

Title	Manage work flows in an organisation		
Level	4	Credits	20

Purpose	<p>A person credited with this standard is able to manage work flows in an organisation.</p> <p>This unit standard has been developed primarily for assessment within programmes leading to the New Zealand Certificate in Business (First Line Management) (Level 4) [Ref: 2456].</p>
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Classification	Business Operations and Development > Systems and Resources Management
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Available grade	Achieved
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Guidance Information

- Unit standards in the Systems and Resources Management domain are about using inputs and processes to achieve intended outputs.
- Assessment must be conducted in a real business context(s) or based on scenario(s) which must reflect the requirements and practicalities for conducting business in Aotearoa New Zealand.

These *requirements and practicalities* must include meeting the requirements of all relevant legislation and should address such areas as the real business or scenario-based context's:

- purpose and goals/objectives,
- future development,
- external operating environment,
- internal processes, accountabilities, and relationships.

The requirements and practicalities of the context(s) provide evidence for this unit standard.

- The real business or scenario-based context(s) and their requirements and practicalities must be sufficiently complex to enable demonstration of the full range of competence for achievement of the outcome, and to meet the descriptors for level 4 in the NZQF Level Descriptors, which are available at www.nzqa.govt.nz.
- Definition
Socially and culturally relates to ngā kaupapa o te Tiriti o Waitangi (the articles of te Tiriti o Waitangi) and/or the Treaty of Waitangi (the principles of the Treaty of Waitangi) and multi-culturalism in Aotearoa New Zealand.

- 5 Support material for unit standards directly linked to the New Zealand qualifications in Business is available at <https://www.nzqa.govt.nz/qualifications-standards/qualifications/business-qualifications/>.
- 6 The articles of te Tiriti o Waitangi can refer to a tika interpretation, that te Tiriti o Waitangi is underpinned by three written articles, and the unwritten 4th article which are kawanatanga (governership), tino rangatiratanga (self-determination), oritetanga (equity), and the oral fourth wairuatanga (religious freedom).
- 7 The principles of the Treaty of Waitangi refer to participation, partnership and protection.

Outcomes and performance criteria

Outcome 1

Manage work flows in an organisation.

Range evidence is required for management of two work flows.

Performance criteria

- 1.1 Work flows are managed in an operational context to achieve team objectives.
- 1.2 Actual and/or potential work flow issue(s) are assessed and appropriate response(s) are actioned.
- 1.3 Management of work flows is promoted by communication with team members.
- 1.4 Management of work flows is promoted by the use of problem-solving and decision-making techniques.
- 1.5 Professional, ethical, and socially and culturally appropriate behaviour is demonstrated when managing work flows.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 May 2016	31 December 2023
Review	2	24 June 2021	N/A
Revision	3	25 January 2024	N/A

Consent and Moderation Requirements (CMR) reference	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.