

Title	Demonstrate knowledge of management administrative services		
Level	4	Credits	8

Purpose	People credited with this unit standard are able to examine a role that provides management administrative services within an organisation, and identify and assess management administration service strategies in relation to an organisation.
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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 relates to roles that provide administrative support services to management. Job titles vary greatly but may include – administrator, personal assistant/executive assistant, secretary, office manager. No one set of functions can be ascribed to any one job title.
- 2 Legislation relevant to this unit standard includes but is not limited to: Health and Safety in Employment Act 1992, Copyright Act 1994, Human Rights Act 1993, Privacy Act 1993, and their subsequent amendments.

Outcomes and evidence requirements

Outcome 1

Examine a role that provides management administrative services within an organisation.

Evidence requirements

- 1.1 The role is identified, and described in terms of links and working relationships within the organisation.
- 1.2 The role is examined in terms of management expectations in relation to at least four primary responsibilities.

Range	may include but is not limited to – running meetings, making presentations, providing management reports and statistical information, conducting interviews, organising functions or conferences, arranging travel and accommodation, development of guidelines, assessing and implementing administration systems, assessing equipment requirements.
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- 1.3 Organisational policies and legislation that affect the role are identified, and assessed in terms of implications for the provision of management administrative services.
- 1.4 Professional and ethical practice in the provision of management administrative services is described in terms of the role, and explained in terms of the need for confidentiality, discretion, and judgement skills.

Outcome 2

Identify and assess management administration service strategies in relation to an organisation.

Evidence requirements

2.1 Strategies are identified, and assessed in terms of how they can assist in the effective provision of management administrative services in the organisation.

Range may include but is not limited to strategies relating to – building and maintaining links and working relationships, workflow, staff supervision, delegation, motivation, conflict resolution; evidence of four is required.

2.2 Strategies for providing effective client liaison are identified, and assessed in terms of how they can assist in the effective provision of management administrative services in the organisation.

Range may include but is not limited to strategies relating to – screening calls and callers, scheduling and managing appointments, meeting visitors, completing client requests and meeting client requirements; evidence of three is required.

2.3 Time management strategies are identified, and assessed in terms of how they can assist in the effective provision of management administrative services in the organisation.

Range may include but is not limited to – analysing activities, prioritising tasks, budgeting time, identifying time-wasters, reviewing use of time, meeting deadlines; evidence of three is required.

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	26 September 2005	31 December 2012
Rollover and Revision	2	9 December 2010	31 December 2017
Rollover	3	16 April 2015	N/A

Consent and Moderation Requirements (CMR) reference

0113

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.