Title	Use business administration tools and systems		
Level	3	Credits	5

Purpose	People credited with this unit standard are able to: select and operate equipment and applications; and use business administration systems and operations to meet business requirements.

Classification	Business Administration > Business Administration Services

Available grade	Achieved

Guidance Information

1   This unit standard requires the learner to integrate business administration skills to meet business requirements in a real or simulated organisational environment. This includes decision-making skills, management of self, and may include some management of other team members' work.

2   Definitions
     Business administration systems refer to technologies and equipment used to carry out the day-to-day business practices and operations efficiently in an organisation.
     Business requirements are the routine daily processes followed in the course of conducting business in a real or simulated office environment. All processes, whether manual or automated, require input and generate output. Processes can consist of a single task or a series of tasks that contribute to a more complex procedure.
     Collaboration tools refer to asynchronous and synchronous tools such as the wide range of coordination tools, connectivity applications, conferencing tools, and online learning tools.
     Computer applications refer to word processing, desktop publishing (DTP), spreadsheet, database, internet, email, accounting application, payroll application; booking and travel application;
     Connectivity equipment refers to telephone system for receiving, placing, transferring, and diverting business calls; operating voice mail, telephone answering machine; collaboration tools; internet-based communications applications;
     Office equipment refers to equipment such as multifunction photocopier and/or printer, digital camera, scanner, shredder, laminator, binder, dictation equipment/voice recorder, security system.
     Organisational policies and procedures are the requirements of an organisation relating to the conduct of office processes, internal and external communications, and the generation of business outputs. Organisational policies and procedures can be documented or based on workplace best practice models.

3   All activities associated with this unit standard must comply with health and safety guidelines and recommendations in relation to working environment and work practices. Reference for this unit standard includes *ACC5637 Guidelines for Using Computers - Preventing and managing discomfort, pain and injury*. Accident Compensation Corporation - Department of Labour, 2010; available from WorkSafe New Zealand, at https://worksafe.govt.nz/topic-and-industry/work-related-health/ergonomics/safely-using-computers-at-work/.

4   Legislation relevant to this unit standard includes but is not limited to the:
        Anti-Money Laundering and Countering Financing of Terrorism Act 2009
        Copyright Act 1994
        Harmful Digital Communications Act 2015
        Health and Safety at Work Act 2015
        Human Rights Act 1993
        Privacy Act 2020
        Protected Disclosures Act 2000
        Unsolicited Electronic Messages Act 2007
        and any subsequent amendments.
        Current legislation and regulations can be accessed at http://legislation.govt.nz.

Outcomes and performance criteria

Outcome 1

Select and operate equipment and applications.

Performance criteria

1.1   Connectivity equipment is operated in accordance with business requirements, equipment instructions and organisational policies and procedures.

        Range   evidence of three.

1.2   Computer applications are selected to meet business requirements and operated in accordance with system features and output required.

        Range   evidence of four.

1.3   Office equipment is selected to meet business requirements and operated in accordance with equipment instructions.

        Range   evidence of three.

1.4   Troubleshooting techniques are applied in the provision of administration support to resolve issues and meet business requirements.

Outcome 2

Use business administration systems and operations to meet business requirements.

Performance criteria

2.1   Tasks for business administration systems and operations are identified and prioritised in consultation with stakeholders.

        Range   includes – input from and support for others.

2.2   Business information is produced using business administration systems in accordance with resource allocations and business requirements.

        Range   includes – information flows, workflows, business procedures.

2.3   Electronic and paper-based information is managed securely using record management systems in accordance with business requirements.

2.4   Activities are self-managed in terms of timeliness, accuracy, presentation, fitness for purpose, and compliance with organisational policies and procedures.

Replacement information	This unit standard replaced unit standard 123 and unit standard 6910.

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	27 February 2020	N/A
Rollover and Revision	2	29 August 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.