

Supervise workplace operations

Level 4

Credits 6

Purpose People credited with this unit standard are able to: explain key factors underlying effective use of human, physical, and financial resources; supervise production of goods and/or services in a specified workplace; monitor and measure workplace productivity in a specified workplace; and report on workplace operations in a specified workplace.

Subfield Business Operations and Development

Domain Systems and Resources Management

Status Registered

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Entry information Recommended: Unit 1987, *Develop strategies to establish and maintain positive workplace relationships.*

Accreditation Evaluation of documentation and visit by NZQA and industry.

Standard setting body (SSB) NZQA Business and Management

Accreditation and Moderation Action Plan (AMAP) reference 0113

This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Special notes

- 1 This unit standard is for people who manage or seek to manage or supervise work team operations.
- 2 Legislation relevant to this unit standard includes but is not limited to:
Employment Relations Act 2000
Health and Safety in Employment Act 1992
Human Rights Act 1993
Resource Management Act 1991
Treaty of Waitangi Act 1975.

- 3 This unit standard will be assessed on the basis of evidence of demonstrated performance in the workplace.

Elements and performance criteria

Element 1

Explain key factors underlying the effective use of human, physical, and financial resources.

Performance criteria

- 1.1 Explanation specifies how operational processes maximise resource use.
- Range processes may include but are not limited to – service, administration, sales, manufacturing; evidence for at least one is required.
- 1.2 Explanation specifies how planned use of resources supports product and/or service quality.
- Range resources – human, physical (eg facility layout, plant maintenance and/or replacement), financial.

Element 2

Supervise production of goods and/or services in a specified workplace.

Performance criteria

- 2.1 Workplace objectives and methods are established that support quality production of goods and/or services.
- 2.2 Work is prioritised, allocated, and supervised to support achievement of targeted objectives.
- 2.3 Systems are established to manage inputs and potential delays.
- 2.4 Scheduling techniques are implemented that enhance productivity in provision of goods and/or services.

Element 3

Monitor and measure workplace productivity in a specified workplace.

Performance criteria

- 3.1 Workplace productivity is measured in terms of the relationship of resource inputs to goods and/or service outputs.

- 3.2 Review processes are established to maintain and/or improve workplace productivity.
- 3.3 Workplace conditions are monitored in terms of their contribution to maintaining positive workplace relationships.
- Range workplace conditions may include but are not limited to – ethical and cultural considerations, central and local government requirements, social and community responsibilities.

Element 4

Report on workplace operations in a specified workplace.

Performance criteria

- 4.1 Reports address the extent to which outputs have met operational goals and objectives, and make any recommendations regarding changes.
- 4.2 Reports are accurate, timely, clear, and relevant to organisational needs.
- Range any of – written, oral, graphic.

Please note

Providers must be accredited by the Qualifications Authority, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by the Qualifications Authority before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact the NZQA National Qualifications Services ngs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.