Field   Business

Revision and Rollover of *Business Operations and Development* and *Generic Marketing* unit standards

Subfield	Domain	ID
Business Operations and Development	Business Relationships Management	6406
	Human Resource Management	6407
	Quality Management	7459, 7460, 8073, 8074, 8076-8078, 8081, 8082, 8084-8089, 8502, 19025, 20849
Marketing	Generic Marketing	6404, 6405, 19024

NZQA National Qualifications Services has completed the revision and rollover of the unit standards listed above.

Date new versions published   **November 2011**

Planned review date   **December 2013**

Summary

This revision and rollover was carried out to ensure the unit standards remain current pending review after the mandatory review of Business qualifications in 2012.

Main changes

- References and terminology have been updated.
- The planned review date has been extended.

Detailed list of unit standards – classification, title, level, and credits

Business > Business Operations and Development > Business Relationships Management

ID	Title	Level	Credit
6406	Establish and maintain quality customer relations for a small business enterprise	4	5

Business > Business Operations and Development > Human Resource Management

ID	Title	Level	Credit
6407	Establish human resource needs of the small business operation	5	5

Business > Business Operations and Development > Quality Management

ID	Title	Level	Credit
7459	Develop, manage, and evaluate improvements to products, services, and systems	6	10
7460	Develop, implement and review quality management system	7	10
8073	Establish, develop, and improve quality-focused aspects of supplier relationships	4	8

ID	Title	Level	Credit
8074	Establish, develop, and improve quality-focused aspects of customer relationships	4	8
8076	Promote the participation of management and staff in quality initiatives	5	4
8077	Participate in a team to achieve specified quality improvement objectives	3	4
8078	Lead a team to achieve specified quality improvement objectives	5	6
8081	Collect data for a specified purpose	3	8
8082	Analyse data and communicate information for a specified purpose	4	8
8084	Audit quality management systems for compliance with quality standards	6	14
8085	Demonstrate knowledge of quality and its management	3	4
8086	Demonstrate knowledge required for quality auditing	4	4
8087	Use core quality management tools	3	5
8088	Analyse quality costs	5	4
8089	Use statistical process control tools for the control and improvement of processes	4	6
8502	Develop initiatives for managing improvement and change processes	7	12
19025	Demonstrate and apply knowledge of quality assurance in a business operation	4	7
20849	Develop and implement a plan to gather, analyse and report on information for management of quality	5	10

Business > Marketing > Generic Marketing

ID	Title	Level	Credit
6404	Develop marketing options for small business operations	4	5
6405	Determine advertising options for small business enterprises	4	5
19024	Apply marketing concepts within a small business	5	7