

| | | | |
|--------------|--|----------------|----------|
| Title | Provide and evaluate management administrative services | | |
| Level | 4 | Credits | 8 |

| | |
|----------------|---|
| Purpose | <p>This unit standard is intended for people who provide administrative support services to management such as administrators, personal assistant and executive assistants, secretaries, office managers, and administrative services managers.</p> <p>People credited with this unit standard are able to provide and evaluate management administrative services.</p> |
|----------------|---|

| | |
|-----------------------|--|
| Classification | Business Administration > Business Administration Services |
|-----------------------|--|

| | |
|------------------------|----------|
| Available grade | Achieved |
|------------------------|----------|

Guidance Information

- 1 Recommended skills and knowledge for entry:
Unit 32106, *Use business administration tools and systems*, or demonstrate equivalent knowledge, skills and experience.
- 2 This unit standard must be assessed against in a workplace environment. The organisation must be sufficiently complex to enable demonstration of the full range of competence for achievement of the outcome and to meet the criteria for Level 4 in the NZQF Level Descriptors, which are available at www.nzqa.govt.nz.
- 3 Definitions
Management administrative services refer to services such as running meetings, producing presentations, providing management reports and statistical information, conducting interviews, organising functions or conferences, managing calendar and events, budget management support, development of guidelines, assessing and implementing administration systems, assessing equipment and technology requirements.
Organisational requirements refer to the routine processes followed, consistent with relevant organisational policies and procedures, which can be documented or based on workplace good practice models.
- 4 Legislation relevant to this unit standard includes but is not limited to the:
Copyright Act 1994
Harmful Digital Communications Act 2015
Health and Safety at Work Act 2015
Local Government Official Information and Meeting Act 1987
Official Information Act 1982
Privacy Act 1993

and any subsequent amendments.

Current legislation can be accessed at <http://legislation.govt.nz/>.

Outcomes and performance criteria

Outcome 1

Provide and evaluate management administrative services.

Performance criteria

- 1.1 Management administrative services are provided in accordance with organisational requirements.
- Range evidence of five services.
- 1.2 Provision of management administrative services is evaluated in terms of primary responsibilities and effectiveness in meeting organisational objectives, and consistency with organisational requirements.
- Range evidence of evaluation of five services.
- 1.3 Strategies for effective provision of management administrative services are developed and implemented to meet organisational objectives, and consistency with organisational requirements.
- 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.
- 1.4 Implementation of strategies for provision of management administrative services is evaluated in terms of effectiveness in meeting organisational objectives, and consistency with organisational requirements.
- Range evidence of five strategies.
- 1.5 Any areas for improvement in own provision of management administrative services are identified and appropriate action taken and are consistent with organisational requirements.

| | |
|----------------------------|------------------|
| Planned review date | 31 December 2024 |
|----------------------------|------------------|

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 | 31 December 2022 |
| Review | 4 | 27 February 2020 | N/A |

Consent and Moderation Requirements (CMR) reference

0113

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

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