

**Field Business**

## Review and Revision of *Business Administration Services* unit standards

Subfield	Domain	ID
Business Administration	Business Administration Services	<b>329</b> , 29024-29027, 29029-29038

National Qualifications Services has completed the review and revision of the unit standards listed above. The unit standard in **bold** has been revised.

**Date new versions published**

**May 2021**

**Planned review date for revised standard**

**December 2024**

**Planned review date for reviewed standards**

**December 2026**

### Summary

The review was undertaken in line with the scheduled review cycle. It included *Business Administration* unit standards at Levels 3-6 that are aligned to meet the requirements of the following New Zealand Business (Administration and Technology) qualifications:

- New Zealand Certificate in Business (Administration and Technology) Level 3 [Ref: [2452](#)]
- New Zealand Certificate in Business (Administration and Technology) Level 4 [Ref: [2461](#)]
- New Zealand Diploma in Business (Level 5) (Administration and Technology strand) [Ref: [2459](#)]
- New Zealand Diploma in Business (Level 6) (Administration and Technology strand) [Ref: [2460](#)]

Standard 329 was part of the 2019 review of all other business administration standards (see [change report February 2020](#)). A clarification was required for this standard and this has also been included with this review.

Current and future demand for business administration standards was explored, and it was noted that there was no usage reported for the Level 5 and 6 qualification specific unit standards between 2018-2020. However, it was considered prudent to maintain the suite of standards that align with the reviewed New Zealand Business (Administration and Technology) qualifications at levels 3-6 during the transition phase to the proposed Service Industries Workforce Development Council ([WDC](#)).

From September to November 2020, a panel with the necessary business administration skills and experience with target learners, programme development and unit standards assessment met to review the standards. The project was further informed by pre-review stakeholder feedback, and input from the concurrent business unit standard reviews occurring in other subfields and domains related to the business qualifications.

Key stakeholders and organisations with consent to assess had the opportunity to review the standards and offer feedback. The proposed standards were available to the stakeholder network for consultation and endorsement from November-December 2020. All feedback was considered and actioned where appropriate.

### Main changes

- The review of fourteen unit standards and revision of one unit standard resulted in changes to thirteen unit standards, the development of three new unit standards, and the expiry of two unit standards.
- Guidance information, outcomes, and performance criteria were updated to reflect terminology

used in the current template, to better align the standards with the reviewed qualifications, updated legislation and current practice, and to ensure they remain relevant and current.

- Eight standards had titles changed to better align with and reflect the intent of the reviewed qualifications.
- Seven standards had credits significantly reduced to better reflect current knowledge and skill requirements and practice, and to align with the reviewed qualifications.
- Three new standards were developed to better reflect the graduate outcomes of the reviewed Level 4, 5 and 6 qualifications.
- Standards 29035 and 29037 were designated expiring without replacement as these standards no longer aligned with the reviewed qualifications Ref: 2459 and 2460.
- Standard 329 was revised to clarify the range of performance criteria 1.2 and 1.3 (five records replaced 10 transactions), and the guidance information.

### Category 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

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

All changes are in **bold**.

#### Revised unit standard

Business > Business Administration > Business Administration Services

ID	Title	Level	Credit
329	Process financial information for cash transactions for an organisation	2	3

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 Administration > Business Administration Services

ID	Title	Level	Credit	Review Category
29024	Provide business administration support using business technology	3	15	B
29025	Obtain, communicate, and reproduce business information using business technology <b>Provide general office services using business technology to support business operational activities</b>	3	15	B
29026	Process data to produce information for business purposes <b>Process data and perform calculations to produce information for business purposes</b>	3	15 <b>10</b>	B
29027	Produce business documents using software applications	3	15 <b>10</b>	B

ID	Title	Level	Credit	Review Category
29029	Provide administrative services using business technology and systems <b>Provide administrative services using business applications and technological devices</b>	4	20	B
29030	Produce business information using data processing tools <b>Process comprehensive data and perform detailed financial calculations to produce business information</b>	4	20 10	B
29031	Produce business documents using advanced features and functions of software applications	4	20 10	B
29032	Manage administrative services <b>Manage business administration functions, operations and projects</b>	5	25 20	B
29033	Analyse and evaluate administration systems and processes <b>Manage and evaluate the business entity's administrative systems and processes</b>	5	15	B
29034	Research business technology to support an identified business need	5	10 5	B
29035	Manage user support for business technology	5	10	D
29036	Evaluate and recommend new business technology to improve performance and productivity for a business entity <b>Evaluate and recommend new business technology to improve processes and support the strategic goals of a business entity</b>	6	15 10	B
29037	Lead people to achieve business administration goals	6	20	D
29038	Manage and coordinate business administration systems and processes <b>Plan and manage business administration systems, processes and technologies to support an entity's strategic goals</b>	6	25	B
32348	<b>Maintain administrative systems and processes and recommend improvements to meet business needs</b>	4	15	New
32349	<b>Select, apply and support the use of business technologies to enhance a business entity's performance</b>	5	15	New
32514	<b>Manage change in business administration and technology contexts to support an entity's strategic goals</b>	6	25	New