

Field Business

Review of *Business Administration* unit standards

Subfield	Domain	ID
Business Administration	Business Administration Services	121, 122, 123, 327-329, 334, 335, 11648-11651, 11653, 21862-21864, 21866-21868, 26768
	Business Information Management	114, 125, 1986, 6910, 11646, 11647, 27642, 27643
	Business Information Processing	101-113, 117, 16677-16682, 18180
	Text and Information Management - Generic	12883-12887

NZQA National Qualifications Services has completed the review of the unit standards listed above.

Date new versions published

February 2020

Planned review date

December 2024

Summary

The review was undertaken in line with the scheduled review cycle and included *Business Administration* unit standards at Levels 1 to 6, not including new *Business Administration Services* unit standards – 29024-29027; 29029-29038 – created specifically for the New Zealand Business (Administration and Technology) qualifications and strands in May 2016.

From February-July 2019, a panel with the necessary business administration skills and experience with target learners, programme development and unit standards assessment met to review the standards. Feedback was also received through the email support network during the unit standard review and development process, as well as by experts in medical administration.

Future demand for business administration standards was explored to determine whether there was an ongoing need for the standards that are not specifically linked to the Business Administration and Technology or other New Zealand qualifications, and whether they were needed for any other purposes. Duplication with other standards, particularly, with computing and business administration, was also considered.

Key stakeholders and organisations with consent to assess had the opportunity to review the standards and offer feedback. Updated drafts were available to the wider stakeholder network for consultation and endorsement from September-October 2019. All feedback was considered and actioned where appropriate.

Main changes

- The review of 54 unit standards resulted in changes to 14 existing standards to ensure they remain current, and the development of eight new standards as a result of combining and replacing existing standards.
- The standards were updated to reflect terminology used in the current template, where *Explanatory notes* are *Guidance Information*, and *Evidence requirements* are *Performance criteria*.
- Guidance information was clarified to better reflect intent and to update relevant legislation.
- Titles, levels, credits and content were updated in the 14 reviewed standards (Category B review) to reflect current requirements and practice, and current listing requirements.
- Two standards had a reduction in level to better reflect complexity of current requirements and

- practice (11650, 21863).
- Six standards had credits reduced to better reflect complexity of current requirements and practice (121, 327, 329, 18180, 21863, 21866).
- Nine standards had titles changed in order to better reflect intent (122, 327, 329, 1986, 11650, 18180, 21866, 21868, 26768).
- Two standards were reclassified to domain *Business Administration Services* (1986, 11646).
- 29 standards were designated expiring without replacement (Category D review), as they were no longer relevant, fit for purpose or duplicated content in new or current standards.
- 11 standards were replaced (Category C review) by six new standards.
- Standard 11651 was designated expiring, however, new standard 32004 provides an option to relate to domestic and/or international business travel.
- Standard 335 was designated expiring due to duplication with standard 29013.
- Standards 27642 and 27643 were designated expiring due to duplication with computing standard 29800.
- Standards 111 and 12885; 112; 109 and 113 were designated expiring due to duplication with computing standards 29769, 29785, 29799 (word processing Levels 2-4) respectively.
- Two new 'meetings' standards were developed at Levels 3 and 4 to reflect current practice (32005, 32006).
- Two domains were designated lapsing: *Business Information Management*, and *Text and Information Management - Generic*. This is because they will not contain any current standards after December 2022.

Category C and D unit standards will expire at the end of December 2022

The last date for assessment of superseded versions of Category B unit standards is December 2022

Impact on existing organisations with consent to assess

Current consent for			Consent extended to		
Nature of consent	Classification or ID	Level	Nature of consent	Classification or ID	Level
Domain	Business Information Management	3-7	Standard	32106	3
Domain	Business Information Management	4-7	Standard	1986	4
Domain	Business Information Management	5-7	Standard	11646	5
Domain	Text and Information Management - Generic	1-7	Standards	32000, 32001	1
Domain	Text and Information Management - Generic	2-7	Standard	32002	2
Domain	Text and Information Management - Generic	3-7	Standard	32003	3
Standards	101	1	Standards	32000, 32001	1
	102				
	12883				
Standards	107	2	Standard	32002	2
	12884				
Standards	108	3	Standard	32003	3
	12886				
	12887				
Standards	123	3	Standard	32106	3
	6910				
Standard	11651	5	Standard	32004	3
Standard	21864	4	Standard	32004	3

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

All changes are in **bold**.

Key to review category	
A	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
B	Changes made, but the overall outcome remains the same - the new version of the 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

Business > Business Administration > Business Administration Services

ID	Title	Level	Credit	Review Category
121	Demonstrate and apply knowledge of office equipment and administration processes	2	5 4	B
122	Provide office reception services Provide safe and secure customer-focussed reception services	3	5	B
327	Document business financial transactions for an entity Demonstrate and apply knowledge of financial transaction source documents	2	4 3	B
328	Identify the requirements for a financial record system for an entity	3	4	D
329	Process financial information for cash transactions for an entity Process financial information for cash transactions for an organisation	2	4 3	B
334	Demonstrate knowledge of and operate inventory systems	3	4	D
335	Prepare computerised payroll and related administration records using payroll software	4	6	D
11648	Plan, organise, and record business meetings	5	7	D
11649	Manage business meetings to achieve objectives	5	8	D
11650	Plan, coordinate, and evaluate a business conference, event, or function Plan, implement and evaluate a business conference, event, or function	6 5	10	B
11651	Manage travel arrangements for international business travel	5	7	D
21864	Manage travel arrangements for domestic business travel	4	5	C
32004	Organise travel arrangements for business travel	3	3	
11653	Manage administration services	6	10	D
21862	Demonstrate knowledge of management administrative services	4	8	D
21863	Provide and evaluate management administrative services	5 4	10 8	B
21866	Demonstrate knowledge required in medical administration roles, and produce medical documents Demonstrate and apply knowledge to provide medical administration services	4	8 6	B
21867	Process medical records and related information using a computerised patient database	4	5	B

ID	Title	Level	Credit	Review Category
21868	Demonstrate knowledge of hospital clinical administration support services Demonstrate and apply knowledge of hospital clinical administration support services	4	10	B
26768	Use a computerised accounts receivable and payable system to produce financial information Use computerised accounting system software to produce financial information	3	7	B
32005	Organise small business meetings	3	3	New
32006	Organise a business meeting or event	4	5	New

Business > Business Administration > Business Information Management

ID	Title	Level	Credit	Review Category
114	Demonstrate knowledge of and use office automation systems	3	4	D
125	Demonstrate knowledge of record management systems within an organisation	3	5	D
11647	Present business information for a business purpose	5	5	D
27642	Use a pivot table to display data	4	5	D
27643	Apply spreadsheet features to present data to meet a brief	4	6	D

Business > Business Administration

ID	Domain	Title	Level	Credit	Review Category
101	Business Information Processing	Develop and use keyboarding skills to enter text	1	3	C
102	Business Information Processing	Consolidate keyboarding skills and produce accurate text based documents	1	3	C
12883	Text and Information Management - Generic	Enter and manage text for generic text and information management	1	4	C
32000	Business Information Processing	Enter prescribed text accurately using basic keyboarding skills and identify safe ergonomic practices	1	3	
32001	Business Information Processing	Compose and manage text to produce documents using basic keyboarding and layout skills	1	3	
107	Business Information Processing	Apply text processing skills to produce communications in a business or organisational context	2	5	C
12884	Text and Information Management - Generic	Create electronic documents and manage a file for generic text and information management	2	3	C
32002	Business Information Processing	Compose and enter text to create and manage business documents	2	3	

ID	Domain	Title	Level	Credit	Review Category
108	Business Information Processing	Apply text processing skills to produce business documents	3	5	C
12886	Text and Information Management - Generic	Customise software features and create document templates for generic text and information management	3	6	C
12887	Text and Information Management - Generic	Integrate text and images and manage multiple files for generic text and information management	3	6	C
32003	Business Information Processing	Create and customise business documents	3	6	
123	Business Administration Services	Use office information, copying, and telecommunication systems	3	5	C
6910	Business Information Management	Integrate business administration functions and systems	3	5	C
32106	Business Administration Services	Use business administration tools and systems	3	5	

Business > Business Administration > Business Information Management

Business > Business Administration > **Business Administration Services**

ID	Title	Level	Credit	Review Category
1986	Apply calculations, data analysis, and statistical interpretation in a business context Apply calculations, analyse and interpret data, and produce information for an organisation	4	5	B
11646	Produce business information for management	5	6	B

Business > Business Administration > Business Information Processing

ID	Title	Level	Credit	Review Category
103	Use data entry skills to input data	2	3	D
104	Demonstrate knowledge of and apply audio transcription techniques to produce text	2	2	D
105	Transcribe dictation at 80 words per minute (wpm)	3	3	D
106	Transcribe dictation at 100 words per minute (wpm)	4	5	D
109	Apply text processing skills to produce specialist documents	4	6	D
110	Review text processing and information production practices in a business or organisational context	5	8	D
111	Use a word processor to produce documents for a business or organisation	2	5	D
112	Produce business or organisational information using word processing functions	3	5	D
113	Produce business or organisational information using advanced word processing functions	4	10	D
117	Write shorthand at 80 words per minute (wpm) and transcribe to produce required information	3	10	B

ID	Title	Level	Credit	Review Category
16677	Key in text at 15 words per minute (wpm)	1	1	D
16678	Key in text at 25 words per minute (wpm)	2	1	D
16679	Key in text at 35 words per minute (wpm)	3	1	D
16680	Key in text at 50 words per minute (wpm)	4	1	D
16681	Key in text at 65 words per minute (wpm)	5	1	D
16682	Key in text at 80 words per minute (wpm)	6	1	D
18180	Produce text processed clinical documents Produce text processed specialist clinical documents from printed information and a recorded dictation source	4	10 5	B

Business > Business Administration > Text and Information Management - Generic

ID	Title	Level	Credit	Review Category
12885	Create and enhance electronic documents combining text and images for generic text and information management	2	4	D