

Title	Manage administration services		
Level	6	Credits	10

Purpose	People credited with this unit standard are able to: assess administration service needs; develop and coordinate administration services provision; and manage administration services and client relationships.
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Classification	Business Administration > Business Administration Services
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Available grade	Achieved
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Explanatory notes

- 1 This unit standard is for people who have responsibility for organising and coordinating the provision of administration services.
- 2 Legislation relevant to this unit standard includes but is not limited to: Copyright Act 1994, Health and Safety in Employment Act 1992, Privacy Act 1993, and their subsequent amendments.
- 3 Definition
Clients refers to individuals or groups who receive products, services, or benefits from the organisation. Clients may be internal users within the organisation, and/or users from external organisations and the community.
- 4 This unit standard will be assessed against on the basis of evidence of demonstrated performance in the workplace.

Outcomes and evidence requirements

Outcome 1

Assess administration service needs.

Evidence requirements

- 1.1 Administration service requirements are confirmed with relevant people in relation to organisational purpose, policy and processes.
- 1.2 Administration service requirements are assessed in relation to providing cross functional integration and coordination.

- 1.3 Objectives are developed to establish achievable and measurable targets, criteria, and standards for administration services, in accordance with organisational requirements and relationships.
- 1.4 Existing services are investigated and evaluated to determine how well they achieve objectives, and to identify risks and limitations.

Outcome 2

Develop and coordinate administration services provision.

Evidence requirements

- 2.1 Consultation processes are developed with internal and external clients to confirm and specify the extent and range of services required, and to identify implementation and coordination requirements.
- 2.2 The nature and extent of resources required are assessed in relation to identified administration service needs.
- Range resources required may include but are not limited to – human, physical, financial, technological, information, systems; evidence is required of identification and assessment of resources relevant to a specific administration service provision situation.
- 2.3 Plans and processes are developed to prepare for contingencies, and to provide for service continuity in the event of service disruption.
- 2.4 Implementation and coordination processes are developed in accordance with organisation requirements, client needs, and service objectives.
- 2.5 Quality assurance processes are developed, and are consistent with the nature of the services, the needs of the organisation and clients, and resource levels.
- 2.6 Costing and pricing processes relevant to the extent and range of services required are designed, and are implemented in accordance with service objectives and client agreements.
- 2.7 Resource proposals for the provision of administration services are developed and provide data, information, analysis, and recommendations to enable negotiation, approval, authorisation, and allocation of resources to achieve objectives.

Outcome 3

Manage administration services and client relationships.

Evidence requirements

- 3.1 Management responsibilities and reporting requirements are established and complied with in relation to provision of services.

- 3.2 Management processes are developed in consultation with relevant personnel, and are consistent with organisational requirements and relationships.
- 3.3 Monitoring, control, and evaluation processes are established in consultation with relevant people, and assess administration service outcomes in relation to objectives.
- 3.4 Monitoring, control, and evaluation processes provide for input from clients on the provision of services, identify needs for improved or new services, and identify constraints in relation to meeting these needs.
- 3.5 Monitoring, control, and evaluation processes provide for input from across the organisation, and determine the extent of achievement of integration and coordination of administration services.
- 3.6 Recommendations for amendments to existing services to address identified deficiencies and constraints are developed, and verified with clients.

Planned review date	31 December 2019
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	25 September 1997	31 December 2012
Revision	2	16 January 2001	31 December 2012
Revision	3	13 November 2002	31 December 2012
Review	4	26 September 2005	31 December 2012
Rollover and Revision	5	9 December 2010	31 December 2017
Rollover	6	16 April 2015	N/A

Consent and Moderation Requirements (CMR) reference	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.