Title	Provide general office services using business technology to support business operational activities		
Level	3	Credits	15

Purpose	A person credited with this standard is able to provide general office services using business technology to support business operational activities. 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].

Classification	Business Administration > Business Administration Services

Available grade	Achieved

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 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 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.
Fit for purpose means the service and information is accurate and relevant to the intended audience. Any documents must be error free and comply with organisational requirements.
General office services refer to the use of business technology to provide information and documents that support everyday operational activities.
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.
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 articles of te Tiriti o Waitangi) and/or the Treaty of 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/.

6   The articles of te Tiriti o Waitangi can refer to a tika interpretation, that te Tiriti o Waitangi is underpinned by three written articles, and the unwritten 4th article which are kawanatanga (governership), tino rangatiratanga (self-determination), oritetanga (equity), and the oral fourth wairuatanga (religious freedom).

7   The principles of the Treaty of Waitangi refer to participation, partnership and protection.

Outcomes and performance criteria

Outcome 1

Provide general office services using business technology to support business operational activities.

Performance criteria

1.1   General office services to meet business needs are provided and are fit for purpose.

Range   business needs may include – travel arrangements, products, services, meeting arrangements, event, reception services, user guides, promotional material, troubleshooting, printing/reproduction;
evidence of five.

1.2   Business technology is used to support operational activities, suitable for its intent and audience.

        Range   may include – website, collaboration tools, intranet, social media, survey tools;
                    evidence of three.

1.3   General office services are provided by working cooperatively and collaboratively with an internal and/or external team member(s) to meet objectives.

1.4   Personal and interpersonal skills and behaviours are demonstrated to be effective in terms of the intention, medium, and audience in the provision of general office services.

        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.

1.5   Customer service techniques are selected and applied to provide general office services that meet stakeholder and operational expectations.

        Range   includes five different techniques.

1.6   Professional, ethical, and socially and culturally appropriate behaviours are demonstrated in the provision of general office services.

Planned review date	31 December 2026

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
Revision	3	25 January 2024	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 Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.