

**LEARNER”S WORKBOOK**

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| **FURTHER EDUCATION AND TRAINING CERTIFICATE:** **LIBRARY PRACTICE** **ID 50520 - LEVEL 4 – CREDITS 132.** |

**MONITOR AND CONTROL THE MAINTENANCE OF OFFICE EQUIPMENT**

**SAQA: 13931**

**Learner Information (Please Complete this Section)**

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| Name & Surname: |  |
| ID Number |  |
| Tel/Cellphone Number |  |
| Email Address |  |
| Organisation/Venue: |  |
| Workplace Unit/Dept: |  |
| Facilitator Name: |  |
| Date Started |  |
| Date completed |  |

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**Declaration**

I(Learner)…………………………………………………………………………………………….herewith declare that I am ready for the assessment, that we have reviewed the assessment preparation and plan, I understand the assessment process and I am happy that the assessment will be conducted in a fair manner.

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| **Learner Signature:** | **Date:** | **Facilitator Signature:** | **Date:** |
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**Learner Workbook Information**

This Workbook has been designed and developed to evaluate learners’ level of understanding relating to the following skills program or unit standard: **MONITOR AND CONTROL THE MAINTENANCE OF OFFICE EQUIPMENT**, which has been developed for the qualification: **FURTHER EDUCATION AND TRAINING CERTIFICATE: LIBRARY PRACTICE ID 50520 - LEVEL 4 – CREDITS 132.** Learners will be evaluated on the specific outcomes and/or assessment criteria of the following SAQA Registered Unit Standard(s), which represent the **Formative Assessment component**:

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| **US ID** | **US Title** | **Level** | **Credits** |
| **13931** | **MONITOR AND CONTROL THE MAINTENANCE OF OFFICE EQUIPMENT** | **3** | **4** |

**Instructions to Facilitators and Learners**

**Facilitators will be required to:**

* Explain the completion of the workbook to each learner.
* Interview the learner on similar questions, should he/she not be able to write.

**Learners will be required to:**

* Complete the workbook as per the instructions.
* Ensure that all questions are completed.
* Ensure that the workbook is completed and authentic.
* Ensure that all annexure are attached to the workbook and clearly referred to.

**Total Marks & Equipment**

In order to meet the pass mark, learners are required to achieve a minimum of **80%** of the total marks, and learners are required to have the following equipment in order to complete this workbook:

* Pen and Pencil
* Ruler
* Exam Pad – for additional paper.

**Assessment Criteria**

The assessment process involves collecting and interpreting evidence about the learner’s ability to perform a task, which will be achieved through a combination of formative and summative assessments. In this guide there may be assessments in the form of activities, assignments, tasks or projects, as well as workplace practical tasks. The learner is to perform these tasks and provide required and ***authentic*** evidence in their portfolio of evidence.

To qualify and receive credits towards the learning programme or unit standard, a registered assessor and moderator will conduct an evaluation and assessment of the learner’s portfolio of evidence and competency.

**Learner Responsibility**

The responsibility of learning rest with the learner, so:

* Be proactive and ask questions,
* Seek assistance and help from your facilitators, if required.

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| **Learning Unit1** | **US: 13931, NQF LEVEL 3 WORTH 4 CREDITS****MONITOR AND CONTROL THE MAINTENANCE OF OFFICE EQUIPMENT** |
| **Unit Standard Purpose** | * Learners will be learning towards obtaining a national qualification at level 3 or are working in an administrative and SMME (Small, Medium and Micro Business) environment, where the acquisition of competence against this standard will add value to the learner`s fob, or chances of finding employment.
* Learners will be well positioned to extend their learning and practice into other areas in the business environment, or to strive towards professional standards and improved performance.

**The qualifying learner is capable of:** * Demonstrating and understanding of office equipment maintenance procedures and processes
* Conducting routine maintenance on designated office equipment
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| **Learning Assumed to be in Place** | * Learners will have demonstrated competence in communication at NQF level 2 or equivalent.
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| **SESSION 1****SO 1** | **DEMONSTRATE AN UNDERSTANDING OF OFFICE EQUIPMENT MAINTENANCE PROCEDURES AND PROCESSES** |
| **Learning Outcomes****(Assessment Criteria)** | * The importance of conducting routine maintenance on office equipment is explained.
* Office equipment for maintenance is identified and listed.
* Procedures for maintenance of office equipment are explained.
* Appropriate personnel are notified of impending maintenance.
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| **Activity** |
| **1** |

**Identify and list office equipment for maintenance**

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| **Activity** |
| **2** |

**List appropriate personnel for equipment maintenance.**

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| **SESSION 2****SO 2** | **MONITOR AND LIAISE WITH MAINTENANCE PROVIDERS**  |
| **Learning Outcomes****(Assessment Criteria)** | * Maintenance providers are identified, listed and contact details are obtained.
* Suggestions and recommendations for suitable maintenance providers are submitted.
* Maintenance agreements are studied and filed.
* Maintenance providers are contacted to repair or maintain equipment where relevant.
* Any problems with maintenance providers are identified and reported.
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| **Activity** |
| **3** |

**Define maintenance**

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| **Activity** |
| **4** |

**Demonstrate understanding of Inventories and lists of supplies**

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| **SESSION 3****SO 3** | **CONDUCT ROUTINE MAINTENANCE ON DESIGNATED OFFICE EQUIPMENT** |
| **Learning Outcomes****(Assessment Criteria)** | * Type of routine maintenance is identified and explained.
* Safety measures for routine maintenance are described.
* Location of maintenance equipment and accessories are identified and procedure for retrieval is explained.
* Routine maintenance is conducted according to manufacturers' instructions.
* Office equipment is checked to ensure it is in working order before use.
* Maintenance materials are disposed of in accordance with organisational requirements.
* Routine maintenance is conducted within agreed time frames.
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| **Activity** |
| **5** |

**Identify and explain type of routine maintenance**

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| **Activity** |
| **6** |

**Explain safe use of equipments according to organisational and legal requirements.**

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| **Activity** |
| **7** |

**Explain the importance of recording in dealing with office equipments**

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| **Facilitator Feedback & Remarks** |
|  |
| **Assessment Judgement** |
| **Competent(Tick/Cross) [ ]  Not Yet Competent(Tick/Cross) [ ]**  |
| **Action/s required (if any):****By when:** |
| **Learner Feedback & Comments** |
|  |

**Declaration by the Learner**

I …………………………………………………………………………………. (Learner) declare that I am satisfied that the feedback given to me by the Facilitator was relevant, sufficient and done in a constructive manner. I accept the assessment judgment and have no further questions relating to this particular assessment event.

**Declaration by the Facilitator**

I …………………………………………….............................................. (Facilitator) hereby certify that I have examined the learner workbook and I am satisfied with the evidence provided by the learner.

**Declaration by the Assessor**

I ……………………………………………............. (Assessor) hereby certify that I have examined the learner workbook and I am satisfied with the Facilitator Judgment of this assessment.

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| --- | --- | --- | --- |
| **Learner (Sign)** | **Date** | **Facilitator (Sign)** | **Date** |
|  |  |  |  |
| **Assessor (Sign)** | **Date** | **Moderator (Sign)** | **Date** |
|  |  |  |  |