

Title	Integrate business administration functions and systems		
Level	3	Credits	5

Purpose	People credited with this unit standard are able to select and operate office equipment in accordance with business requirements and organisational policies and procedures, and coordinate business administration systems and operations to meet business requirements.
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Classification	Business Administration > Business Information Management
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Available grade	Achieved
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Guidance Information

- All activities associated with this unit standard must comply with occupational health and safety guidelines and recommendations in relation to working environment and work practices. Reference for this unit standard includes <http://www.business.govt.nz/worksafe/information-guidance/all-guidance-items/visual-display-unit-safely-how-to-use-your/howtousevdu.pdf>.
- This unit standard requires the candidate to integrate business administration skills to meet business requirements in a real or simulated office environment. This includes decision-making skills, management of self, and some management of other team members' work.
- Definitions
Business requirements are the routine daily processes followed in the course of conducting business in a real or simulated office. 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.
Organisational policies and procedures are the requirements of 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.

Outcomes and performance criteria

Outcome 1

Select and operate office equipment in accordance with business requirements and organisational policies and procedures.

Performance criteria

- 1.1 Telecommunications equipment is operated in accordance with business requirements, equipment instructions and organisational policies and procedures.
- Range equipment operated may include but is not limited to - telephone system for receiving, placing, transferring, diverting business calls; operating voice mail; telephone answering machine; internet based communications applications; evidence of three is required.
- 1.2 Computer applications are selected to meet business requirements, and are operated in accordance with system features and output required.
- Range may include but is not limited to - word processing, desktop publishing (DTP), spreadsheet, database, internet, email, accounting application, payroll application; booking and travel application; evidence of four is required.
- 1.3 Office equipment is selected to meet business requirements, and is operated in accordance with equipment instructions.
- Range may include but is not limited to – multifunction photocopier and/or printer, digital camera, scanner, shredder, laminator, binder; evidence of two is required.
- 1.4 Equipment faults are identified, and procedures are implemented to ensure that equipment is repaired.

Outcome 2

Coordinate business administration systems and operations to meet business requirements.

Performance criteria

- 2.1 Business administration systems and operations are coordinated in terms of information flows, workflows, and business procedures.
- 2.2 Tasks are identified and prioritised, and responsibilities for business administration systems and operations are allocated and monitored to ensure that commitments for work production are completed according to designated timeframes.
- Range includes oversight of, input from, and support for other team members.

- 2.3 Quality of business administration outcomes is monitored in terms of timeliness, accuracy, presentation, fitness for purpose, and compliance with organisational policies and procedures.
- 2.4 Business administration systems implemented ensure that business information is produced, and that business processes are completed in line with resource allocations and in accordance with organisational requirements, policies and procedures.

Replacement information	This unit standard and unit standard 123 were replaced by unit standard 32106.
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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	4 June 1996	31 December 2011
Review	2	28 June 1999	31 December 2011
Review	3	26 September 2005	31 December 2012
Review	4	17 December 2010	31 December 2017
Rollover and Revision	5	16 April 2015	31 December 2022
Review	6	27 February 2020	31 December 2022

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>.