and use business technology

All office environments use a variety of technology to carry out their work. Business technology includes any hardware or software used to complete workplace tasks. For example, the technology you use might include a computer and monitor, software, a scanner, a photocopier, a printer, a fax machine and a shredder. To select appropriate technology and software for your tasks, you need to understand the functions of the technology available to you.

You also need to understand the operational guidelines for using the equipment safely. If you are working at a computer for an extended period each day, you should make sure your workstation is comfortable and designed so you can carry out your tasks efficiently. You will need to organise your work so you aren't doing a repetitive task for a long time. You also need to take time to stand up and stretch.

You must learn how to use technology according to your organisation's requirements; for example, you should know your organisation's login procedures and how to name, open and close files. You must be aware of your workplace's work health and safety (WHS) policies and procedures.

In this topic you will learn how to:

1A   Select appropriate technology and software
1B   Use ergonomic practices
1C   Use technology according to organisational requirements

1A | Select appropriate technology and software

Technology varies from organisation to organisation. All workers should receive training in the technology they need to use. Organisations should have training manuals specific to the equipment used. If you are unsure, ask your manager or work colleagues to tell you where manuals are stored.

Before you can select the appropriate technology for your work, you need to understand how each type of business technology functions. Computers will be examined first as they have become essential in workplaces. Here is a basic outline of personal computers and laptops, and the benefits of using both.

Personal computers

A computer is an electronic device for storing and processing information. A personal computer has a separate hard drive and monitor that are attached to other equipment such as a keyboard and mouse. Personal computers are used in all organisations to carry out many different tasks. Organisational data is usually processed using a computer and different software applications.

Laptops

A laptop is a small, portable computer that has its hard drive, screen and keyboard within the same piece of equipment. Laptops are popular as they are portable, lightweight and don't solely rely on a plug-in power supply (they have rechargeable batteries). However, laptops have disadvantages. Their small size makes them easy to steal, and they are not adjustable and, therefore, not as comfortable to use unless a separate laptop stand is available.

Technological devices

The following devices are used for a range of functions, including capturing images and storing data, connecting, copying, binding, finishing and shredding.

Office technology

Digital cameras

A digital camera takes photographs using an electronic imaging sensor, rather than film. Digital photos can be downloaded directly to a computer and the image can be altered or enhanced before being used. Organisations frequently use digital cameras to quickly record images and insert them into documents such as newsletters and reports. Most mobile phones also have digital camera capabilities.

Scanners

Scanners convert hard copy (paper) information into digital (electronic) information, which you can send electronically via email

An image of handwriting, or map on paper, converted into an electronic image, can be inserted into the document you are working on. It can also be resized or cropped if you only want a part of the image. This can also be done using a digital photo instead of a scanned image. In most offices, scanners are incorporated into a photocopier.

Shredders

Paper shredders are very useful in the workplace to destroy sensitive or confidential workplace information. Paper shredders slice documents into long thin vertical strips and render them unreadable. The Privacy Act 1988 (Cth) places particular restrictions on the sharing and use of information in the workplace.

Modem

The word 'modem' stands for modulator/demodulator. A modem converts digital signals from a computer into analogue sound signals that can be sent over a telephone line. It is a device that lets a computer talk to another computer over a telephone line; that is, it connects you to the internet. In the workplace, a modem is connected to a server and personal computers are connected to the server with a network cable.

Wireless router

The internet connection of an organisation's computers is likely to be made through a wireless ADSL router. Incoming and outgoing data will be sent wirelessly to and from the organisation's wireless router, which connects by cable to the internet.

Types of software

You need to choose appropriate technology for each workplace task. Consider the outcome and what it is you want to produce. The type of technology you use depends on the type of documents you need. For instance, use Microsoft PowerPoint to develop a slide show presentation, rather than Microsoft Word.

Here are examples of commonly used types of software.

Word processing software

Word processing software allows the user to create, store and print written documents. You can type, edit and insert graphics to create documents that you can easily print and save. The most commonly used word processing software is Microsoft Word.

Spreadsheets and accounting software

In accounting, a spreadsheet is a large sheet of paper that displays the financial transactions of a company. Spreadsheet software records and processes accounting transactions within areas such as accounts payable, accounts receivable and payroll. It spreads, or shows, all the information, such as costs, income, taxes, on a single sheet and organises information into columns and rows. The data can then be manipulated by a formula to give a total or sum.

A spreadsheet presents a lot of information in an easy-to-read format. It helps the decision makers see the financial 'big picture' of an organisation. The most commonly used spreadsheet software is Microsoft Excel. Alternatively, you may need to use designated accounting software such as Attaché. Attaché includes features that manage a business's accounts payable, accounts receivable, payroll, stock, customer orders, etc.

Database software

A database organises information a way that allows you to quickly find a desired piece of data or information. Data is organised by fields, records and tables.

A field is a single piece of information; for example, a client's surname. A record is one complete set of fields; for example, a client's complete name and address. A table is a collection of records; for example, every client's name and address.

A database allows an organisation to store, modify, and extract information about customers and products; for example, a database full of client details can be used to extract information about all clients who live in a certain area. Common database software includes Microsoft Access and MySQL.

Here are examples of more things that can assist in improving your posture at your workstation.

Document holders

A document holder holds paper and reference material in a convenient position. It is a good idea to place it at a similar level, angle and distance as your monitor to avoid changing your eye focus. If it is below the monitor, or too far off to the side, your eyes will have to adjust each time you look from one source to the other. If you do this for too long, it can cause headaches and eyestrain.

Angle boards

An angle board allows you to maintain good posture while reading because it reduces the angle between the work surface and your vertical posture. You may need to adjust the height and angle of your angle board so that you can read comfortably with your neck as straight as possible.

Footrests

If you can't place your feet comfortably on the floor, you might need to use a footrest. A footrest allows your feet to rest at a tilting angle. This prevents strain on the lower back. Make sure your footrest has an adjustable height and heel stop and is big enough to allow your feet to move around.

Headsets

If you use a telephone for long periods of time, use a headset. A headset keeps your neck straight and your arms free. Headsets prevent you from bending your neck to support the telephone handpiece.

Environmental factors

Environmental factors in the workplace include light, noise and air quality. If your work environment isn't monitored or controlled you may suffer adverse effects, such as headaches, fatigue, hearing loss or eyestrain.

Light

Good lighting is essential for a safe and hazard-free workplace. You need to see things clearly to work effectively. Improper lighting can cause eyestrain and headaches.

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Here is further information about hazards associated with lighting and tips on reducing these.

Lighting hazards

Hazards associated with lighting include:

- Glare: a computer screen positioned in front of a bright window is difficult to see
- Flickering lights: a fluorescent globe might malfunction, causing irritation and nausea
- Inadequate or dim light: reading in dim light causes eyestrain
- Reflections: sunlight reflecting on a screen makes it very difficult to read
- Shadows: shadows shifting across your work area may cause you to sit with bad posture when reading.

Avoiding hazards

Simply shifting the screen slightly, using desk lamps, adjusting blinds and the brightness settings on the screen can avoid many light hazards. Try to:

- use natural sunlight whenever possible
- keep bulbs and fixtures clean
- focus light on your task
- use fluorescent lights wherever possible.

Noise

Noise can be considered to be any annoying or disturbing sound. Excessive noise from heavy machinery or equipment can cause permanent hearing loss. Noise can come from outside the office; for example, on a factory floor, a construction site or near an airport. Noise is a problem if it disturbs people, distracts them, inhibits communication, causes stress or generally interferes with their work. However, remember that noise is only a hazard if it stops you from working productively, comfortably and safely. Most people prefer to work with low levels of noise, rather than in complete silence.

Noise in the office can come from a variety of sources, including machines such as printer copiers, background noise and people talking.

Ways to control problem noise in the workplace

Consider noise levels when setting up a workstation in an open plan office. Workers still need some privacy when they are on the telephone and carrying out duties.

Mixing up activities

You may have to perform repetitive tasks at work, such as typing up reports or entering data. The best way to prevent repetitive actions that cause stress on your body is to make sure you carry out a variety of tasks during the day. For example, if you have to enter a lot of data, break the repetitive nature of the task by performing other tasks associated with the project such, as discussing the project with a fellow worker, doing some research from the internet or reading related material. Tasks should be designed to prevent one person being responsible for a lot of repetitive tasks.

Taking rest and exercise breaks

All employers need to provide rest periods for employees. Rest periods may be tea or lunch breaks. During the working day, everyone needs to sit down, breathe easily, relax and take time to think about something other than work.

If you work with a computer, you should take short breaks at regular intervals to combat stress and prevent pain and discomfort. Using a computer for too long without a break has been associated with backaches, neck ache, headaches, migraines and eyestrain.

Perform stretches several times a day and encourage others around you to try them too. Make sure you are relaxed and stretch gently. Stop if you feel any pain or discomfort, and remember to exercise both sides of your body. Breathe deeply and evenly throughout each stretch

Example: stretching exercices

1. Neck: Turn your head gently to look over your right shoulder. Hold for 10 seconds. Now roll your head forward to look over your left shoulder and hold for 10 seconds. Repeat several times.
2. Shoulders: Sit with a straight back and neck. Roll your shoulders forward, then back. Repeat three to five times.
3. Wrists, hands and arms: Interlace your fingers with your palms turned outward. Now lift your arms over your head and stretch, leaning gently to the left and then to the right. Repeat several times.
4. Upper and lower back: Stand and place your hands in the small of your back. Gently arch your back and hold for 10 seconds. Repeat when needed.
5. Shoulders and arms: Stretch your arms above your head. Cradle one elbow with your hand and gently pull the elbow behind your head. Repeat this on the other side. Hold each stretch for 10 seconds.
6. Eyes: Every 20 minutes, look away from the screen. Focus on a distant object (more than three metres away).

Computer viruses

Computer viruses are easily transmitted through email messages, especially in attachments. They can cause significant damage to your computer and your organisation's computer network. Your organisation will almost certainly have policies about how you are to handle incoming email. This may apply especially to email that looks suspicious or dangerous to the organisation.

Email services usually have some kind of virus filter protection for emails that are sent or received through them. Your organisation will also probably have antivirus software installed on your computer. The anti-virus software files will be updated regularly to make sure they automatically scan infected files, but this does not guarantee protection against viruses. Sometimes you may receive an infected message before the anti-virus software has had a chance to develop a program to fight it.

To avoid information loss, your organisation's network system will probably back up files on a regular basis. So if a virus destroys your files, they can be replaced.

Here are examples of suspicious activities that you need to be aware of.

Suspicious activities
Emails from an unknown sender and have an attachment, or perhaps unusual emails from people you know
Emails from an unknown sender and have a subject line urging you to open the message immediately, such as 'You've got to see this picture!'
Emails with attachments that have unusual file extensions, rather than the common file ones you would usually receive

Prevent virus damage

If you see any suspicious messages or extensions that you are not familiar with, don't open them under any circumstances. Ask your supervisor or IT help desk for assistance. Make sure your virus protection program is set to scan your incoming mail and notify you of any infection it finds. It's also good practice to undertake a virus scan of your entire computer system on a regular basis, just in case.

Most viruses require you to actively open the email that contains them before they become active, so your best method of prevention is not to open any email until you're sure it's safe to do so.

Actions to take if your computer is infected
• Immediately run a full scan of your computer. If you have a virus, virus protection programs will advise you on what course of action is required.
• Delete the infected file if prompted to do so.
• Download a special file from the internet to remove the virus completely.
• Seek professional advice.
• Advise your IT department or manager, in line with your particular workplace policy and procedures.
• Look up the name of the virus (if you know it) on the internet for more information.

Report problems

It is important to remember that any questions regarding your IT systems and email use are important. Email is a vital tool in today's global workplace.

Non-reported problems may result in major losses including:

- computer 'downtime'
- information corruption
- transmission of viruses and potential litigation
- loss of reputation.

Legal requirements

Your organisation must adhere to all relevant legislative requirements, both Commonwealth and state or territory. This is usually managed by incorporating all legislative requirements into the workplace policies and procedures.

Relevant legislation may include:

- anti-discrimination legislation
- privacy legislation
- occupational health and safety legislation.

Discrimination, privacy and codes of practice

When using technology, the workplace must ensure employees are not discriminated against by imposing unreasonable conditions or practices that may have an unfair or negative impact on people with particular attributes. For example, people with a hearing impairment may need assistive technology to support them in their work.

As discussed previously, there are legal restrictions on the storage and retrieval of personal information in the workplace. You should be guided by your workplace policies and procedures on how to comply with legislative requirements in this area. If you are still unsure, ask your manager or supervisor for guidance.

2A Manage files and records

Business documents are often developed from records that are stored in files; for example, a report may contain information taken from accounting or departmental records. A record is a piece of information about any organisational issue; for example, database records, accounts statements, photographs and written reports. A file is a collection of similar records; for example, a collection of staff meeting minutes or account statements.

Different organisations have different records and files, depending on the information needs of the workplace. Organisations need to create, update and store their files in suitable locations, so that staff can easily access and maintain them.

Records and files must be managed properly so the workplace is efficient and productive. Proper management also safeguards vital information and provides a better support for managers to make decisions.

Here is what you need to be aware of to successfully manage records and files.

File management requirements
• Know your responsibilities
• Possess skills in creating a new record or file
• Know how to update a record or file.

Responsibilities

If one of your duties is to manage records and files, you need to know how your organisation wants you to organise, create, maintain and store them.

You should know the subject and purpose of the record or file; for example, if your organisation has a file full of records about software purchases, you need to know why that information is necessary. The software file may be part of the organisation's assets register and may be located with other assets files, or it may be located in the same place as other software records.

You need to know if there are any security requirements regarding records and files. You may also need to find out where records and files should be stored so they can be easily retrieved.

When managing information, you need to find out:

- if the file is confidential
- who is authorised to access it
- where existing files are located
- where the new files should be stored.

Create a new record or file

Organisations must constantly gather new information and use their existing information in different ways to remain responsive to changes in the environment they operate in. To do this, new records and files must be generated. These are sometimes completely new and sometimes a new record for an existing file.

When creating records and files, think about the different types of information you are dealing with and make sure information meant only for you is kept separate from organisational information.

Here is an overview on naming, checking and storing files.

Naming files

If you are naming a new file, you must think about the names of files that already exist. This is the only way to ensure consistency and prevent duplication. Your organisation may have a file classification system that sorts files by codes or ID numbers. If this is the case, you may have to generate a new code or ID number for the new file.

Checking files

Once you have created a new file, make sure you have all the relevant records in the file and that they contain adequate information. Files and records are created because the organisation needs them. If they don't have adequate information, they are not useful.

Storing files

You must place records in the appropriate files and store the files in the right place so everyone can access them as required. This may mean registering the files on the company's database so employees can search for and find them easily.

Steps to create records or files

Keep these considerations and steps in mind when creating new files and records.

Creating records and files
Identify a need for creating a new record or file.
Create records containing appropriate information.
Name records and files in a similar way to other records and files, but make sure there is no other file with the exact same name.
Register the file on the organisation's database.
Place files where they can be easily accessed.
Keep personal records and files separate from organisational records and files.

Update a record or file

Records and files must be updated as organisations constantly acquire new information. Updating records can involve destroying information no longer needed or updating the files with new information. An organisation overloaded with irrelevant information is not efficient. However, make sure you have authorisation or permission before you destroy records and files.

Updating a file might mean renaming it or inserting new records. If you need to rename a file, follow the same steps for creating a file. If you need to add new records to a file, find out what new information needs to be recorded; document this information and add it as a record to the existing file.

Maintaining up-to-date records is vital for every organisation. Organisations use records and files to make decisions about the future and to ensure the organisation is complying with legal regulations. Law requires that organisations maintain certain types of records; for example, taxation and personnel records. Organisations can be fined if their records are not up to date.
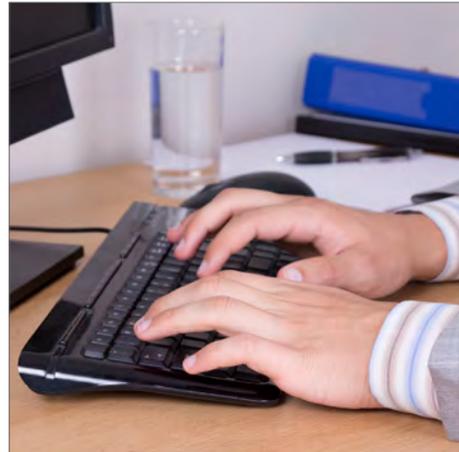
Manage records and files

It is essential you are able to manage files and records efficiently in the workplace.

Tips for managing files and records:

- Identify what documentation needs to be kept for each workplace activity.
- Create records and files to document workplace activities.
- Maintain records and files so employees can access them as required.
- Remove or destroy records after receiving authorisation.
- Keep organisational records and files separate from personal documentation.
- Protect records against damage, theft and unauthorised access.
- Manage records and files in a way that supports organisational requirements.

Example: create a new hard copy file

One of Kevin's work tasks is to update records and files. He was recently asked to update three files by renaming two files and adding a new record to the third file.

Kevin located the two files that needed renaming. He used the organisation's file classification system to add new ID numbers. He then chose new names that did not match existing file names. After that, he wrote the new names on labels and placed them on the front of each file.

Kevin now had to add a new record to a file. He located the appropriate file and added a progress report record to it.

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2B Operate input devices

An input device is any equipment that allows you to put information into a computer. There are many devices that facilitate this, such as the keyboard, mouse, scanner, touchscreen, graphic tablets, digital cameras and barcode readers; however, this section focuses on the main input devices.

The four main input devices used in an office are:

- keyboard
- mouse
- scanner
- touchscreens.

Keyboard

The keyboard is one of the primary peripherals attached to your computer. A computer peripheral is a hardware device that transfers information into a computer. To use a keyboard with speed and accuracy, you need to be confident and streamline your actions.

Here are several strategies that can help streamline the way you input data using a keyboard.

There are many online typing lessons available if you need training in this area.

Typing lessons

Ergonomics

If you are comfortable sitting at your workstation, you will be faster and more accurate.

Use some of the many keyboard shortcuts to save time. A shortcut is a combination of keys that allows you to move around your system and applications more efficiently. For example, the Alt+Tab keys allow you to switch between two open programs on your computer.

Keyboard shortcuts

Numbers lock

If you need to enter a lot of numerical data, activate the Num Lock function on your keyboard by pressing the Num Lock key. You will then be able to use the numerical keypad on the right side of your keyboard.

Mouse

The mouse controls the cursor on your computer. It can be customised to suit your individual needs. This will improve the way you move around the screen.

If you customise the mouse settings, you will be able to choose a right-handed or left-handed mouse button configuration, adjust the double-click speed and turn on the ClickLock feature. The ClickLock feature allows you to highlight or drag without holding down the mouse button.

Other mouse options allow you to change the pointer scheme; that is, how it looks and to adjust the pointer speed and its acceleration rate. You can also show pointer trails, hide the pointer while typing and show the location of the pointer. You can change your mouse properties on a computer running Windows 7 by going to Start, selecting Control Panel and then Mouse.

Scanner

The most commonly used scanner in a small workplace is the flat-bed scanner. A flat-bed scanner is similar to a copy machine, in that it has a glass plate underneath a lid and moving light that scans across it. A flat-bed scanner can scan photos, paper documents, books, magazines and maps. A scanner is different to a copy machine in that it creates an image in electronic memory, rather than a paper copy. This image can be stored on your computer's hard drive. The image can then be inserted into any business document such as a newsletter or report. The digital image can also be emailed, printed or placed into an electronic presentation.

Multifunction printers or office copy machines are used as scanners in large offices. They allow an image of a scanned document to be emailed from the machine to a selected recipient. Organisations that have specialised scanning needs, such as the need to scan large maps or high volume batch scanning, will seek out different scanning solutions.

Touchscreens

Touchscreens are the main device used to input data into mobile phones and tablets. Touchscreens are also used in workplaces when employees need to be mobile; for example, with sales staff.

Touchscreen PCs are available for office use and are preferred by users who want to employ a greater variety of movements when inputting data.

In some workplaces, customers are provided with interactive touchscreen booths for accessing the information they require or for booking a place in a customer service queue.

Example: keyboard shortcuts

Most computers allow keyboard shortcuts, with many of them using the Control key (or Command if using a Mac) plus one more; for example, Control+C copies the selected item to the clipboard.

Here are commonly used keyboard shortcuts for use with a Windows operating system, which is used in many organisations.

Keyboard shortcuts	
CTRL+ESC: Open Start menu	CTRL+V: Paste
ALT+F4: Save and quit program	CTRL+Z: Undo
CTRL+C: Copy	CTRL+B: Bold
CTRL+X: Cut	

2C | Store data and exit applications safely

All organisations are constantly obtaining data, such as information about clients or products and services. Data storage should be managed carefully. You need to know your organisation's procedures for storing data and for closing applications carefully to avoid damage or data loss. Usually an organisation will use several different methods for storing data; for example, digital and paper-based storage.

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Digital storage

Digital storage saves paper and space. Most organisations use their servers to store documents. If the documents are recorded in a database, it allows you to find specific information more quickly and easily than searching through hard copies of files. Databases have powerful metrics and reporting tools; for example, statistical information can be queried from a database and a detailed report produced.

Most organisations have folder structures and naming standards. This allows their staff to set up folders quickly and easily. Here is more information about shared directories.

Benefits of shared directories

By using shared directories and naming standards, you can avoid losing or misfiling electronic documents. Setting up a shared directory means work is less likely to be duplicated and information can easily be exchanged. Using a shared directory also means that documents on the same or related subjects are located together. This helps when you need to find or retrieve documents.

Setting up a shared directory

To set up a shared directory, you have to find the shared network drive. Then go to the folder level. This is the first place to organise the directory. Folders have a tree-like structure that branches from a parent directory to sub-folders.

Naming folders

As well as placing folders and files in the appropriate place, you also need to give them appropriate names. Remember that naming methods must be consistent, simple and meaningful. Naming conventions help to identify and retrieve documents. Some organisations have strict naming standards that must be followed; for example, all project files may have to start with PRO.

3B Maintain business technology

All organisations need to maintain technical equipment and consumables. Routine or preventative maintenance ensures that technical equipment remains in good working order. Business technology may be maintained in-house or by using a manufacturer-approved technician.

By routinely cleaning and maintaining equipment, you can prevent problems and faults occurring. There are some maintenance processes you can do yourself to keep the equipment you use in good working order. For example, you can routinely clean your keyboard, monitor and mouse by using a damp cloth or other cleaning materials such as monitor wipes. You can remove dust from inside your keyboard by turning it upside down and tapping it.

Check the printer copier

A printer is an output device that receives and displays information sent to it from a computer. Printers require frequent maintenance. Changing cartridges and drums, removing all torn paper from paper jams and generally cleaning a printer helps it work better. Most printers have a print head that can be cleaned using a print head cleaning kit. Make sure you read the manufacturer's instructions before performing any maintenance. A service contractor recommended by the printer's manufacturer may also be used to carry out maintenance.

Storing consumables

Your consumables must be stored safely so they are useable when required. Consumables are expensive and should be stored in a clean, dry area to prevent damage.

Backup tapes should be stored away from the magnetic fields that all electrical equipment produces. Storing tapes close to magnetic fields can erase information from the tape. Printer paper needs to be stored in a sealed container so it remains dry. If printer paper becomes too moist it tends to curl and jam the paper path of a printer.

Electrical safety hazards and possible solutions

Be aware of the following issues, hazards and solutions regarding electrical safety in the workplace. The procedure for addressing equipment faults exposing workers to danger involves removing the equipment from service immediately, labelling it as unsafe and recording it as a hazard on an appropriate organisational form. What happens next will vary according to the organisation and its policies and procedures, but procedures should always ensure dangerous equipment is quickly attended to. If the organisation is large enough to employ a designated maintenance officer, they may organise routine repairs. Less dangerous repairs may be reported on a maintenance request form.

Here is a list of safety hazards and their possible solutions.

Liquid spillages

To avoid electrics shocks, alert staff of the need to keep liquids away from all equipment connected to the electricity supply.

Advise staff to disconnect equipment from power supply before mopping up spills.
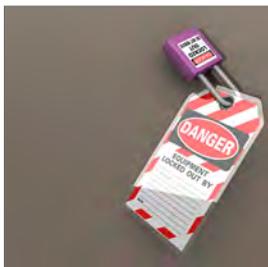
Defective appliances

To avoid electric shocks, have all electric appliances inspected, tested and tagged on a regular basis.

When equipment is identified for repair, it should be immediately be removed from service and appropriately labelled to prevent further use.

Extension leads with exposed wiring

Use extension leads for temporary connection, not as a permanent method of supplying power.

If an extension cord has to be used and is exposed to foot traffic, make sure it is taped down.

Overloading power circuits by piggybacking adaptors

If additional appliances are needed permanently, install a larger power socket (four sockets).

Discourage the use of adaptors and the connection of unauthorised appliances that may overload the circuit dangerously (fan heaters, electric radiators).

Communicate faults

If your job role involves checking and maintaining business equipment, you will need to communicate verbally with other staff to ask them about anything that is not routinely recorded in writing. If you identify unsafe equipment, you will need to speak to others about why a piece of equipment has been removed and what the procedure and timeline is for replacing it.

Equipment faults that are not dangerous will also require you to speak to others to organise repairs. You will be more effective if you know the correct terms for key parts of the equipment. Manufacturer's instructions are likely to contain a labelled diagram of the equipment you can use.

Communicate any faults to your immediate supervisor, manager or IT specialist.

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Example: safety checklist

It is important to ensure that you and others can work safely by complying with workplace safety standards. This might require you to undertake several tasks in maintaining such safety. For example, equipment should be installed in an adequately ventilated area to ensure safe removal of any dusts, gases or vapours.

Here is a list of other examples of task you may perfect to ensure your workplace and its surroundings are kept safe.

Safety Checklist
If equipment is installed in an enclosed room, an air-conditioning unit is required.
There should be adequate space around photocopiers to allow for good airflow and to assist maintenance.
Equipment should be regularly maintained.
The working surface of the copier should be at a comfortable height for the operator.
Where necessary, a collating table at a comfortable working height should be provided.

Learning checkpoint 3
Maintain technology

This learning checkpoint allows you to review your skills and knowledge in maintaining technology.

Part A

1. Complete the following table with information about technology consumables. An example has been included to help you.

Consumable	Use	Consequences when unavailable
Backup tape	Records and stores copy of an organisations records	The organisation may fail to comply with legal requirements if it cannot backup data. Data that is essential for the functioning of the organisation may be lost. The organisation may choose to backup data to the cloud as an alternative.
Data projector globe		
Printer/copier toner cartridge		
Flash drive/ USB		

2. Choose a piece of office equipment you are familiar with. Prepare a chart of tips for maintaining the equipment you have chosen. It should be suitable for displaying in an office. An example has been provided.

Tips for maintaining the printer
Clean the printer heads using cleaning solution recommended by the manufacturer.
Read the manufacturer's instructions.