



NZQA Assessment Support Material

Unit standard	29025				
Title	Obtain, communicate, and reproduce business information using business technology				
Level	3	Credits	15	Version	1

Note

The following guidelines are supplied to enable assessors to carry out valid and consistent assessment using this internal assessment resource.

Assessors must manage authenticity for any assessment from a public source, because students may have access to the assessment schedule or student exemplar material. Use of this assessment resource without modification may mean that students' work is not authentic. The assessor will need to change figures, measurements or data sources or set a different context or topic.

While this resource exemplifies written assessments, there are other assessment activities and approaches that could be taken.

1. See Generic Resources and Guidelines <https://www.nzqa.govt.nz/providers-partners/assessment-and-moderation-of-standards/assessment-of-standards/generic-resources/>

Assessor guidelines

For authenticity purposes, sample answers have not been provided. These will need to be provided by the Assessment developer.

Context/setting

This assessment activity contains three assessment tasks in which learners need to demonstrate their ability to obtain, communicate, and reproduce business information using business technology.

This assessment is in the context of a fictional business entity called Zirconi Bags. You must supply learners with the documentation related to this entity (see resources below). The evidence that learners provide for the assessment must meet the Zirconi Bags style guide and organisational requirements, where appropriate.

AWARD OF CREDIT



To be awarded credit for this unit standard learners must obtain, communicate, and reproduce business information using business technology.

CONDITIONS OF ASSESSMENT



This is an **open book assessment** that will take place over a timeframe that you set. Learners' answers must be in their own words.



You will provide learners with information regarding timeframes for this assessment.

Assessment activity

This assessment contains the following tasks:

1. Obtain and communicate information.
2. Reproduce business documents.
3. Give examples of behaviour.

Resource requirements

- The following documents were created for the fictional entity Zirconi Bags and are available from the Business Administration and Technology assessment support material page. You must supply these documents to the learner:
 - Company_style_guide.docx
 - Head_office_location.docx
 - Letter_layout.docx
 - Organisational_chart.xlsx
 - Store_locations.docx
 - Travel_approved_suppliers.docx
 - Zirconi_retail_structure.docx
 - Zirconi_background_information.docx
 - Zirconi_logo1.jpg
 - Zirconi_logo2.jpg
 - Zirconi_logo3.jpg
 - Zirconi_logo4.jpg
- You need to produce two documents for learners to use in task 2: a letter and a brochure. We recommend you follow the Zirconi Bags theme.
- Learners will need access to a computer with Internet access, and a printer.

Assessment Schedule

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ER	Task	Evidence	Judgement
<p>ER 1.1 Information to meet business needs is obtained using business technology.</p> <p>Range Business needs may include: Travel, accommodation, products, services, meetings, user guides, troubleshooting.</p> <p>ER 1.2 Information is communicated using business technology that is suitable for the intent and audience.</p>	<p>Task 1 Question 1 accommodation</p>	<p>Copies of accommodation information obtained from Internet search for three options. (ER1.1)</p> <p>Email to John Wood outlining three accommodation options for retreat. (ER 1.2)</p>	<p>Accommodation information shows evidence of learner’s Internet search using business technology (e.g. computer, tablet or smart phone).</p> <p>Accommodation options provided must:</p> <ul style="list-style-type: none"> • be within walking distance of the CBD and near to restaurants • cost less than \$250 per night • have a wheelchair accessible room. <p>Content of email is consistent with accommodation information provided.</p> <p>Content of the email is appropriate for the Office Manager in terms of the type of language used and the level of formality.</p> <p>Options provided meet requirements outlined in Office Manager’s email.</p> <p>Email provides the information the Marketing team need to decide on accommodation for the retreat.</p>
	<p>Task 1 Question 2 products</p>	<p>Copies of product information on ‘stand-up’ desks obtained from</p>	<p>Product information shows evidence of learner’s Internet search using business technology (e.g. computer, tablet or smart phone).</p>

	<p>Internet search for two options. (ER 1.1)</p> <p>Email to John Wood summarising two options and costs for 'stand-up' desks. (ER 1.2)</p>	<p>Product options provided must:</p> <ul style="list-style-type: none"> • be easy to use • cost less than \$500, if possible. <p>Content of email is consistent with product information provided.</p> <p>Content of the email is appropriate for the Office Manager in terms of the type of language used and the level of formality.</p> <p>Options provided meet requirements outlined in Office Manager's email.</p> <p>Email provides the information the Office Manager needs for the meeting on Friday.</p>
<p>Task 1 Question 3 travel</p>	<p>Copies of flight information and prices obtained from Internet search for three options.</p> <p>Email to John Wood outlining three flight options, with prices.</p>	<p>Flight information shows evidence of learner's Internet search using business technology (e.g. computer, tablet or smart phone).</p> <p>Flights must be economy class, consistent with company policy.</p> <p>Content of email provides flight option information which is consistent with the research information provided and meet requirements of traveller.</p> <p>Content of the email is appropriate for the Office Manager in terms of the type of language used and the level of formality.</p>
<p>Task 1 Question 4 User guide and troubleshooting</p>	<p>Screenshot of dishwasher user guide Fault Code page.</p> <p>Email to John Wood identifying the fault description, possible causes and what he needs to do to resolve the fault.</p>	<p>Troubleshooting information shows evidence of learner's Internet search using business technology (e.g. computer, tablet or smart phone), specifically for the user guide of Fisher & Paykel dishwasher model DW60CH.</p> <p>Troubleshooting information is for fault code E20 (page 43 of user guide).</p>

			<p>Content of email is consistent with troubleshooting information provided.</p> <p>Content of the email is appropriate for the Office Manager in terms of the type of language used and the level of formality.</p> <p>Email provides the information the Office Manager needs to fix the dishwasher.</p>
<p>ER 1.3 Business documents are reproduced using business technology to meet requirements of the entity.</p> <p>Range: Digital and hard-copy reproduction.</p>	<p>Task 2 Question 1</p>	<p>Print copy of letter, with signature.</p> <p>Electronic scanned copy of letter provided, with signature.</p> <p>Photocopy of letter provided.</p>	<p>Print original has signature on it.</p> <p>Scanned letter is signed.</p> <p>Electronic file is appropriately labelled so that the content is clear.</p> <p>Photocopy is square on the page and clear.</p> <p>Photocopy is of signed scanned image.</p>
	<p>Task 2 Question 2</p>	<p>One brochure reproduced in the way the learner thinks is the most cost efficient and easily read.</p>	<p>Sample copy is easily readable and cost efficient to produce.</p>
<p>ER 1.4 Behaviour is professional, ethical, and socially and culturally appropriate for the provision of business administration support.</p>	<p>Task 3</p>	<p>Comment on how learner demonstrated each of the types of behaviour.</p>	<p>Comment confirms that learner's behaviour met requirements.</p>
	<p>Observation checklist 1</p>	<p>Verification that the learner's interactions were professional with comment.</p> <p>Verification that the learner's interactions were ethical with comment.</p> <p>Verification that the learner's interactions were socially appropriate with comment.</p>	<p>Comment given by verifier confirms that learner's behaviour met requirements.</p>

		Verification that the learner's interactions were culturally appropriate with comment.	
ER 1.5 Problem-solving and decision-making techniques are applied in the provision of administration support to meet stakeholder needs and requirements of the entity.	Task 1	Learner's email responses identify solutions to problems. Learner's emails show decisions made from information obtained.	Learner's email responses meet needs outlined in original emails. Learner's solutions are in line with requirements of entity.
	Task 2	Learner's documents satisfy the requirement specified.	Learner's documents meets needs outlined. Learner's solutions are in line with requirements of entity.
	Observation checklist 2	Verification that the learner applied problem-solving and decision-making techniques, with comment.	Comment given by verifier confirms that learner solved a problem and made a decision. Sufficiency for ER1.6: Require both Task 1 and 2 completed

Final grades will be decided using professional judgement based on a holistic examination of the evidence provided against the criteria in the unit standard.