

EVIDENCE GATHERING FORM

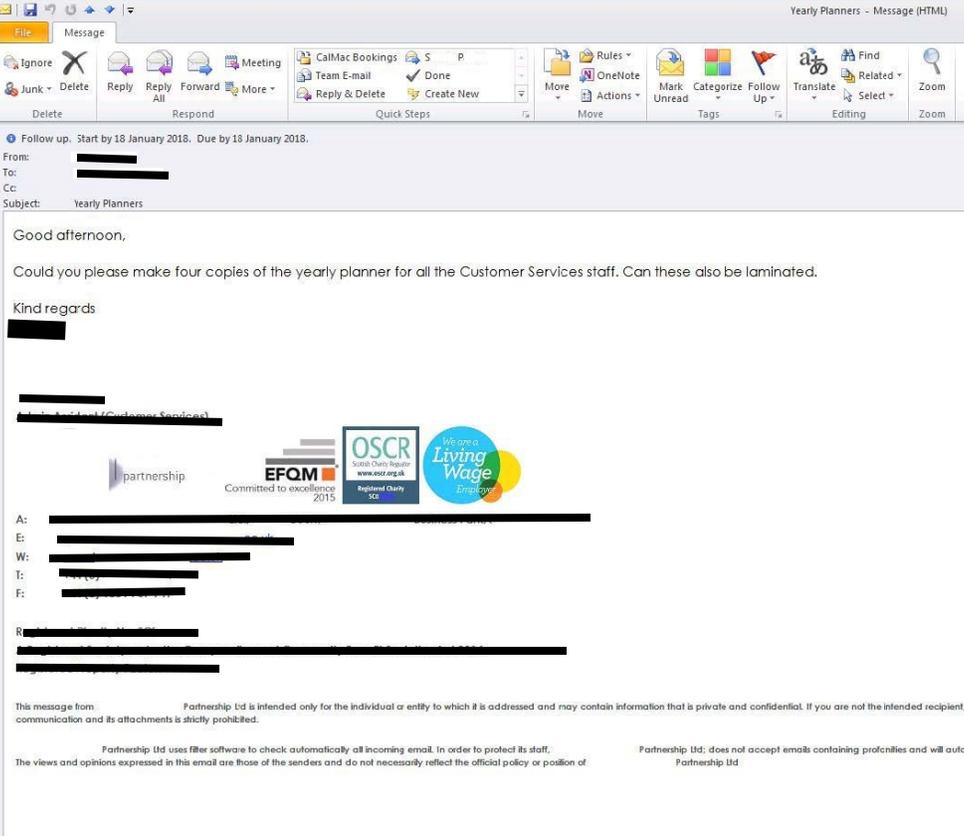
EVIDENCE NO:	
DATE:	

DIRECT OBSERVATION
QUESTIONS
PRODUCT

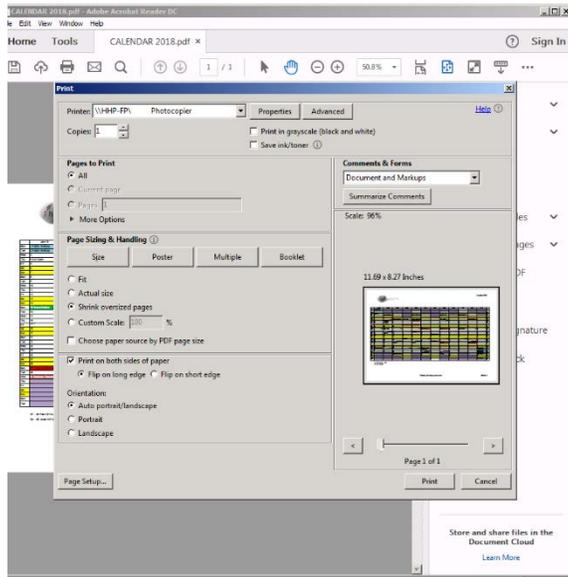
REFLECTIVE ACCOUNT
EXPERT WITNESS
WITNESS TESTIMONY

PLEASE NOTE: all names in this form have been changed

CANDIDATE NAME:	LEWIS FERGUSON
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EVIDENCE – Unit S220 USE OFFICE EQUIPMENT	Unit, Pls	KE
<p>I visited Lewis in his workplace on 18 January to observe him using a range of office equipment to carry out his work. Lewis works in a large open plan office. He showed me his work station where he has his own PC; keyboard; monitor; and telephone. We discussed the other equipment he uses and he explained that he also uses a shared printer/photocopier, laminator, shredder and franking machine as well as smaller items of equipment such as stapler; calculator; date stamp and punch.</p>		
<p>Printing/Laminating Lewis explained that he received an email from his colleague Lauren asking him to print four copies of the QHA events calendar in colour showing the events planned for the year for some of his colleagues.</p> 		

Lewis located the document on the server and selected to print 4 copies in colour and in landscape layout.



He went to the printer and logged in using his own 4-digit code. He experienced a problem in that the documents did not appear in his print queue. He sent them through again but they did not appear, he checked with a colleague and she explained that as someone else was printing photographs, they take a long time and so his documents would not appear in the print queue until the photographs had all printed. He then switched on the laminator and left it to heat up, setting the temperature to 100 degrees and waited for the machine to beep which indicated it was hot enough. When his documents came through on the printer he checked they had printed correctly and deleted the second set he had sent to the print queue so not to print double the quantity required and waste paper. He got 4 pouches from the stationery cupboard at the back of the office and placed his documents into the pouches. When the machine was hot enough he then carefully fed the document page through the heated roller. He checked the document was sealed and placed it on the desk to keep it flat until it had cooled before he passed them on to the colleague who had asked for them. He then switched off the laminator and left the machine to cool down. **(see evidence of this below)**

S220.1
S220.2

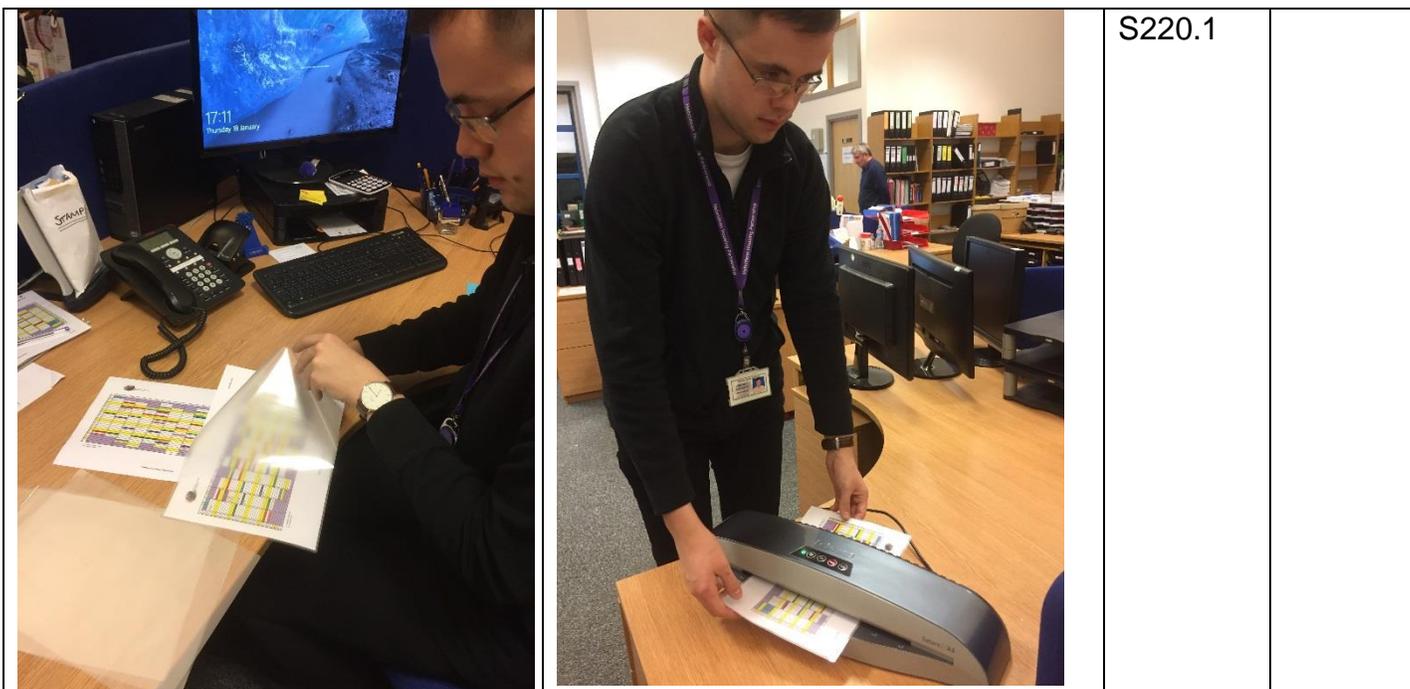
S220.1
S220.2

S220.7

S220.5/6

S220.7

S220.9
S220.3



S220.1

Fellows 225CT Shredder

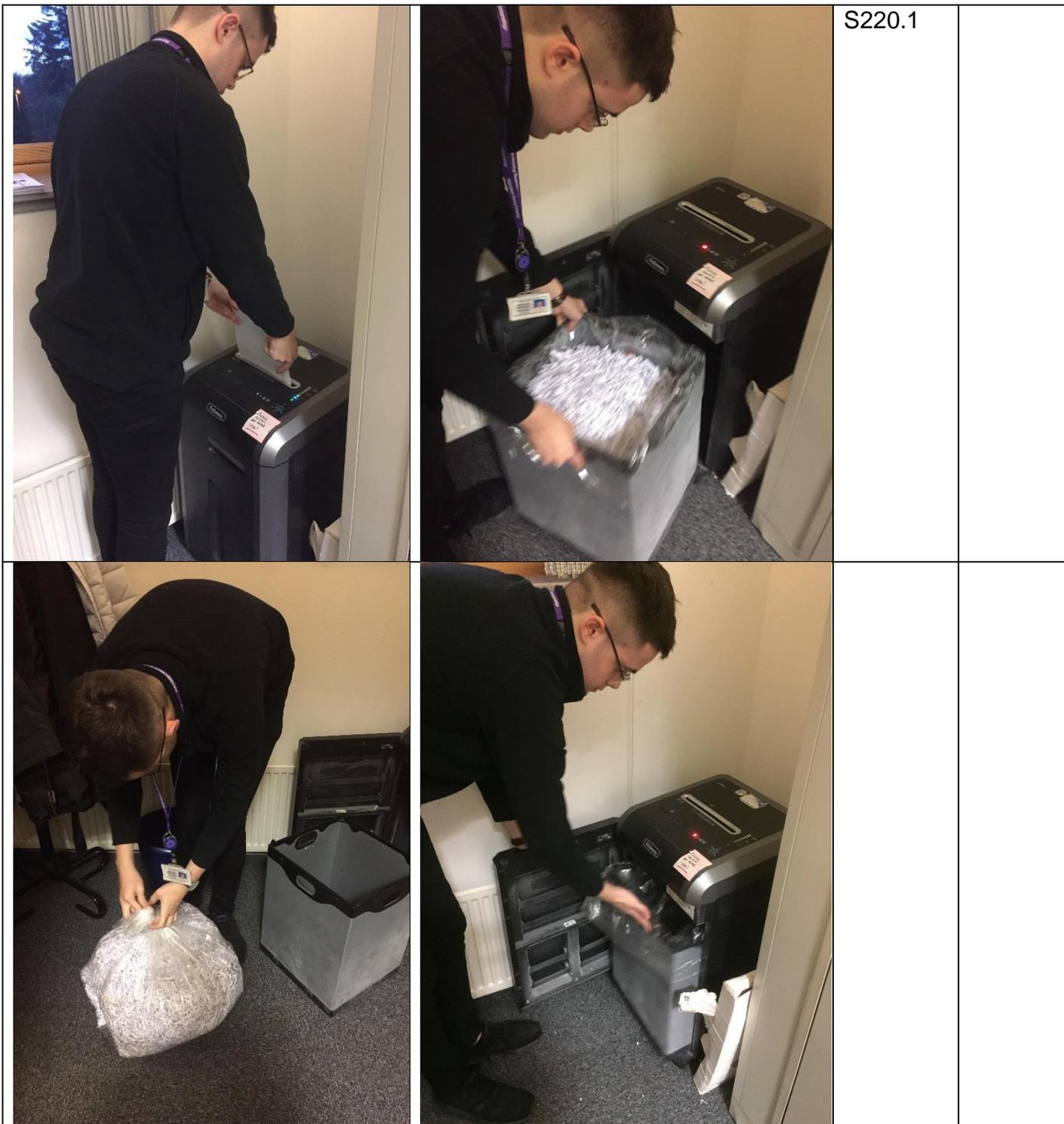
Lewis had some confidential papers to destroy. He took a bundle of papers to the shredder and explained that he regularly uses this machine to shred confidential documents. He located the shredder which was in the corner of the office beside the photocopier/printer. He switched the power on at the wall, checked whether there was room in the bag for further shredding which there was. He followed organisational procedure by checking all the staples and paperclips had been removed and explained this was to prevent the metal sticking in the blades and may cause a jam. He showed me the reverse button he uses if the paper does not go through smoothly and helps release any paper jams. He continued with the shredding feeding through small bundles at a time. When he had finished shredding all his documents he opened the door and checked the bag again and decided it was full enough and he would change the bag. He took the full bag off the frame and picked up small bits of shredding that fell on the floor when he removed the bag. He tied it securely with a knot and put a new bag in the bin leaving it ready for the next user. He took the full bag to the store where it was left for recycling. He switched off the shredder to save electricity rather than leave it switched on when no one was using it.

S220.1/2

S220.4

S220.9 S220.5

(See evidence below of Lewis shredding confidential mail)



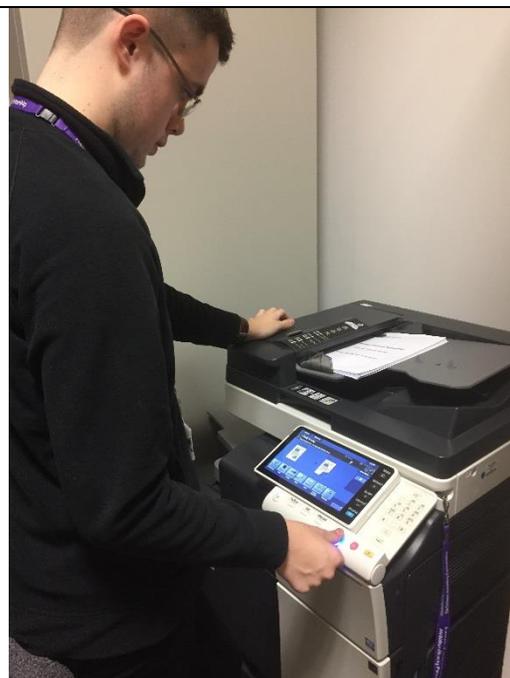
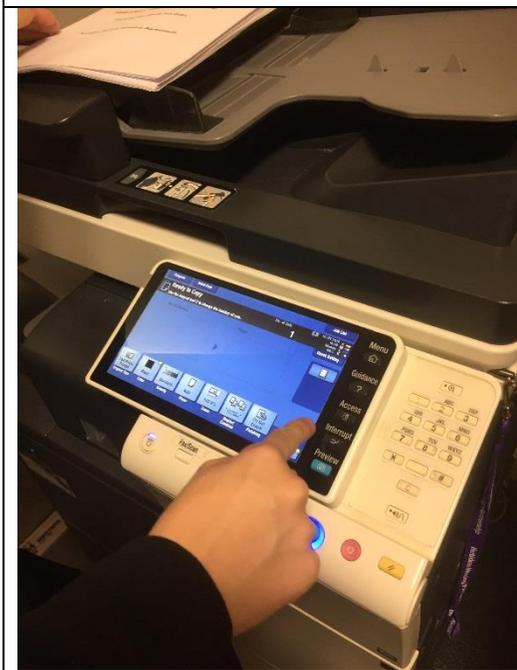
S220.1

Photocopying
 Lewis was asked to make 2 copies of a QHA tenancy agreement. He removed the staple from the original document and used the large Konica Minolta C284 copier which he located beside the shredder at the back of the office. He followed organisation procedure and logged into the printer using his own 4 digit pin login code. He placed the document to be copied into the feeder tray and changed the settings to print double-sided to save paper. He made 2 copies, checked that they had printed correctly and used his stapler to staple the copies before passing them back to his colleague. (see evidence below of him using the photocopier and changing the settings)

S220.1

S220.2
 S220.3

S220.5

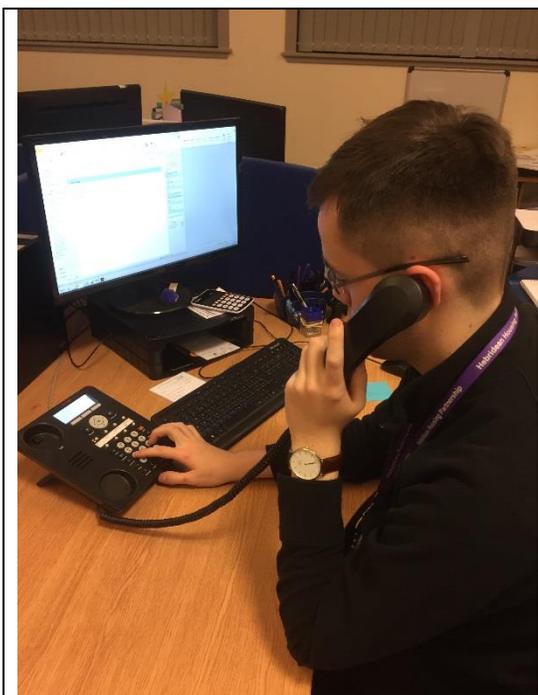


Telephone

During my visit Lewis dealt with a call that came through on his own extension. He answered the call in a bright friendly voice, he explained that the caller actually wanted to speak to his colleague Megan so he used the *trans* button, checked her extension number on his internal telephone list and transferred the call to her explaining who was calling. He used the pickup function on his telephone to answer a call for a colleague who was away from their desk. He explained this to the caller and offered to take a message. He also showed me the different features he uses when taking and making other calls including, *mute* when he wants to discuss the call without the caller hearing what he is discussing, *hold* when he wants to put the caller on hold until he is able to get the information they want or to transfer the call to someone else, also the *recall* button to get back to the caller if he is unable to transfer it to the person they wish to speak to. (see evidence of this below)

S220.1
S220.2

S220.1

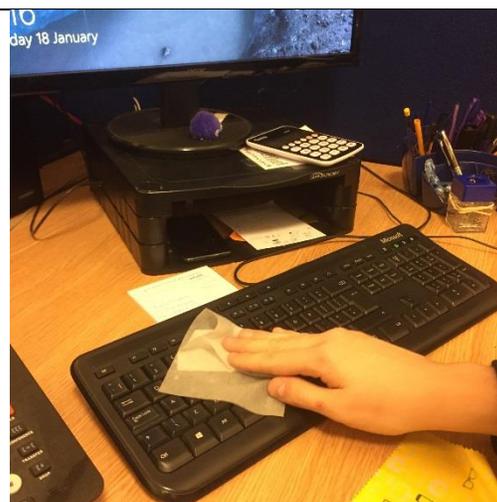


PHONE EXTENSIONS			
1	[REDACTED]	707902	EXEC TEAM
2	[REDACTED]	707900	
3	[REDACTED]	707907	
4	[REDACTED]	707901	
5	[REDACTED]	707903	CUST SER
6	[REDACTED]	707912	
7	[REDACTED]	707910	
8	[REDACTED]	707914	
9	[REDACTED]	707915	
10	[REDACTED]	707913	ALLOCS
11	[REDACTED]	707911	
12	[REDACTED]	707911	
13	[REDACTED]	707921	
14	[REDACTED]	707926	PROPERTY
15	[REDACTED]	707922	
16	[REDACTED]	707923	
17	[REDACTED]	707925	
18	[REDACTED]	707928	
19	[REDACTED]	707930	HOUSING
20	[REDACTED]	707931	
21	[REDACTED]	707932	
22	[REDACTED]	707933	
23	[REDACTED]	707934	
24	[REDACTED]	707936	
25	[REDACTED]	707938	
26	[REDACTED]	707935	
27	[REDACTED]	707935	
28	[REDACTED]	707946	
29	[REDACTED]	707943	
30	[REDACTED]	707948	
31	[REDACTED]	707940	
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33	[REDACTED]	707945	
34	[REDACTED]	707947	
35	[REDACTED]	707939	

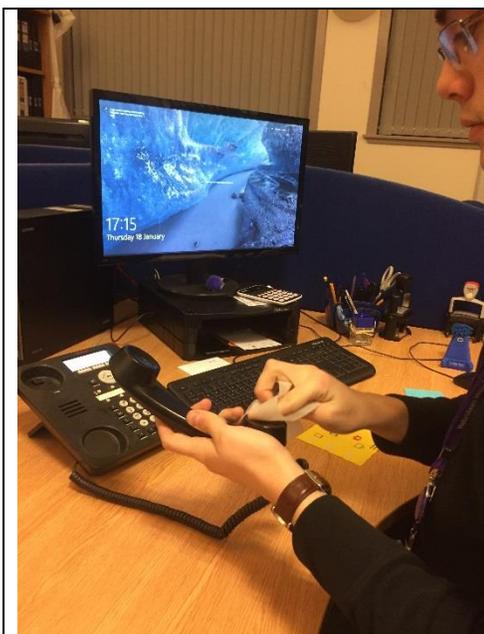
During my visit Lewis showed me how he cleans his PC monitor and keyboard; he did this by getting a soft dry screen wipe to remove the dust and fingerprints from his monitor screen. He used an antibacterial wipe to clean the dust and dirt from his keyboard. He explained he normally does this before he turns on his PC or when it is locked so it doesn't affect any document he is working on. He then got another antibacterial wipe and cleaned the keypad and mouthpiece on his telephone; he explained this helped keep it clean and avoid the spread of germs when multiple users are picking up his handset. **(see evidence below of how he did this)**

S220.4

S220.6



S220.4



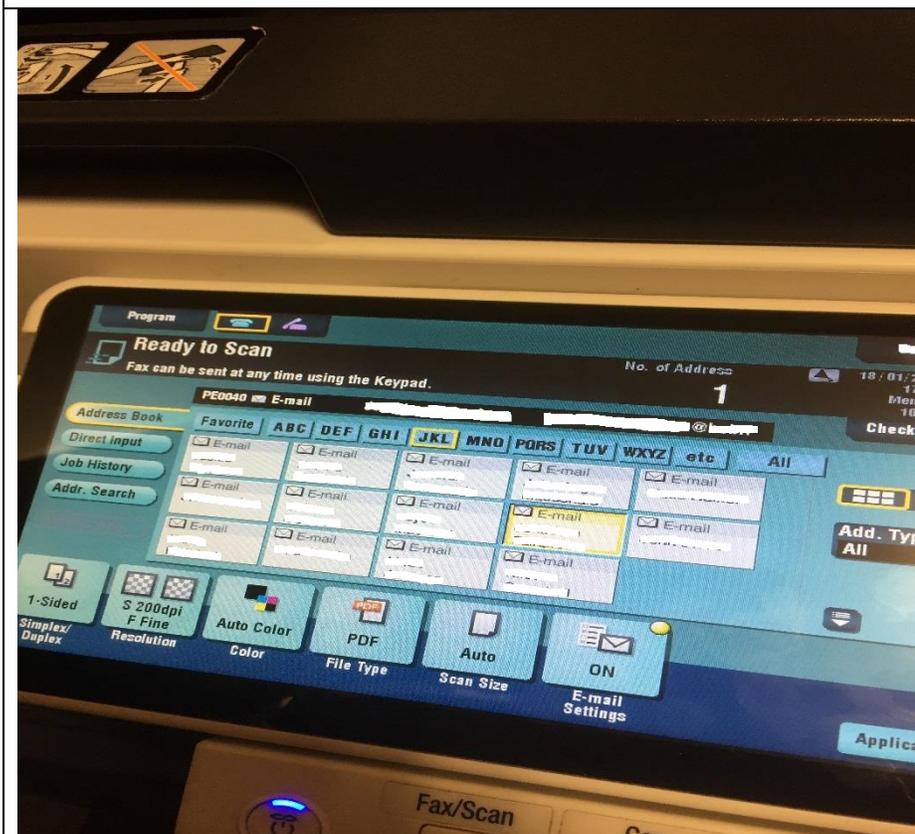
S220.4

Scanning

When making a travel booking for one of his colleagues, Lewis showed me how he scans the travel booking form which he received from a colleague asking him to book travel, he did this by taking the form to the printer/scanner, he changed the settings from copy to scan and selected his own email address so the scanned copy would be sent to his inbox. He placed the document on the flatbed of the copier and selected scan. The document was then sent to his PC via email. He checked the form onscreen to make sure it had scanned correctly. He then saved it in his travel booking folder on his PC. **(See evidence below of how he changed the settings on the printer/copier to allow the scan function)**

S220.1/2

S220.7



ADDITIONAL EVIDENCE AND CLARIFICATION

I have taken photographs to back up the different tasks I observed.		
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COMMENTS/FEEDBACK TO CANDIDATE

Lewis I have seen you confidently use a range of office equipment to carry out your work. I have seen you select appropriate equipment for different tasks and use it safely and effectively following correct procedures. You have shown good knowledge of the different settings and features on each piece of equipment in order to get the best quality documents. You have shown you can locate resources for different tasks and you are aware of the importance of leaving equipment ready for others to use.

Well done this was a good observation.

Witness Signature (if applicable):	
Candidate Signature:	
Assessor Signature:	
Date:	