

Title	Manage user support for business technology		
Level	5	Credits	10

Purpose	<p>A person credited with this standard is able to manage and coordinate user support for business technology in accordance with the requirements of the entity.</p> <p>It is intended for business administration professionals who provide support within an administration capacity rather than a technical role.</p> <p>This unit standard has been developed primarily for assessment within programmes leading to the Administration and Technology strand of the New Zealand Diploma in Business (Level 5) (with strands in Accounting, Administration and Technology, Leadership and Management, and Project Management) [Ref: 2459].</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 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 5 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 Definition

Business technology refers to office and digital technologies and devices, and for this standard includes emerging technology.

Outcomes and performance criteria

Outcome 1

Manage user support for business technology.

Performance criteria

1.1 Knowledge of business technology is applied to support users and operational needs.

Range may include – user guides, training, induction.

1.2 Business technology issues are resolved to support users and operational needs.

Range issues may include – connectivity, software, equipment.

1.3 Problem-solving models are applied in the provision of user support for business technology.

Range each problem solving model must use a different problem solving technique.

1.4 Communication with stakeholders in the management of user support 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.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

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	31 December 2023

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>.