

Title	Provide business administration support using business technology		
Level	3	Credits	15

Purpose	<p>A person credited with this standard is able to provide business administration support using business technology.</p> <p>This unit standard has been developed primarily for assessment within programmes leading to the New Zealand Certificate in Business (Administration and Technology) (Level 3) [Ref: 2452].</p>
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Classification	Business Administration > Business Administration Services
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Available grade	Achieved
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Guidance Information

- 1 Assessment must be conducted in a real business context(s) or based on scenario(s) which must reflect the requirements and practicalities for conducting business in Aotearoa New Zealand.

The *requirements and practicalities* of the real business or scenario-based context(s) provide evidence for this unit standard. These should address areas of the real business or scenario-based context(s):

- purpose and goals/objectives
 - future development
 - external operating environment
 - internal processes, accountabilities, and relationships
- and must comply with relevant legislation.

- 2 The real business or scenario-based context(s) and their requirements and practicalities 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 3 in the NZQF Level Descriptors, which are available at www.nzqa.govt.nz.

- 3 Personal and interpersonal skills and behaviours in this standard must be assessed in an integrated way with the technical skills.

- 4 Definitions

Business administration support refers to using established routine processes for general office functions that support everyday operational activities.

Business entity can be an organisation, or a commercial or other enterprise, not necessarily for profit, a community organisation, and can be a discretely managed business unit within a larger organisation.

Business technology refers to office and digital technologies and devices.

Customer service techniques refers to methods used to promote effective communication between customer and service provider such as empathy, choice of language, active listening, open questioning, problem acknowledgement, conflict management, use of humour, and body language.

Mail processing refers to electronic and hard copy; distribution, and confidentiality.

Personal and interpersonal skills and behaviours are also known by other names, including generic, transferable, employability and soft skills. They include a range of thinking and self-management skills and behaviours, and other attributes that contribute to how people are and act; and a range of cooperative, collaborative and communication skills and behaviours, and other factors that contribute to their interactions.

Records management refers to storage, retrieval and security of electronic and hard copy records.

Self-management refers to time-management, goal setting, prioritisation, consultation, reliability, task follow-up, self-assessment/reflection on performance, managing progress.

Socially and culturally relates to ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi) and multi-culturalism in Aotearoa New Zealand.

- 5 Further guidance and clarification(s) are available for this standard at <https://www.nzqa.govt.nz/qualifications-standards/qualifications/business-qualifications/>.

Outcomes and performance criteria

Outcome 1

Provide business administration support using business technology.

Performance criteria

- 1.1 Business administration processes are performed using business technology to support operational activities.
- Range processes include – mail processing, maintenance of office supplies and/or equipment, records management, visitor management, meeting arrangements and support, routine financial calculations.
- 1.2 Administration support is provided by working cooperatively and collaboratively with an internal and/or external team member(s) to meet objectives.
- 1.3 Personal and interpersonal skills and behaviours in the provision of administration support and use of technology are demonstrated to be effective in terms of the intention, medium, and audience.
- Range includes but is not limited to – problem solving and decision-making skills, communication with stakeholders; communication – written and oral with both internal and external stakeholders to the business entity.

- 1.4 Customer service techniques are selected and applied to provide administration support that meets stakeholder and operational expectations.

Range includes five different techniques.

- 1.5 Professional, ethical, and socially and culturally appropriate behaviours are demonstrated in the provision of business administration support and use of business technology.

Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 May 2016	31 December 2023
Review	2	27 May 2021	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 NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.