

Title	Manage a team to contribute to a business entity's objectives		
Level	4	Credits	35

Purpose	<p>A person credited with this standard is able to manage a team to contribute to a business entity's objectives, 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 (First Line Management) (Level 4) [Ref: 2456].</p>
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Classification	Business Operations and Development > People Development and Coordination
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Available grade	Achieved
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Guidance Information

- Unit standards in the People Development and Coordination domain are about engaging with and leading people to achieve outcomes as individuals and teams.
- 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 and their requirements must be sufficiently complex to enable demonstration of the full range of competence for achievement of the outcome, and to meet the descriptors for level 4 in the NZQF Level Descriptors, which are available at www.nzqa.govt.nz.

- 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.

4 Definition

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.

Outcomes and performance criteria

Outcome 1

Manage a team to contribute to a business entity's objectives.

Performance criteria

- 1.1 Assessment against existing entity criteria identifies a response required to achieve operational objectives, and the response is reported and/or implemented, in accordance with the requirements of the entity.
- Range assessment could be of any part of team and/or team members' performance which could be improved.
- 1.2 Management of a team enables them to achieve the team's objectives and contribute to the entity's objectives, in accordance with the requirements of the entity.
- Range management includes motivation and involvement.
- 1.3 Communication develops relationships with team members and stakeholders, in accordance with the requirements of the entity.
- Range communication – written and oral, with both internal and external stakeholders to the entity.
- 1.4 Relationships within a team are managed to sustain a productive workplace environment, in accordance with the requirements of the entity.
- 1.5 An inclusive environment that values diversity is developed and maintained for positive performance for the entity, in accordance with the requirements of the entity.
- 1.6 Behaviour in leading a team is professional, ethical, and socially and culturally appropriate, in accordance with the requirements of the entity.
- 1.7 Leadership styles are adapted to suit the entity's different environments, in accordance with the requirements of the entity.

Replacement information	This unit standard was replaced by unit standard 32346 and unit standard 32347.
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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	24 June 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>.