

Title	Provide administrative services using business applications and technological devices		
Level	4	Credits	20

Purpose	<p>A person credited with this standard is able to provide administrative services using business applications and technological devices.</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 4) [Ref: 2461].</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 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 4 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
Administrative services refer to services such as coordination of formal meetings, producing presentations, providing management reports and statistical information, conducting interviews, arranging travel, organising functions or conferences, managing calendar and events, supporting budget management, developing

guidelines, assessing and implementing administration systems, assessing equipment and technology requirements, records management, web maintenance, that support the administrative needs of a business entity.

Business entity (or 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 technologies 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. Internal and/or external customers.

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.

Web maintenance refers to editing and updating of websites. It excludes development.

- 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 administrative services using business applications and technological devices.

Performance criteria

- 1.1 Business technologies and software applications are selected and used to provide administration services to meet business needs.
- Range evidence of five administration services.
- 1.2 Provision of administrative services is evaluated in terms of primary responsibilities and effectiveness in meeting the business entity's objectives, and consistent with entity's requirements and practicalities.
- Range evidence of evaluation of five administration services.

- 1.3 Collaboration with stakeholders in the provision of administration services is demonstrated to be effective in terms of contributing to the achievement of team objectives.
- Range written and oral communication with both internal and external stakeholders.
- 1.4 Customer service techniques are selected and applied in the provision of administration services that meet stakeholder expectations.
- 1.5 Personal and interpersonal skills and behaviours, including problem-solving and decision-making skills, are applied in the provision of administrative services to meet stakeholder needs and requirements of the business entity.
- 1.6 Professional, ethical, and socially and culturally appropriate behaviours are maintained for the provision of business administration services for the business entity.

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	3 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.