

<b>Title</b>	<b>Manage change in business administration and technology contexts to support an entity's strategic goals</b>		
<b>Level</b>	<b>6</b>	<b>Credits</b>	<b>25</b>

<b>Purpose</b>	<p>A person credited with this standard is able to manage change in business administration and technology contexts to support an entity's strategic goals.</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 6) with strands in Accounting, Administration and Technology, Human Resource Management, Leadership and Management, Māori Business and Management, and Marketing and Sales [Ref: 2460].</p>
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<b>Classification</b>	Business Administration > Business Administration Services
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<b>Available grade</b>	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 real business or scenario-based 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 6 in the NZQF Level Descriptors, which are available at [www.nzqa.govt.nz](http://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 administration and technology contexts* refers to administration and/or technology, depending on the requirements and practicalities of the context of the change being managed for the business entity.

*Entity (or business 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.

*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.

## 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

Manage change in business administration and technology contexts to support an entity's strategic goals.

### Performance criteria

- 1.1 Change in business administration and technology contexts is planned for and risks are managed to support an entity's strategic goals.
- 1.2 Research is undertaken, evaluated, and communicated to contribute to planning for and managing the change.
- 1.3 Techniques that support leadership and management of people to contribute towards the achievement of administration and technology change goals are explored.
- Range techniques include – change management processes, motivation of self and others, development of self and others, leadership styles, planning and monitoring performance, management of professional and ethical behaviour.
- 1.4 Impacts of the change are managed and monitored before, during, and after implementation.
- 1.5 Techniques that contribute to managing and resolving resistance to and/or conflict related to implementing the change to support the entity's strategic goals are applied.
- Range techniques may include – mediation, negotiation, collaboration.

- 1.6 Personal and interpersonal skills and behaviours, and professional, ethical, and socially and culturally appropriate behaviours, are applied to the management of change in business administration and technology contexts that support the entity's strategic objectives.

Range may include but not limited to – communication and collaboration; ability to influence others; educational, learning and training skills; problem solving; working as part of a team; cultural responsiveness.

<b>Planned review date</b>	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

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:nqs@nzqa.govt.nz) if you wish to suggest changes to the content of this unit standard.