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| **Core 2** | **Apply operational principles and practices to contribute to an entity’s performance** |

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| **Kaupae |** Level | 5 |
| **Whiwhinga |** Credit | 15 |
| **Whāinga |** Purpose | This skill standard is intended for those who can contribute to the operational objectives of an entity.  This skill standard will provide learners with the knowledge and skills to applyoperational principles and practices to contribute to an entity’s performance.  This skill standard can be used within programmes leading to the New Zealand Diploma in Business (Level 5) (Ref: 2459) – Core, or it can be awarded as a standalone credential. |

**Hua o te ako me Paearu aromatawai |** Learning outcomes and assessment criteria

| **Hua o te ako |** Learning outcomes | **Paearu aromatawai |** Assessment criteria |
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| 1. Determine principles and practices to support operational needs for an entity. | 1. Determine the core principles that support operational needs. |
| 1. Determine the core practices to support operational needs. |
| 1. Apply operational principles and practices to contribute to an entity’s performance. | 1. Apply operational principles to contribute to an entity’s performance. |
| 1. Apply operational practices to contribute to an entity’s performance. |
| 3. Assess the impact of an applied operational principle and/or practice. | 1. Assess the impact that an applied operational principle and/or practice had on an entity's operations, performance, innovation and change. |

**Pārongo aromatawai me te taumata paearu |** Assessment information and grade criteria

*Assessment specifications:*

Assessment must be conducted in real business context(s) and/or based on scenario(s) which must reflect the requirements and practicalities for conducting business in Aotearoa New Zealand.

Assessment materials should allow for learner, regional, cultural, or community contexts.    
For example, a learner may wish to be assessed in a context that includes te ao Māori perspectives such as mātauranga, and tikanga specific to them.

The task or activity may relate to Te Tiriti o Waitangi. For guidance on Te Tiriti o Waitangi, please see [programme guidance documents](https://ringahora.nz/qualifications-and-assurance/programme-endorsement/programme-guidance-documents-for-providers-developing-programmes/).

*Definitions*

*Assessment materials* refer to the assessment activities, judgement statements, learner evidence, model answers, and any other material that supports assessment to this standard.

An *entity* can be a commercial or other enterprise, Iwi organisation, Incorporated Society, school/kura, not for profit, or a community organisation.  An entity can also be self-managed, a small team or separate business unit within a larger organisation.

***Ngā momo whiwhinga |*** *Grades available*

Achieved

**Ihirangi waitohu |** Indicative content

Operational principles

* commercially viable.
* fiscally responsible.
* understanding how principles contribute to achieving operational objectives.
* ethical practices.
* applying best practice.
* sustainable business practices.
* growth in productivity and performance.

Operational practices

* core practical activities to support daily operational needs.
* broad understanding of supporting functions that support business operations.
* apply problem solving and decision-making strategy.

Contribution to performance within an entity

* increased profit.
* productivity.
* growth in resources, finances.
* improvement in processes.
* meeting KPIs, sales targets.
* improving customer satisfaction.

Feedback and evaluation tools to inform innovation, performance, and change

* 1:1 with managers
* performance management reviews
* team or company culture surveys
* daily, weekly, or monthly team meetings
* client reviews
* customer reviews
* product or service reviews
* project updates and changes
* quality assessment tools.

Contributing operationally to

* Support performance
  + promotes achievement of entity operational objectives.
  + core practical activities to support daily operational needs.
  + tracking performance using data analytics.
  + stakeholder engagement.
* Support innovation
  + future proofing.
  + new ideas.
  + new product lines.
  + new technology.
  + participation testing.
  + assessing current processes.
  + using data analytics to inform innovation.
  + stakeholder engagement.
  + considering improvements on existing procedures, processes, productivity, resources.
* Support change
  + consider improvements to daily operational needs.
  + stakeholder engagement.
  + structural changes.
  + changes to staffing.
  + financial changes.
  + collecting feedback to influence or inform performance and innovation.

**Rauemi |** Resources

**Pārongo Whakaū Kounga |** Quality assurance information

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| **Ngā rōpū whakatau-paerewa |** Standard Setting Body | Ringa Hora Workforce Development Council |
| **Whakaritenga Rārangi Paetae Aromatawai |** DASS classification | Business > Business Operations and Development > Systems and Resource Management |
| **Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga |** CMR | 0112 |

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| **Hātepe |** Process | **Putanga |** Version | **Rā whakaputa |** ReviewDate | **Rā whakamutunga mō te aromatawai |** Last date for assessment |
| **Rēhitatanga |** Registration | 1 | 31 December 2030 | [dd mm yyyy] |
| **Arotakenga |** Review | <type here> | [dd mm yyyy] | [dd mm yyyy] |
| **Kōrero whakakapinga |** Replacement information | <type here> | | |
| **Rā arotake |** Planned review date | [dd mm yyyy] | | |

Please contact Ringa Hora Workforce Development Council at [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) to suggest changes to the content of this skill standard.