

<b>Title</b>	<b>Manage operations for a small business</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>20</b>

<b>Purpose</b>	<p>A person credited with this standard is able to manage operations for a small business.</p> <p>This unit standard has been developed primarily for assessment within programmes leading to the New Zealand Certificate in Business (Small Business) (Level 4) [Ref: 2457].</p>
----------------	---

<b>Classification</b>	Business Operations and Development > Small Business
-----------------------	--

<b>Available grade</b>	Achieved
------------------------	----------

---

### Guidance Information

- 1 Unit standards in the Small Business domain are about the development and operation of a business that is either owner-operated or employs no more than twenty people.
- 2 Assessment must be conducted in 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* must include meeting the requirements of all relevant legislation and should address such areas as the real business or scenario-based context's:

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

The requirements and practicalities of the context(s) provide evidence for this unit standard.

- 3 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 descriptors for level 4 in the NZQF Level Descriptors, which are available at [www.nzqa.govt.nz](http://www.nzqa.govt.nz).

- 4 Definition  
*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.
- 5 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).
- 6 The principles of the Treaty of Waitangi refer to participation, partnership and protection.

---

## Outcomes and performance criteria

### Outcome 1

Manage operations for a small business.

### Performance criteria

- 1.1 A system for monitoring and improving business performance is developed and implemented for the achievement of business objectives.
- 1.2 Finances are managed for the achievement of business objectives.
- 1.3 Marketing activities are managed for the achievement of business objectives.
- 1.4 Technology is managed for the achievement of business objectives.
- 1.5 Working independently and with initiative is applied in the management of operations.
- 1.6 Customer service techniques are selected and applied to maximise customer satisfaction.
- 1.7 Problem-solving and decision-making techniques are applied in managing operations for a small business.
- 1.8 Own personal and/or professional development is maintained.
- 1.9 Professional, ethical, and socially and culturally appropriate behaviour is maintained in managing the small business operations.
- 1.10 Effective business relationships with stakeholders are developed and maintained.

<b>Planned review date</b>	31 December 2025
----------------------------	------------------

**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	19 May 2016	31 December 2022
Review	2	29 April 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](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.