

<b>Title</b>	<b>Investigate current and emerging trends in the use of digital tools to support operational efficiency and effectiveness</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>People credited with this unit standard are able to investigate current and emerging trends in the use of digital tools to support operational efficiency and effectiveness.</p> <p>This unit standard has been developed primarily for assessment as an option within programmes leading to the New Zealand Certificate in Computing (Advanced User) (Level 4) [Ref: 2593].</p>
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<b>Classification</b>	Computing > Generic Computing
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Assessment, where applicable, will be conducted in and for the context of a real or realistic situation and/or setting, and be relevant to current and/or emerging practice. The assessor may gather evidence over time from a range of scenarios rather than using one assessment where the learner has to demonstrate all of the required skills.
- 2 The investigation of current and emerging trends is expected to explore publicly available data to provide details of the trends and tools, how they would support operational efficiency and effectiveness, including consideration of related organisational issues such as impacts, policies, and end users. This may include but is not limited to social media, collaboration, productivity tools, security, digital storage, information transmission and access.
- 3 The tasks must be of sufficient complexity to provide scope to meet the assessment performance criteria. The assessment context for this unit standard must be suitable to meet the criteria for level 4 in the NZQF Level Descriptors, which are available by searching for “level descriptors” at [www.nzqa.govt.nz](http://www.nzqa.govt.nz).
- 4 Definitions
 

*Collaboration tools* refer to asynchronous and synchronous tools such as the wide range of coordination tools, connectivity applications, conferencing tools and online learning tools.

*Digital devices* refer to electronic computing devices that can receive, store, process or send digital information, such as computers (desktop or laptop), tablets, smartphones or other emerging digital technologies.

*Digital tools* may be both hardware (digital devices) and software (applications and programs).

*Emerging digital technologies* refer to digital devices and technological concepts that are new to the market.

*Productivity tools* refer to application software used to enhance a user's productivity by automating tasks which were previously done manually. This is also referred to as 'office automation tools' and includes word processing, spreadsheet, presentation, database and other business applications.

- 5 Legislation relevant to this unit standard may include but is not limited to the:

Copyright Act 1994

Copyright (New Technologies) Amendment Act 2008

Harmful Digital Communications Act 2015

Health and Safety at Work Act 2015

Privacy Act 2020

Unsolicited Electronic Messages Act 2007

and any subsequent amendments.

Current legislation and regulations can be accessed at <http://legislation.govt.nz>.

- 6 Reference

*ACC5637 Guidelines for Using Computers - Preventing and managing discomfort, pain and injury*. Accident Compensation Corporation - Department of Labour, 2010; available from Worksafe New Zealand, at <https://www.worksafe.govt.nz/topic-and-industry/work-related-health/musculoskeletal-disorders/ergonomics/safely-using-computers-at-work/>.

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## Outcomes and performance criteria

### Outcome 1

Investigate current and emerging trends in the use of digital tools to support operational efficiency and effectiveness.

### Performance criteria

- 1.1 Current and emerging trends in the use of digital tools, and digitally stored and transmitted information, are investigated and analysed in terms of how they support operational efficiency and effectiveness.

Range evidence of at least three different trends.

- 1.2 A current and/or emerging trend in the use of digital tools and digitally stored and transmitted information which supports a specific organisation's operational efficiency and effectiveness is evaluated and findings presented.

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<b>Planned review date</b>	31 December 2026
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	19 January 2017	31 December 2024
Review	2	28 April 2022	N/A

**Consent and Moderation Requirements (CMR) reference**

0099

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

**Comments on this unit standard**

Please contact Toi Mai Workforce Development Council [qualifications@toimai.nz](mailto:qualifications@toimai.nz) if you wish to suggest changes to the content of this unit standard.