Business administration and technology – National Consultation

The business suite has entered National Consultation which means, all are invited to provide feedback on the reviewed drafts qualifications and other content. This resource unpacks the Business administration and technology workstream which includes:

1. New Zealand Certificate in Business (Business Administration and Technology (Level 3)
2. New Zealand Certificate in Business (Business Administration and Technology (Level 4)
3. New Zealand Diploma in Business (Level 5) - Business Administration and Technology strand
4. New Zealand Diploma in Business (Level 6) - Business Administration and Technology strand

**Proposed changes at a glance:**

Review the documentation (qualifications in tracked changes on the webpage) and the information in the following pages:

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| --- | --- | --- | --- |
| **Level 3** | **Level 4** | **Level 5** | **Level 6** |
| *Option 1*  Proposal to replace with [New Zealand Certificate in Service Sector Skills (Level 3) (40-60 credits) [ref: 5025]](https://www.nzqa.govt.nz/nzqf/search/viewQualification.do?selectedItemKey=5025) | *Recommended option:*  Reviewed draft qualification | *Recommended option:*  Leave strand as is | *Recommended option*: Discontinue the strand due to a total of 9x graduates since 2020.  2022 was the last year any graduates were awarded the strand |
| *Option 2*  Reviewed draft qualification |

## Level 3 Option 1: Proposal to replace the current New Zealand Certificate in Business (Business administration and technology) (Level 3) with the New Zealand Certificate in Service Sector Skills (Level 3) with an optional strand in Service Speciality

**Current landscape:** New Zealand Certificate in Business (Business Administration & Technology) Level 3 allows any Training Provider to develop a programme leading to the award of this Level 3 qualification.

**Potential future landscape:** New Zealand Certificate in Service Sector Skills (Level 3) with an optional strand in Service Speciality replaces the current New Zealand Certificate in Business (Business administration & technology) Level 3. New Zealand’s service sector is developing great communicators, problem solvers, team players, and leaders. As work changes, there’s more demand for these skills. Industries want people with essential, transferable skills and are looking for short, easy-to-earn credentials.

Ringa Hora has created draft Level 3 skill standards and a micro-credential for a new cross-sector qualification and some existing ones. These new credentials might eventually replace the old ones.

**Reasoning:** To support learner success and transferability into multiple pathways, Ringa Hora is proposing the idea of the [**future landscape**](https://ringahora.nz/reviews-and-developments/shaping-the-future-of-service-skills/). Products listed on NZQA and currently available:

* [New Zealand Certificate in Service Sector Skills (Level 3) (40-60 credits) [ref: 5025]](https://www.nzqa.govt.nz/nzqf/search/viewQualification.do?selectedItemKey=5025)
* [Core Service Sector Skills Micro-credential (Level 3) (20 credits) [ref: 5101]](https://www.nzqa.govt.nz/nzqf/search/viewQualification.do?selectedItemKey=5101)
* [Skill standard – Work effectively in a team to foster a safe, sustainable, and productive workplace (Level 3) [ref: 40048]](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.nzqa.govt.nz%2Fnqfdocs%2Fskills%2Fdoc%2F40048.doc&wdOrigin=BROWSELINK)
* [Skill standard – Apply customer service techniques to provide quality customer service interactions (Level 3) [ref: 40045]](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.nzqa.govt.nz%2Fnqfdocs%2Fskills%2Fdoc%2F40045.doc&wdOrigin=BROWSELINK)

Potential future landscape

What is the crossover of Administration and Technology into the New Zealand Certificate in Service Sector Skills (Level 3) with an optional strand in Service Speciality?

|  |  |
| --- | --- |
| **Current New Zealand Certificate in Business (Business Administration & Technology) Level 3 graduate profile outcomes** | **Match to New Zealand Certificate in Service Sector Skills Level 3 graduate profile outcomes** |
| 1. Provide administrative and general office services using business technologies to support everyday operational activities in an office environment.​ | 3 - Apply technical skills relevant to a service sector work role in a service sector environment  *To be met by technical micro-credential: Administration & Technology specific requirements* |
| 2. Process data, produce information, and perform financial calculations for business purposes.​ |
| 3. Work cooperatively within a team and contribute to the achievement of objectives.​ | 2 - Work is part of an effective team, using self-management skills, to create a safe, sustainable, and productive workplace  *To be met by* [*40048 – Work effectively in a team to foster a safe, sustainable, and productive workplace, Level 3, 10 credits*](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.nzqa.govt.nz%2Fnqfdocs%2Fskills%2Fdoc%2F40048.doc&wdOrigin=BROWSELINK) |
| 4. Select and apply customer service techniques to best meet stakeholder expectations.​ | 1: Deliver professional, ethical, and inclusive service to support customers throughout a business relationship  *To be met by* [*40045 Apply customer service techniques to provide quality customer service interactions, Level 3, 10 Credits*](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.nzqa.govt.nz%2Fnqfdocs%2Fskills%2Fdoc%2F40045.doc&wdOrigin=BROWSELINK) |
| 5. Behave professionally and ethically and in a socially and culturally responsible manner and apply personal and interpersonal skills to contribute to the performance of the office.​ |

What it could look like for Administration & Technology**:**

## Level 3 – Option 2: If feedback confirmed to leave qualification as is…

The Ringa Hora webpage includes the tracked changes of the qualification. This table explains the reason for the changes and describes skills and tasks associated with each and across all graduate profile outcomes.

| **Current graduate profile outcomes** | **Proposed amendment(s)** | **Rationale** | **What do we mean by this outcome** |
| --- | --- | --- | --- |
| 1. Provide administrative and general office services using business technologies to support everyday operational activities in an office environment.​ | Provide business support services to support everyday operational activities | *All graduate profile outcomes were amended due to their wordiness, broaden their scope to include – business entities, community organisations, marae, NGOs, etc; and to consider relevant tasks and skills from Administrations Skills Global Matrix* | * Understanding of what admin does in a work environment * Face of the business * Internal and external stakeholders * Includes using technology that assist with carrying out activities * What is the difference between an administrator and general office services? * Use business technologies including software, to provide admin services |
| 2. Process data, produce information, and perform financial calculations for business purposes.​ | Process data and information for business purposes | * Financial information * Expenses * monitoring stock * Process text documents * information collection and management * Business trips * Set up conference calls or virtual meetings * Planning and organising data to meet timelines * technology * Problem solving * Communication * Discretion and confidentiality |
| 3. Work cooperatively within a team and contribute to the achievement of objectives.​ | Remove | Recommended to delete this GPO and embed collaboration across all other GPOs as graduates will have to collaborate with others and within their own team.  The bullet points in the next column would be distributed across the remaining graduate profile outcomes | * May support teams or office functions * Assist project teams in timely completions * Participation * Awareness of staff morale * manage relationships in pro social ways * Identify gaps and speaking up * Understand organisation strategy * Problem solving * Could be spread over other areas * Feedback * Communication * Teamwork * Technology * Adaptability and flexibility |
| 4. Select and apply customer service techniques to best meet stakeholder expectations.​ | Select and apply good practice techniques to engage with internal and external stakeholders  *Internal stakeholders include team members*  *External stakeholders includes customers, clients, etc* | *All graduate profile outcomes were amended due to their wordiness, broaden their scope to include – business entities, community organisations, marae, NGOs, etc; and to consider relevant tasks and skills from Administrations Skills Global Matrix* | * Good techniques includes collaboration with peers, team, managers * Communication skills * Social media * Technology * Customer service orientation problem solving * Confidence * Adaptability and flexibility * Tactical communication * Relationship management * Teamwork |
| 5. Behave professionally and ethically and in a socially and culturally responsible manner and apply personal and interpersonal skills to contribute to the performance of the office.​ | Behave professionally and culturally responsible, and contribute to organisational values and goals | * Ngā kaupapa o Te Tiriti o Waitangi * Presentation of self * Emotional intelligence * Discretion, confidentiality, integrity * Recognising and applying organisational values and goals * Policies and procedures * Customer service * Demonstration of organisational values * Self-motivated |

## Reviewed draft Level 4: Proposed changes by the Working Group to New Zealand Certificate in Business (Business Administration and Technology) Level 4

The Working Group evaluated the extent of differences between the Level 3 and Level 4 qualifications as they are currently written. The Working Group identified the following skills and knowledge that are the similar between L3 & L4:

* administrative services using technology
* maintain administrative systems and processes
* collaboration with teams
* produce business documents
* produce business information informed by data and financial calculations

The Working Group then Identified the following Level 4 skills and knowledge that is different from L3:

* Recommend improvements in systems and processes

The need to remove duplication and re-position the next step for Business administration and technology became a priority. The table is the brainstorm of the proposed staircase from the reviewed draft Level 3 qualification:

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| --- | --- | --- | --- | --- |
| **Ideal audience** | To train experienced administrators to become a team leader or 2IC | | | |
| **Goal(s) – *what is the qualification trying to achieve*** | * Develop core leadership skills * Manage or lead complex task * Coach others * Office coordination and management * Quality assurance * Project management * Core finance * Basics of HR | | | |
| **Themes to influence graduate outcomes** | People management   * Delegation * Project management * Mentor and coaching * Leadership | Corporate strategy   * Legislation * Te Tiriti o Waitangi * Where the team fits in the corporate strategy * Small - large businesses and government | Self   * Time management * Foresight and intuition * Self-management * Resilience * Stress management | Administration technical competencies   * Finances and budget * Coordination * Data analysis * Report writing * Office management * Digital fluency |
| **Proposed changes** | | | | |
| **Strategic purpose statement:**  The purpose of this qualification is to provide Aotearoa New Zealand with qualified administrators to work in a range of different administrative or supportive roles.  Graduates of this qualification will be able to perform a wide range of administrative duties and tasks under broad guidance in accordance with ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi), and in a multi-cultural environment | | | | |
| **Current graduate profile outcomes** | **Proposed amendment(s)** | **Rationale** | **What do we mean by this outcome** | |
| New | Apply techniques and tools to coordinate and manage aspects of projects for business purposes | Improve the position of the Level 4 qualification to attract more learners and start linking to other business disciplines. This also captures additional duties and tasks that an administrator picks ups to grow their experience | Delegation  Project management  Leadership  Costing of their time (cost benefit analysis)  Projects e.g. event and conferences | |
| New | Apply knowledge of mentoring and coaching techniques to contribute to the achievement of team objectives | Improve the position of the Level 4 qualification to attract more learners and start linking to other business disciplines. This also captures additional duties and tasks that an administrator picks ups to grow their experience | Mentor and coaching peers and team members  Where the team fits in the corporate strategy | |
| Select and apply business applications and technological devices to provide administrative services to meet business needs | Use software and technology to complete administrative duties and tasks to meet an entity’s needs |  | Coordination  Data analysis (e.g. CRM, pivot tables, etc)  Report writing  Office management  Digital fluency | |
| Process comprehensive data, produce detailed information, and perform detailed financial calculations for business purposes. | Process comprehensive data and information, and present information to meet stakeholder needs for an entity |  | Finances and budget  Report writing e.g. reports from MYOB, Xero | |
| Maintain administrative systems and processes and make recommendations for improvements to meet business needs | Maintain administrative systems and processes and make recommendations for improvements to meet an entity’s needs |  | Cost benefit analysis in terms of productivity and systems  Other examples:   * Incorporating te reo Māori into documentation to support community engagement, etc | |
| Collaborate and contribute to the achievement of team objectives. | Remove | Embed this in other GPOs |  | |
| Select and apply customer service techniques to consistently meet stakeholder expectations. | Remove | Embed this in other GPOs |  | |
| Behave professionally and ethically and in a socially and culturally responsible manner, and apply personal and interpersonal skills in administration roles, to support the performance of the entity. | Behave professionally, ethically, and in an inclusive manner to support the performance of an entity |  | Legislation  Ngā kaupapa o Te Tiriti o Waitangi  Where the team fits in the corporate strategy  Small - large businesses and government  Time management  Foresight and intuition  Self-management  Resilience  Stress management | |

## Level 5: Leave Administration strand as is

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| --- | --- | --- | --- |
| **Strategic purpose statement** *(please note you can provide feedback on this and it will be sent to the Core Working Group)* | | | |
| The purpose of this qualification is to provide Aotearoa New Zealand with people who have business knowledge and skills that can be applied in a range of operational business contexts.    Graduates will be able to contribute to the achievement of business operational objectives, through the application of knowledge and skills, in an ethical and inclusive manner, in accordance with ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi), and in a multi-cultural environment.    The qualification includes strands that allow graduates to apply knowledge and skills in a range of specialised business operational contexts.  Some strands can lead to further credentialing by professional bodies. | | | |
| **Reviewed draft core graduate profile outcomes** *(please note you can provide feedback on this and it will be sent to the Core Working Group)* | | | |
| * Analyse the operational impact of internal and external environments on an entity to inform decision-making. * Apply broad knowledge of business principles and practices and contribute operationally to support innovation, performance and organisational change in an entity. * Develop and maintain operational business relationships with stakeholders to support the performance of an entity. * Apply knowledge of te Tiriti o Waitangi to analyse how the resulting bi-cultural partnership can be applied to an entity’s operational activities and relationships. * Apply professional and ethical practices with integrity, to contribute to the growth and sustainability of an entity. | | | |
| **Administration strand Current** | **Proposed amendments** | **What we expect to learn and develop skills in refer to** | |
| * Manage business administration functions, operations, and/or projects, to support the entity's operational goals. | Leave as is | * Manages a small team of transactional administrators * Mentors / coaches more junior administrators * Maintains & updates administrative & HR databases, records, correspondence * Supports HR functions * Relationship building and management * Presents at meetings * Implements or maintains a disaster recovery plan * Responsible for meeting administration incl. preparation of agenda, papers & minutes * Attends leadership meetings as part of the leadership team to support principal * Prepares & maintains company documents & reports * Answers complex emails on behalf of principal * Reviews & approves expense reports * Leads projects * Responsible for governance meeting administration including preparation of agenda, papers & minutes * Research & compiles basic briefing documents * Confidently analyses data | **Skills that can cross-over each outcome**   * Diplomacy & negotiation * Higher level communication skills Foresight, anticipation, & initiative * People management * Digital fluency across a wide range of platforms * Design skills * Data analysis * Project / event management * Mentor / Coach * Understanding of the organisation’s & executive(s)’s objectives, goals, & KPIs * Resilience & stress tolerance * Delegation * Office co-ordination/ management e.g. budgeting, parking, vehicles & maintenance |
| * Select, apply and support a broad range of current and emerging business technologies to enhance the entity's performance. | Leave as is | * Prepares systems to track workflow & responsibilities * Confidently participates in online meetings/ video calls * Research & recommends suppliers * Formatting & proof-reading * Awareness of staff morale * Supports preparation of project documents, reports, brochures & budgets |
| * Manage and evaluate administrative systems and processes and recommend improvements. | Leave as is | * Oversees & supervises all administrative functions incl. training recommendations, identifying frustrations, & implementing improvements in processes * Coordinates processes for employee recruitment, performance evaluation & termination * Prepares & maintains office procedures * Manages & maintains budgets |