

Title	Supervise workplace operations		
Level	4	Credits	6

Purpose	People credited with this unit standard are able to: explain key factors underlying effective use of human, physical, and financial resources; supervise production of goods and/or services in a specified workplace; monitor and measure workplace productivity in a specified workplace; and report on workplace operations in a specified workplace.
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Classification	Business Operations and Development > Systems and Resources Management
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Available grade	Achieved
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Guidance Information

- 1 This unit standard is for people who manage or seek to manage or supervise work team operations.
- 2 Legislation relevant to this unit standard includes but is not limited to:
Employment Relations Act 2000
Health and Safety at Work Act 2015
Human Rights Act 1993
Resource Management Act 1991
Treaty of Waitangi Act 1975.
- 3 This unit standard will be assessed on the basis of evidence of demonstrated performance in the workplace.

Outcomes and performance criteria

Outcome 1

Explain key factors underlying the effective use of human, physical, and financial resources.

Performance criteria

- 1.1 How operational processes maximise resource use is explained.

Range processes may include but are not limited to – service, administration, sales, manufacturing; evidence for at least one is required.

1.2 How planned use of resources supports product and/or service quality is explained.

Range resources – human, physical (e.g. facility layout, plant maintenance and/or replacement), financial.

Outcome 2

Supervise production of goods and/or services in a specified workplace.

Performance criteria

- 2.1 Workplace objectives and methods are established that support quality production of goods and/or services.
- 2.2 Work is prioritised, allocated, and supervised to support achievement of targeted objectives.
- 2.3 Systems are established to manage inputs and potential delays.
- 2.4 Scheduling techniques are implemented that enhance productivity in provision of goods and/or services.

Outcome 3

Monitor and measure workplace productivity in a specified workplace.

Performance criteria

- 3.1 Workplace productivity is measured in terms of the relationship of resource inputs to goods and/or service outputs.
- 3.2 Review processes are established to maintain and/or improve workplace productivity.
- 3.3 Workplace conditions are monitored in terms of their contribution to maintaining positive workplace relationships.

Range workplace conditions may include but are not limited to – ethical and cultural considerations, central and local government requirements, social and community responsibilities.

Outcome 4

Report on workplace operations in a specified workplace.

Performance criteria

- 4.1 Reports address the extent to which outputs have met operational goals and objectives, and make any recommendations regarding changes.

4.2 Reports are accurate, timely, clear, and relevant to organisational needs.

Range any of – written, oral, graphic.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	28 September 1994	31 December 2018
Review	2	17 May 1999	31 December 2018
Review	3	1 May 2001	31 December 2018
Review	4	18 December 2006	31 December 2018
Review	5	17 November 2011	31 December 2018
Rollover	6	15 August 2013	31 December 2019
Reinstatement and Review	7	31 May 2018	N/A
Rollover and Revision	8	27 April 2023	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>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.