

**Field Business**

### Review of *Business Operations and Development* unit standards

Subfield	Domain	ID
Business Operations and Development	Organisational Direction and Strategy	18509, 27765, 29046, 29047, 29049-29054
	People Development and Coordination	1987, 8495, 15190, 23394, 23397, 24874, 27557, 27563-27567, 29039, 29041-29044
	Systems and Resources Management	16342, 27518, 27522, 29040, 29045, 29048

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

**Date new versions published**

**June 2021**

**Planned review date**

**December 2025**

### Summary

Sixteen unit standards in these domains were designed explicitly for assessment leading to the award of either:

- New Zealand Certificate in Business (Introduction to Team Leadership) (Level 3) [Ref: 2453] or
- New Zealand Certificate in Business (First Line Management) (Level 4) [Ref: 2456] or
- the core compulsory section or Leadership and Management strand of:
  - New Zealand Diploma in Business (Level 5) with strands in Accounting, Administration and Technology, Human Resource Management, Leadership and Management, Marketing and Sales, and Project Management [Ref: 2459] or
  - New Zealand Diploma in Business (Level 6) with strands in Accounting, Administration and Technology, Human Resource Management, Leadership and Management, Māori Business and Management, Marketing and Sales, and Real Estate [Ref: 2460].

Following the review of these qualifications, the unit standards were reviewed to align with the qualifications' amended outcomes and changed conditions. Seventeen other standards in the domains were reviewed as part of their regular review cycle.

All stakeholders, including those with Consent to Assess, were informed of the review and invited to participate. A representative review panel was convened that reviewed the unit standards in the second half of 2020. Users of the standards supported the review, and all other stakeholders were advised of the outcomes by email and through national consultation on the NZQA website. There was no objection to the outcomes.

### Main changes

For the standards linked to the reviewed qualifications:

- The unit standard outcomes and performance criteria were amended to reflect the reviewed graduate profiles in the qualifications.
- The Guidance Information in the standards was revised to reflect the amended conditions in the reviewed qualifications.
- Credits were reallocated among the standards linked to each qualification, to better reflect the relative importance of the outcomes and the realities of programme delivery.
- Unit standard 29039 was replaced by two smaller standards.
- The content of 29054 was incorporated into 29052 and 29053 and, therefore, 29054 was expired.

For the standards not linked to the qualifications:

- Outcomes and performance criteria were clarified to better express intent.
- Legislation and other external references and links were updated.
- Credits for standard 8495 were increased from 3 to 4 in order to reflect a more realistic credit allocation arising from actual use of the standard.
- Credits for standard 27557 and 27564 were decreased from 4 to 3 and from 10 to 8 respectively in order to reflect more realistic credit allocations arising from actual use of the standards.

### Category C and D unit standards will expire at the end of December 2023

The last date for assessment of superseded versions of Category B unit standards is December 2023

### 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
Standard	29039	4	Standards	32346, 32347	4

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

All changes are in **bold**.

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

### Business > Business Operations and Development > Organisational Direction and Strategy

ID	Title	Level	Credit	Review Category
18509	Demonstrate knowledge of risk management in an organisation	4	6	B
27765	Demonstrate knowledge of influences on organisations	3	4	B
29046	Lead and manage people to achieve a business entity's strategic goals	6	30	B
29047	Manage business activities to achieve a business entity's strategic goals	6	30	B
29049	Contribute to innovation and organisational change in operational contexts <b>Contribute to innovation and organisational change in a business entity in operational contexts</b>	5	28 <b>20</b>	B
29050	Analyse the impact(s) of internal and external influences, and assess their consequence(s) for a business entity	5	12 <b>15</b>	B
29051	Apply business knowledge for strategic objectives in a business entity <b>Apply broad business knowledge for strategic objectives in a business entity</b>	6	12 <b>25</b>	B
29052	Contribute at a strategic level to innovation and organisational change within a business entity	6	20 <b>15</b>	B

ID	Title	Level	Credit	Review Category
29053	Design and develop strategic objectives for a business entity <b>Contribute to a business entity's strategic objectives and strategic plan</b>	6	18 <b>20</b>	B
29054	Develop strategies for managing the impact of environmental factors and their effect(s) on the entity's performance	6	10	D

Business > Business Operations and Development > People Development and Coordination

ID	Title	Level	Credit	Review Category
1987	Develop strategies to establish and maintain positive workplace relationships	5	5	B
8495	Develop self to improve own performance in an organisation	4	3 <b>4</b>	B
15190	Develop and implement a work team plan <b>Develop and implement a work plan for a team in an organisation</b>	4	10	B
23394	Plan for and carry out staff selection <b>Plan for and carry out personnel selection in an organisation</b>	5	4	B
23397	Plan and monitor performance of others <b>Plan and monitor performance of others in an organisation</b>	5	6	B
24874	Demonstrate knowledge of performance management <b>Demonstrate knowledge of performance management in an organisation</b>	3	4	B
27557	Behave according to organisational requirements	3	4 <b>3</b>	B
27563	Describe teams and team leadership <b>Demonstrate knowledge of teams and team leadership in an organisation</b>	3	4	B
27564	Demonstrate knowledge of leadership <b>Demonstrate knowledge of leadership in an organisation</b>	4	10 <b>8</b>	B
27565	Train colleagues in the workplace	3	4	B
27566	Monitor staff performance in an organisation	4	5	B
27567	Demonstrate knowledge of management of change in an organisation <b>Demonstrate knowledge of management of a change in an organisation</b>	4	4	B
29039	Manage a team to contribute to a business entity's objectives	4	35	C
32346	<b>Develop a team environment and relationships to contribute to a business entity's objectives</b>	4	20	
32347	<b>Lead team performance to contribute to a business entity's objectives</b>	4	20	
29041	Apply principles for effective performance within a team <b>Apply principles for effective performance within a team in a business context</b>	3	23 <b>20</b>	B
29042	Develop objectives for a team <b>Develop objectives for a team in a business context</b>	3	15	B

ID	Title	Level	Credit	Review Category
29043	Describe and compare different styles of team leadership for a business entity <b>Describe and compare different styles of team leadership in a business context</b>	3	10	B
29044	Lead and manage people to achieve a business entity's operational objectives	5	35	B

Business > Business Operations and Development > Systems and Resources Management

ID	Title	Level	Credit	Review Category
16342	Evaluate organisational design for an organisation	4	4	B
27518	Control flow of inputs in an operation in an organisation	4	3	B
27522	Demonstrate knowledge of planning in an organisation	4	4	B
29040	Manage work flows <b>Manage work flows in an organisation</b>	4	25 <b>20</b>	B
29045	Manage business activities to achieve a business entity's operational objectives	5	25	B
29048	Apply business knowledge for operational objectives in a business entity <b>Apply broad business knowledge for operational objectives in a business entity</b>	5	20 <b>25</b>	B