

Title	Provide administrative services using business technology and systems		
Level	4	Credits	20

Purpose	<p>A person credited with this standard is able to select and apply business applications and technologies to provide administrative services, in accordance with the requirements of the entity.</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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Explanatory notes

- 1 Assessment must be conducted in the context of a real or realistic business entity, and in light of the requirements of that entity. A *business entity* can be an organisation, or a commercial or other enterprise, not necessarily for profit, and can be a discretely managed business unit within a larger organisation.

The requirements of the entity refers to how the entity is organised, how it operates, and how it meets its objectives. The requirements must include meeting the requirements of all relevant legislation and will address such areas as the entity's:

- purpose and goals/objectives,
- future development,
- external operating environment,
- internal processes, accountabilities, and relationships.

The requirements of the entity provide evidence for this unit standard.

The entity/entities 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.

- 2 People, affective, and cognitive skills have been included in this standard as evidence requirements. These skills must not be addressed separately, but as part of an integrated assessment with the technical skills.

3 Definitions

Behaviour refers to:

- for *professional*: attitudes, qualities, and behaviours;
- for *ethical*: widely accepted standards relating to compliance with the law, being honest in dealings, and showing respect for individuals, contracts, societal standards and institutions;
- for *socially*: environmental, community, and sustainability expectations;
- for *culturally*: interpretations wider than just ethnicity.

Administrative services refers to selecting and applying of administration systems and processes that support the administrative needs of a business entity.

Business technology refers to office and digital technologies and devices.

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

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

Outcomes and evidence requirements

Outcome 1

Provide administrative services using business technology and systems.

Evidence requirements

1.1 Business technology and software applications are selected and used to provide administration services in accordance with the requirements of the entity.

Range services include co-ordination of – meetings, diaries and schedules, travel, equipment purchases, financial information, projects, records management, web maintenance.

1.2 Administration systems and processes are regularly reviewed to ensure they meet business entity requirements and areas for improvement recommended.

1.3 Communication with stakeholders in the provision of administration services is effective in terms of the intention, medium, and audience.

Range communication – written, and oral with both internal, and external stakeholders to the entity

1.4 Customer service techniques are selected and applied in the provision of administration services that meet stakeholder expectations.

1.5 Administration services are provided by working with team members to meet team objectives.

- 1.6 Behaviour is professional, ethical, and socially and culturally appropriate for the provision of business administration services.
- 1.7 Problem-solving and decision-making techniques are applied in the provision of administrative services to meet stakeholder needs and requirements of the entity.
- 1.8 Self-management contributes to the provision of administration services and the achievement of the entity's operational requirements.

Range self-management includes being proactive and may include – time-management, goal setting, prioritisation, consultation, reliability, task follow-up, self-assessment/reflection on performance, managing progress; evidence of five is required.

Planned review date	31 December 2020
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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	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>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

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.