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| Title | **Supervise workplace operations** |
| Level | **4** | **Credits** | **6** |

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| Purpose | People credited with this unit standard are able to: explain key factors underlying effective use of human, physical, and financial resources; supervise production of goods and/or services in a specified workplace; monitor and measure workplace productivity in a specified workplace; and report on workplace operations in a specified workplace. |

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| Classification | Business Operations and Development > Systems and Resources Management |

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| Available grade | Achieved |

**Guidance Information**

1 This unit standard is for people who manage or seek to manage or supervise work team operations.

2 Legislation relevant to this unit standard includes but is not limited to:

 Employment Relations Act 2000

 Health and Safety at Work Act 2015

 Human Rights Act 1993

Resource Management Act 1991

 Treaty of Waitangi Act 1975.

3 Assessment against this unit standard will be in the context of a specific organisation, either one real to the candidate or a realistically simulated one. Assessment evidence must relate directly to this organisation.

4 Assessment materials should reflect [Te Tiriti o Waitangi - Programme Development: Supporting Information](https://ringahora.nz/qualifications-and-assurance/programme-endorsement/programme-guidance-documents-for-providers-developing-programmes/).

**Outcomes and performance criteria**

**Outcome 1**

Explain key factors underlying the effective use of human, physical, and financial resources.

**Performance criteria**

1.1 How operational processes maximise resource use is explained.

Range processes may include but are not limited to – service, administration, sales, manufacturing;

 evidence for at least one is required.

1.2 How planned use of resources supports product and/or service quality is explained.

Range resources – human, physical (e.g. facility layout, plant maintenance and/or replacement), financial.

**Outcome 2**

Supervise production of goods and/or services in a specified workplace.

**Performance criteria**

2.1 Workplace objectives and methodsare established that support quality production of goods and/or services.

2.2 Work is prioritised, allocated, and supervised to support achievement of targeted objectives.

2.3 Systems are established to manage inputs and potential delays.

2.4 Scheduling techniques are implemented that enhance productivity in provision of goods and/or services.

**Outcome 3**

Monitor and measure workplace productivity in a specified workplace.

**Performance criteria**

3.1 Workplace productivity is measured in terms of the relationship of resource inputs to goods and/or service outputs.

3.2 Review processes are established to maintain and/or improve workplace productivity.

3.3 Workplace conditions are monitored in terms of their contribution to maintaining positive workplace relationships.

Range workplace conditions may include but are not limited to – ethical and cultural considerations, central and local government requirements, social and community responsibilities.

**Outcome 4**

Report on workplace operations in a specified workplace.

**Performance criteria**

4.1 Reports address the extent to which outputs have met operational goals and objectives, and make any recommendations regarding changes.

4.2 Reports are accurate, timely, clear, and relevant to organisational needs.

Range any of – written, oral, graphic.

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| Planned review date |  |

**Status information and last date for assessment for superseded versions**

| Process | Version | Date | Last Date for Assessment |
| --- | --- | --- | --- |
| Registration | 1 | 28 September 1994 | 31 December 2018 |
| Review | 2 | 17 May 1999 | 31 December 2018 |
| Review | 3 | 1 May 2001 | 31 December 2018 |
| Review | 4 | 18 December 2006 | 31 December 2018 |
| Review | 5 | 17 November 2011 | 31 December 2018 |
| Rollover | 6 | 15 August 2013 | 31 December 2019 |
| Reinstatement and Review | 7 | 31 May 2018 |  31 December 2028 |
| Rollover and Revision | 8 | 27 April 2023 | 31 December 2028 |
| Review | 9 |  | 31 December 2028 |

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| Consent and Moderation Requirements (CMR) reference | 0112 |

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.