Title	**Maintain administrative systems and processes and recommend improvements to meet business needs**
Level	4	**Credits**	15

Purpose	A person credited with this standard is able to maintain administrative systems and processes and recommend improvements to meet business needs.
	This unit standard has been developed primarily for assessment within programmes leading to the New Zealand Certificate in Business (Administration and Technology) (Level 4) [Ref: 2461].

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.

The *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 4 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
Administrative systems and processes refer to systems and processes such as for filing and record keeping, office correspondence, visitor and phone call management, internal communication, financial management, customer service, office equipment, travel bookings, and other administrative duties.

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. Internal and/or external customers.

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.

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

Maintain administrative systems and processes and recommend improvements to meet business needs.

Performance criteria

1.1   Administration systems and processes are regularly maintained to ensure they meet business entity requirements and practicalities.

1.2   Administration systems and processes are regularly reviewed, and potential improvements are recommended to ensure they meet business entity requirements and practicalities.

1.3   Personal and interpersonal skills and behaviours, and customer service
           techniques are applied to contribute to the effective maintenance and review of
           business administration services and to the achievement of team objectives.

           Range   includes but is not limited to – collaboration with stakeholders;
                        problem solving and decision-making skills; proactive self-
                        management; customer responsiveness.

1.4   Professional, ethical, and socially and culturally appropriate behaviours are
           maintained for the maintenance and review of business administration services.

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	27 May 2021	N/A
Revision	2	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.