

Title	Process data and perform calculations to produce information for business purposes		
Level	3	Credits	10

Purpose	<p>A person credited with this standard is able to process data and perform calculations to produce information for business purposes.</p> <p>This unit standard has been developed primarily for assessment within programmes leading to the New Zealand Certificate in Business (Administration and Technology) (Level 3) [Ref: 2452].</p>
----------------	--

Classification	Business Administration > Business Administration Services
-----------------------	--

Available grade	Achieved
------------------------	----------

Guidance Information

- 1 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* of the context(s) provide evidence for this unit standard. These should address areas of the real business or scenario-based context(s):

- purpose and goals/objectives
 - future development
 - external operating environment
 - internal processes, accountabilities, and relationships
- and must comply with relevant legislation.

- 2 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 criteria for level 3 in the NZQF Level Descriptors, which are available at www.nzqa.govt.nz.
- 3 Personal and interpersonal skills and behaviours in this standard must be assessed in an integrated way with the technical skills.
- 4 Definitions
Business entity can be an organisation, or a commercial or other enterprise, not necessarily for profit, a community organisation, and can be a discretely managed business unit within a larger organisation.

Customer service techniques refers to methods used to promote effective communication between customer and service provider such as empathy, choice of language, active listening, open questioning, problem acknowledgement, conflict management, use of humour, and body language. Customers may be internal and/or external.

Fit for purpose refers to the appropriate use of language, document layout, ensuring accuracy and data integrity and addresses the purpose, scope and needs of the business entity.

Personal and interpersonal skills and behaviours are also known by other names, including generic, transferable, employability and soft skills. They include a range of thinking and self-management skills and behaviours, and other attributes that contribute to how people are and act; and a range of cooperative, collaborative and communication skills and behaviours, and other factors that contribute to their interactions.

Self-management refers to time-management, goal setting, prioritisation, consultation, reliability, task follow-up, self-assessment/reflection on performance, managing progress.

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 Further guidance and clarification(s) are available for this standard 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

Process data and perform calculations to produce information for business purposes.

Performance criteria

- 1.1 Data is processed to produce accurate and timely business information to meet the expectations of stakeholders and requirements and practicalities of a business entity.

Range	processes include – sort, filter, query, chart, merge, statistical, financial and logical functions; evidence of three different applications which may include use of a – spreadsheet, word processor, database, customer relationship management (CRM) system, other commercial application(s).
-------	--

1.2 Financial calculations are performed to produce accurate and timely business information, that is fit for purpose.

Range five different types of financial calculation.

1.3 Personal and interpersonal skills and behaviours and customer service techniques are applied in the processing of data, performing financial calculations and producing business information to meet stakeholder needs and requirements and practicalities of the business entity.

Range includes but is not limited to – problem solving and decision-making techniques, communicating with stakeholders, customer responsiveness.

1.4 Professional, ethical, and socially and culturally appropriate behaviours are demonstrated for processing data, performing financial calculations and producing business information for business needs.

Planned review date	31 December 2026
----------------------------	------------------

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	27 May 2021	N/A
Revision	3	25 January 2024	N/A

Consent and Moderation Requirements (CMR) reference	0113
--	------

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.