

Title	Produce business documents using software applications		
Level	3	Credits	10

Purpose	<p>A person credited with this standard is able to produce business documents using software applications.</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 Display and formatting features, and merged data may be demonstrated across all documents rather than in each.
- 5 Definitions
Business (or 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.

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 refers to selecting and using the appropriate feature or function to enable correct use of formatting, enhancements, tables and other tools to create documents; appropriate use of language, document layout; accurate spelling, grammar, and punctuation; and being relevant to the intended audience.

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 or Waitangi (the principles of the Treaty of Waitangi) and multi-culturalism in Aotearoa New Zealand.

- 6 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

Produce business documents using software applications.

Range business documents may include – correspondence, meeting documentation, reports, promotional materials, forms, newsletters, rosters;
evidence of three different types of multi-paged documents;
software applications may include – word processing, spreadsheets, website content management system (CMS), desktop publishing, or presentation programmes;
evidence of three applications.

Performance criteria

- 1.1 Display and formatting features are applied to produce business documents that are fit for purpose.

Range features may include – font variation, paragraph, header and footer, page and section breaks, tables, columns, bullets and numbering, alignment, lines and borders;
evidence of eight features is required.

- 1.2 Variable and fixed data are merged to produce business documents.

Range five fields, including a conditional field.

- 1.3 Personal and interpersonal skills and behaviours and customer service techniques are applied in the use of software applications and the provision of fit for purpose business documents.

Range includes but is not limited to – working cooperatively and collaboratively; self-management; customer responsiveness.

- 1.4 Professional, ethical, and socially and culturally appropriate behaviours are demonstrated in the use of software applications and the provision of business documents.

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.