

Title	Provide and evaluate management administrative services		
Level	5	Credits	10

Purpose	People credited with this unit standard are able to: provide management administrative services and evaluate own provision of management administrative services.
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Classification	Business Administration > Business Administration Services
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Available grade	Achieved
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Entry information	
Recommended skills and knowledge	Unit 21862, <i>Demonstrate knowledge of management administrative services</i> , or demonstrate equivalent knowledge and skills.

Explanatory notes

- 1 This unit standard is for people who 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 All activities associated with this unit standard must comply with the requirements of: Health and Safety in Employment Act 1992; Copyright Act 1994; Human Rights Act 1993; Privacy Act 1993; and their subsequent amendments.
- 3 **Definition**
A *formal* business meeting is one where procedures are determined by law, or are governed by the rules, regulations, constitution, or policies or procedures of the organisation.
- 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

Provide management administrative services.

Evidence requirements

1.1 Management administrative services are provided in accordance with organisational policies and procedures.

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;
evidence of five is required.

1.2 Administration and documentation are completed for two different types of meetings, at least one of which is formal, in accordance with organisational policies and procedures.

Range may include but is not limited to – notice of meeting, agenda, minutes, correspondence and reports, relevant supplementary papers, confirmation of meeting venue, refreshment requirements, presentation aids, setting up meeting room, identifying special requirements of meeting participants;
evidence of six is required in total over both meetings.

1.3 Information is managed in accordance with organisational policies and procedures.

Range may include but is not limited to – preparation of management reports, preparation of statistical information, processing and managing mail and communications, maintaining confidential and personal records, managing budgets;
evidence of four is required.

1.4 Strategies for effective provision of management administrative services are implemented to meet organisational objectives, consistent with organisational policies and procedures.

Range includes a strategy for client liaison and four other strategies, which may include but are not limited to those relating to – building and maintaining links and relationships within the organisation, workflow, staff supervision, staff delegation, staff motivation, conflict resolution, time management.

Outcome 2

Evaluate own provision of management administrative services.

Evidence requirements

2.1 Provision of management administrative services is evaluated in terms of primary responsibilities and effectiveness in meeting organisational objectives, consistent with organisational policies and procedures.

Range services may include but are not limited to those related to – running, completing administration for, documenting 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; managing information; evidence of evaluation of at least five services is required.

2.2 Implementation of strategies for provision of management administrative services is evaluated in terms of effectiveness in meeting organisational objectives, consistent with organisational policies and procedures.

Range at least five strategies.

2.3 Any areas for improvement in own provision of management administrative services are identified and appropriate action taken, consistent with organisational policies and procedures.

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
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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.