

Title	Select, apply and support the use of business technologies to enhance a business entity's performance		
Level	5	Credits	15

Purpose	<p>A person credited with this standard is able to select, apply and support the use of business technologies to enhance a business entity's performance.</p> <p>It is intended for business administration professionals who provide support within an administration capacity rather than an IT 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, Human Resource Management, Leadership and Management, Marketing and Sales, 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 a real business context(s) or based on scenario(s) which must reflect the requirements and practicalities for conducting business in Aotearoa New Zealand.

The *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 5 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 Definitions
Business entity (or *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.
Business technologies refers to office and digital technologies and devices, and for this standard includes emerging technology.
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.
Socially and culturally relates to ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi) and multi-culturalism in Aotearoa New Zealand.
User support refers to user guides, training, induction, policy and procedure manuals, health and safety, contract development, people and capability, job utilisation.
- 5 Further guidance and clarification(s) are available for this standard at <https://www.nzqa.govt.nz/qualifications-standards/qualifications/business-qualifications/>.

Outcomes and performance criteria

Outcome 1

Select, apply and support the use of business technologies to enhance a business entity's performance.

Performance criteria

- 1.1 A broad range of business technologies is selected and applied to enhance the business entity's performance.
- 1.2 Business technology user support needs are identified.
- 1.3 Knowledge of business technology is applied to resolve issues and support users and operational needs.
- Range evidence for three different types of issues and situations; may include but is not limited to – user guides, training, induction, connectivity and use of software and equipment, automating routine tasks or other operational issues.
- 1.4 Personal and interpersonal skills and behaviours, including problem-solving techniques and communicating with stakeholders, are applied in the selection, application and support of business technologies to enhance the entity's performance.

- 1.5 Professional, ethical, and socially and culturally appropriate behaviours are applied for the selection, application and support of business technologies to enhance the entity's performance.

Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	27 May 2021	N/A

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>.

Comments on this unit standard

Please contact NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.