

FIELD BUSINESS**Review, Rollover, and Revision of *Business Administration* unit standards**

Subfield	Domain	Id
Business Administration	Business Administration Services	121-124, 126-128, 327-335, 11648-11650, 11652-11655, 16750
	Business Information Management	114, 125, 129, 6910, 6911, 11646, 11647, 11656
	Business Information Processing	101-113, 115-119, 5843, 16677-16682, 18180
	Text and Information Management – Generic	12883-12887

The National Qualifications Services (NQS) of the New Zealand Qualifications Authority (NZQA) has completed the review of the unit standards listed above that were registered in September and December 1997, June 1999, and March 2001.

This report is in two sections:

- The first deals with the unit standards that have been reviewed, and the new unit standards that arose out of the review process.
- The second deals with the rollover and revision of the remaining unit standards.

Section 1 Reviewed unit standards

The following unit standards were reviewed.

Subfield	Domain	Id
Business Administration	Business Administration Services	121-124, 126-128, 327-335, 11648-11650, 11652, 11653, 16750
	Business Information Management	114, 125, 129, 6910, 6911, 11646, 11647
	Business Information Processing	101-113, 115-119, 5843, 16677-16682, 18180

Date new versions published **September 2005**

New comments by date **December 2009**

Expiry date of new versions of the unit standards **December 2010**

Summary of review and consultation process

NQS decided in 2004 that a review of Business Administration unit standards and qualifications was warranted because of:

- Their high use across a range of contexts
- The fact that they had not been reviewed since 1999 and the consequent need to ensure requirements were consistent with current technology and business conditions
- Feedback received from the sector recommending changes.

Consultation for the review was initiated in February 2004, when expressions of interest in review outcomes and feedback on the unit standards and qualifications were invited from stakeholder groups, including secondary schools. A review panel including workplace, tertiary education provider, and Association of Administrative Professionals representatives met several times in 2004 to decide on the changes needed. The NZQA National Moderator for Business and Management also attended the meetings.

Unit standard review drafts were subsequently circulated widely to those who had expressed an interest and through other NQS Business and Management networks. All feedback received was considered by the review panel in February 2005 and has informed the new versions. Industry Training Organisations whose qualifications were affected by the review of the unit standards were notified of review outcomes. Final drafts of the unit standards were endorsed by the panel, and NQS's Business and Management Advisory Steering Group endorsed the review process followed.

Main changes resulting from the review

- Assessment requirements have been clarified, rationalised and/or more logically organised as appropriate.
- Element statements have been amended where appropriate to reflect the outcome of the combined performance criteria, as reviewed. Elements in some unit standards have been removed where they reflect knowledge that is integral to the practical competencies in the same unit standards.
- Titles have been amended where appropriate to reflect the overall outcome of the unit standards, as reviewed.
- Element statements have been amended where appropriate to reflect the outcome of the combined performance criteria, as reviewed.
- Levels and credits of unit standards have been reappraised by the review panel. Level changes have been made to unit standards 328, 331, 332, 11647, and 11649, and credit changes to unit standards 327, 329, 330, 335, and 6911.
- Terminology was updated as appropriate. Evidence requirements have been amended where necessary to reflect current technology and, where possible, to allow for future changes.
- Unit standard 124 has been replaced by unit standards 21862 and 21863.
- Unit standard 126 has been designated expiring, as the overlap with unit standard 16750 was too great. Unit standard 16750 has been replaced by unit standards 21866 and 21867, and a new unit standard, unit standard 21868, has been developed to meet an identified health sector need.
- Unit standards 128 and 129 have been designated expiring and will not be replaced, as they do not meet business administration industry needs. The content of unit standard 129 was also inappropriate for the Level assigned. Unit standards covering similar ground to unit standard 128 include unit standard 11631 in the domain of Business Law, and unit standards 10479, 10480, and 10481 in the domain of Public Sector Courts Practice.
- Occupational Health and Safety requirements were considered in the review of the speed typing unit standards (unit standards 16677-16682) and adjustments made where required.
- Adjustments to the assessment times in the shorthand unit standards (unit standards 115-119, and 5843) were made as appropriate for the Level of the unit standard.
- Special notes have been amended, as appropriate. Special notes regarding assessment context have been removed from most unit standards, and retained only where there is a restriction to the workplace.

Unit standard 11651 is still under review, and a final version will be submitted for registration later in 2005. Two new unit standards relating to administration of travel arrangements are being developed and will be submitted with unit standard 11651.

Unit standards categorised as category C or D expire at the end of December 2007.

Impact on existing provider accreditations

Current Accreditation for			Accreditation extended to		
Nature of accreditation	Classification or Id	Level	Nature of accreditation	Classification or Id	Level
Field	Business	2	Standards	328, 331, 332	3
Subfield	Business Administration	2	Standards	328, 331, 332	3
Domain	Business Administration Services	2	Standards	328, 331, 332	3
Standard	124	5	Standard	21862	4
			Standard	21863	5
Standard	126	3	Standards	21866, 21867	4
Standard	16750	4	Standards	21866, 21867	4

Impact on existing qualifications

Qualifications that contain the reviewed standards or classifications are tabled below.

Affected	The qualification lists a reviewed classification (domain or subfield) in an elective set The qualification lists a standard that has changes to Level or credits The qualification lists a C or D category standard
Not materially affected	The qualification lists a standard that has a new title The qualification lists a standard that has a new classification

In the following tables, qualifications that contain unit standards in both categories are identified in the *Affected* table, with the items that generated the *Affected* status in **bold**.

The following National Qualifications Services qualifications are affected by the outcome of this review and will be revised or reviewed to take account of the changes during 2005 or 2006.

Qualification Title	Standard in the qualification
National Certificate in Animal Care [Ref: 0241]	327, 329 , 121, 122, 334
National Certificate in Animal Care and Handling (Dog Groomer) [Ref: 0242]	327, 329 , 121, 122, 334
National Certificate in Animal Training (Dog Trainer) [Ref: 0243]	327, 329 , 125, 334
National Certificate in Animal Training (Guide Dog Trainer) [Ref: 0266]	129
National Certificate in Animal Training (Trainer Instructor) [Ref: 0264]	327, 329 , 125, 334
National Certificate in Pacific Islands Early Childhood Education (Pasifika Management) (Level 6) [Ref: 0982]	11649 , 11650
National Certificate in Veterinary Nursing [Ref: 0221]	327 , 111
National Diploma in Veterinary Nursing [Ref: 0222]	335

The following National Qualifications Services qualifications are not materially affected by the changes. They will be updated when they are next reviewed or revised.

Qualification Title	Standard in the qualification
National Certificate in Computing (Level 2) [Ref: 0010]	111
National Certificate in First Line Management (Communications and Quality) (Level 3) [Ref: 0743]	334

The following qualifications are also affected by the outcome of this review. The standard setting bodies (SSBs) have been advised that they require revision.

Qualification Title	Standard in the qualification	SSB Name
National Certificate in Equine (Racing Stable Management) [Ref: 0794]	327, 328	Equine ITO
National Certificate in Credit Administration (Level 3) [Ref: 0673]	328 , 121, 123, 125	FITEC
National Certificate in Hospitality (Small Business Management) (Level 4) [Ref: 1145]	335	Hospitality Standards Institute
National Certificate in Compliance and Regulatory Control (Local Government Committee Management) [Ref: 0959]	129 , 11650	Local Government ITO
National Certificate in Motor Industry (Brake Service Engineering) [Ref: 0096]	327 , 334	Motor ITO
National Certificate in Administration of Revenue Law (Introduction) (Level 4) [Ref: 0950]	330 , 108, 122, 123, 125, 127	Public Sector Training Organisation
National Diploma in Real Estate [Ref: 0100]	335 , 125	REINZ ITO
National Certificate in Community Recreation (Community Art Work) (Level 4) [Ref: 0450]	327, 328, 329, 331, 332, 334, 335	Sport, Fitness and Recreation ITO
National Certificate in Community Recreation (Programme and Event Management) (Level 4) [Ref: 0939]	129	
National Certificate in Sport (Level 2) [Ref: 0493]	327	
National Certificate in Sport (Level 3) with strands in Event Management, Sport Administration, and Team Management [Ref: 0446]	328, 329	

The following qualifications are not materially affected by the changes. They will be updated when they are next reviewed or revised.

Qualification Title	Standard in the qualification	SSB Name
National Certificate in Clothing Manufacture (Level 3) [Ref: 0073]	334	Apparel and Textile ITO
National Certificate in Footwear (Level 3) with strands in Clicking, Closing, Bottom Stock, and Making and Lasting [Ref: 0225]	334	
National Certificate in Footwear (Level 4) with strands in Pattern Cutting, Clicking, Closing, Bottom Stock, and Making and Lasting [Ref: 0226]	334	
National Diploma in Textiles Manufacture (Weaving) (Level 5) [Ref: 0152]	334	
National Diploma in Textiles Manufacture (Woollen Yarn Processing) (Level 5) [Ref: 0153]	334	
National Certificate in Cleaning and Caretaking (Supervisor) [Ref: 1115]	334	Building Service Contractors ITO
National Certificate in Call Centre Operations [Ref: 0643]	111	ElectroTechnology ITO
National Certificate in Offender Management (Level 4) [Ref: 0679]	111	
National Certificate in Solid Wood Processing (Timber Yarding) (Level 3) [Ref: 1045]	334	FITEC
National Certificate in Embalming [Ref: 0289]	111	Funeral Service Training Trust of New Zealand
National Certificate in Funeral Directing [Ref: 0290]	111	
National Diploma in Funeral Services [Ref: 0459]	111	
National Certificate in Hospitality (Front Office) (Level 3) [Ref: 0557]	111	Hospitality Standards Institute
National Certificate in Civil Construction Supervision with optional strands in Demolition, Drainage, Earthworks, Survey and Set Out, High Capacity Highways, Road Construction, Road Maintenance, Traffic, and Training [Ref: 0209]	111	InfraTrain New Zealand
National Certificate in Civil Plant Management [Ref: 0253]	111	
National Certificate in Property Consultation and Valuation (Technician) (Level 5) [Ref: 0657]	108, 111	
National Certificate in Motor Industry (Automotive Parts and Accessories Merchandising) [Ref: 0099]	334	Motor ITO
National Certificate in Motor Industry (Automotive Service Reception) [Ref: 0676]	121	
National Certificate in Furniture Making (Level 3) [Ref: 0965]	334	New Zealand Furniture ITO
National Certificate in Furniture Making (Level 4) [Ref: 0091]	334	

Qualification Title	Standard in the qualification	SSB Name	
National Certificate in Cranes (Mobile Crane Dispatch Supervision) [Ref: 0119]	121	Opportunity Training	
National Certificate in Cranes (Mobile Crane Supervision) [Ref: 0118]	121		
National Certificate in Cranes (Tower Crane Supervision) [Ref: 0120]	121		
National Certificate in Materials Processing (Level 3) with strands in General, Expanded Polystyrene Moulding, and Paint Manufacturing [Ref: 1074]	334	Plastics and Materials Processing ITO	
National Certificate in Career Practice (Level 3) [Ref: 0427]	102, 122, 125	Public Sector Training Organisation	
National Certificate in Career Practice (Level 4) [Ref: 0428]	125		
National Certificate in Conservation (Ranger) [Ref: 0797]	108		
National Certificate in Conservation (Trainee Ranger) (Level 3) [Ref: 0642]	111		
National Certificate in Public Sector Compliance Management (Road Transport) (Level 4) [Ref: 1170]	111		
National Certificate in Public Sector Services (Introduction) [Ref: 0713]	107		
National Certificate in Public Sector Services [Ref: 0714]	108		
National Certificate in Public Sector Services (Client/Customer Services) (Level 4) [Ref: 0660]	111		
National Certificate in Public Sector Services (Client/Customer Services) (Level 3) [Ref: 0659]	111		
National Certificate in Public Sector Services (Field/Community Advisors) [Ref: 1106]	11650		
National Certificate in Distribution (Level 2) [Ref: 0990]	111		Retail ITO
National Certificate in Distribution (Level 3) [Ref: 0991]	334		
National Certificate in Distribution (Level 4) [Ref: 0992]	334		
National Certificate in Snowsport (Snow School) (Level 4) with an optional strand in Children's Instruction [Ref: 0971]	111	Sport, Fitness and Recreation ITO	
National Certificate in Snowsport (Snowsport Equipment) (Level 2) with strands in Retail (Clothing), Retail (Hardware), Introductory Mechanics, and Rental [Ref: 0440]	125		
National Certificate in Snowsport (Ticketing and Customer Services) (Level 3) [Ref: 0859]	122, 123		
National Certificate in Snowsport (Ticketing and Customer Services Supervision) (Level 4) [Ref: 0860]	122		

The following statement is recommended for inclusion in qualifications that are affected by the expiry of standards 124 & 16750.

This review has replaced some expiring unit standards with new unit standards. For qualification purposes, people who have gained credit for the expiring unit standards are exempt from the requirement to gain credit for the replacement unit standards.

Expiring Standards	Replacement Standards
124	21862
16750	21866, 21867

Summary of main changes to standards' Ids, classification, titles, levels, and credits

The following summary shows the changes made to the standards as a result of the review. All changes are in **bold**.

Key to review category	
A	Dates changed, but no other changes are made - the replacement standard carries the same Id and a new version number
B	Changes made, but the overall outcome remains the same - the replacement standard carries the same Id and a new version number
C	Major changes that necessitate the registration of a replacement standard with a new Id
D	Standard will expire and not be replaced

Subfield Business Administration
Domain Business Administration Services

Id	Title	Level	Credit	Review Category
121	Operate clerical systems and apply business procedures Use office administration and communication systems	2	5	B
122	Provide general office reception services Provide office reception services	3	5	B
123	Administer office systems Use office administration, copying, and telecommunication systems and processes	3	5	B
124	Provide executive and/or personal assistant services	5	10	C
21862	Demonstrate knowledge of management administrative services	4	8	
21863	Provide and evaluate management administrative services	5	10	
126	Provide medical administration services	3	5	D
127	Provide legal administration services Demonstrate knowledge required in legal administration roles, and produce legal documents	3	5	B
128	Identify the New Zealand legal structure in relation to legal administration	3	10	D
327	Document business transactions	2	3 4	B
328	Identify the requirements for a financial administration record system Identify the requirements for a financial record system	2 3	3	B
329	Process financial information for cash transactions	2	3 4	B
330	Complete accounting administration and produce financial statements Complete accounting procedures and produce financial statements	4	10 15	B

Id	Title	Level	Credit	Review Category
331	Operate computer accounts receivable and payable ledger systems to administer financial information Operate computer accounts receivable and payable ledger systems to produce financial information	2 3	5	B
332	Operate computer general ledger accounting systems to administer financial information Operate computer general ledger accounting systems to produce financial information	2 3	5	B
333	Operate computer general ledger accounting systems to produce financial reports	3	5	B
334	Operate inventory administration systems to record and monitor inventory activities Operate and administer inventory systems	3	5	B
335	Prepare payroll and related employment administration records Prepare computerised payroll and related administration records	4	5 6	B
11648	Plan and organise business meetings, and complete meeting administration	5	7	B
11649	Manage and coordinate business meetings to achieve outcomes	6 5	5	B
11650	Plan and coordinate business organisation activities, events, and functions Plan, coordinate and evaluate a business conference, event, or function	6	10	B
11652	Establish and manage administration systems	7	15	B
11653	Manage administration services	6	10	B
16750	Maintain medical administration services and complete computerised medical records	4	10	C
21866	Demonstrate knowledge required in medical administration roles, and produce medical documents	4	8	
21867	Process medical records and related information using a computerised patient database	4	5	
21868	Demonstrate knowledge of hospital clinical administration support services	4	10	New

Domain Business Information Management

Id	Title	Level	Credit	Review Category
114	Operate office automation systems	3	10	B
125	Manage business records systems Demonstrate and apply knowledge of an organisation's record management system	3	5	B
129	Establish links with and produce information for the information media	3	3	D

Id	Title	Level	Credit	Review Category
6910	Integrate business centre functions and systems Integrate business administration functions and systems	4	10	B
6911	Manage reprographic services Manage copying services	4	5 4	B
11646	Prepare business administration information Prepare business information for management	5	5	B
11647	Present business administration information Present business information for a business purpose	6 5	5	B

Domain Business Information Processing

Id	Title	Level	Credit	Review Category
101	Develop and use keyboarding skills to enter text	1	3	B
102	Consolidate keyboarding skills and develop keyboarding accuracy Consolidate keyboarding skills and produce accurate text	1	3	B
103	Use data entry skills to input computer data	2	3	B
104	Introduce and apply audio transcription techniques for text production Describe and apply audio transcription techniques for text production	2	2	B
105	Use audio transcription techniques to produce text based communications	3	3	B
106	Use audio transcription techniques to produce documents	4	5	B
107	Produce text processed communications Apply language and text processing skills to produce communications	2	5	B
108	Produce text processed business documents Apply language and text processing skills to produce business documents	3	5	B
109	Produce text processed specialist documents Apply language and text processing skills to produce specialist documents	4	10	B
110	Manage text processing and production of business information	5	10	B
111	Operate a word processor Use a word processor to produce documents	2	5	B
112	Produce information using word processing functions	3	5	B
113	Produce information using advanced word processing functions	4	10	B
115	Write at 40 words per minute (wpm) and transcribe notes to produce required information	1	10	B
116	Write shorthand at 60 words per minute (wpm) and transcribe to produce required information	2	10	B

Id	Title	Level	Credit	Review Category
117	Write shorthand at 80 words per minute (wpm) and transcribe to produce required information	3	10	B
118	Write shorthand at 100 words per minute (wpm) and transcribe to produce required information	4	10	B
119	Write shorthand at 120 words per minute (wpm) and transcribe to produce required information	5	10	B
5843	Write shorthand at 140 words per minute (wpm) and transcribe to produce required information	6	10	B
16677	Key in text at 15 words per minute (wpm)	1	1	B
16678	Key in text at 25 words per minute (wpm)	2	1	B
16679	Key in text at 35 words per minute (wpm)	3	1	B
16680	Key in text at 50 words per minute (wpm)	4	1	B
16681	Key in text at 65 words per minute (wpm)	5	1	B
16682	Key in text at 80 words per minute (wpm)	6	1	B
18180	Produce text processed medical documents Produce text processed clinical documents	4	10	B

Section 2 Rolled over and revised unit standards

Subfield	Domain	Id
Business Administration	Business Administration Services	11654, 11655
	Business Information Management	11656
	Text and Information Management - Generic	12883-12887

The NZQA National Qualifications Services decided that the unit standards should have their period of registration extended.

Unit standards 11654, 11655, and 11656 have not been used sufficiently to warrant a review at this stage.

Unit standards in the domain of Text and Information Management – Generic, have high usage. However, when primary users of the unit standards were invited to give feedback, none was received, indicating that no changes were required.

The review of these unit standards is planned to take place during 2009.

Date new versions published	September 2005
New comments by date	December 2008
Expiry date of new versions of the unit standards	December 2009

Reason for the revision

Minor editorial amendments were made to ensure consistency with the reviewed unit standards.

Main changes resulting from the revision

- Entry information and special notes were reformatted, consistent with changes to the reviewed unit standards.
- The range for performance criterion 2.1, Unit 12885, was updated.
- A range item was added to Unit 12886, performance criterion 2.1, and another was deleted from Unit 12887, performance criterion 2.1.