Title	**Produce business documents using advanced features and functions of software applications**
Level	4	**Credits**	10

| **Purpose** | A person credited with this standard is able to produce business documents using advanced features and functions of software applications.

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]. |
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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.

These *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   Advanced features and functions of selected software applications in performance criterion 1.1 may be demonstrated over the five documents collectively, rather than in each.

5   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.
       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.
       Fit for purpose refers to appropriate use of language, document layout, accurate
       spelling, grammar, and punctuation.
       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.

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

7   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).

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

Outcomes and performance criteria

Outcome 1

Produce business documents using advanced features and functions of software
applications.

Range   business documents may include – formal reports, financial reports, meeting
         documents, promotional materials, electronic forms, presentations,
         industry/sector specific technical documents, training/user manuals,
         correspondence;
         evidence of five different types of multi-paged business documents;
         evidence of three different software applications.

Performance criteria

1.1   Advanced features and functions of selected software applications are applied to produce business documents that are fit for purpose.

       Range   advanced features and functions may include but are not limited to – styles, referencing, complex tables, macros and/or buttons, hyperlinks, conditional merge, conditional formatting, fill-in fields, review tools, document sharing/collaboration;
                       evidence of ten advanced features and functions.

1.2   Personal and interpersonal skills and behaviours, and customer service techniques are applied in the production of business documents and use of software applications to meet stakeholder and operational needs and requirements of the business entity.

       Range   includes but is not limited to – problem solving and decision-making skills, proactive self-management, customer responsiveness, communicating with stakeholders.

1.3   Professional, ethical, and socially and culturally appropriate behaviours are maintained for the production of documents and use of software applications.

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.