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| **to enhance an entity’s performance** |

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| **Kaupae |** Level | 5 |
| **Whiwhinga |** Credit | 15 |
| **Whāinga |** Purpose | This skill standard is intended for current managers and aspiring managers.  This skill standard will provide learners with the knowledge and skills to manage resources and processes to enhance performance.  This skill standard can be used within programmes leading to the New Zealand Diploma in Business (Level 5) (Ref: 2459) – Management strand, programmes aligned with management components, 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 |
| --- | --- |
| 1. Manage resources within scope of role to enhance performance for an entity | 1. Identify resources that can be managed within scope of role and responsibility |
| 1. Apply resource management principles to manage resources and enhance performance |
| 1. Implement and monitor performance metrics to manage resources |
| 1. Manage processes to enhance performance for an entity | 1. Manage processes and workflows |
| 1. Manage systems optimisation |
| 1. Evaluate management of resources and processes for an entity | 1. Evaluate management of resources |
| 1. Evaluate management of processes |
| 1. Recommend improvements on management of resources and processes |

**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.

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

Achieved

**Ihirangi waitohu |** Indicative content

**Managing resources**

* Resources:
  + People
  + Systems and IT
  + Finances
  + Workload
  + Facilities and plant
  + Equipment
  + Assets
  + Environment
* Resource management principles can refer to optimising resources, effective allocation, compliance and regulations, sustainability, best practice and best fit.
* Performance metrics
  + Budgets
  + KPIs
  + Targets
  + Strategic and operational objectives
  + Profitability and sales
  + Project objectives
* Stakeholder engagement

**Manage processes**

* Processes can refer to
  + Productivity within scope, resources, and time
    - Managing people in different workplace environments
      * E.g. contractors, FT, PT, remote, mobile workplaces, office, etc
    - Performance metrics
      * Budgets
      * KPIs
      * Targets
      * Strategic and operational objectives
      * Profitability and sales
      * Project objectives
  + Financial viability
  + IT processes
* Managing workflows
  + Time management
  + Resource allocation
  + Process flow charts
  + Managerial responsibilities
* Systems optimisation
  + Limited down-time
  + Maximise contact time
  + Effective use of resources
* Impact of change
  + Compliance
  + Quality
  + Risk
* Stakeholder engagement

**Evaluate management of resources and processes**

* Recommend improvements to management of resources and processes
* Complete reporting and administration
* Stakeholder engagement

**Rauemi |** Resources

* Authors of reflective practice models: Gibbs' Reflective Cycle (1988); Kolb's reflective model (1984); Johns' Model for Structured Reflection (2000)
* Business.Govt - [Operations strategy](https://www.business.govt.nz/business-performance/operations-strategy/understanding-your-operations)
* Lumen Learning - [Principles of Management](https://courses.lumenlearning.com/wmopen-principlesofmanagement/)
* Ringa Hora - [Programme guidance](https://ringahora.nz/qualifications-and-assurance/programme-endorsement/programme-guidance-documents-for-providers-developing-programmes/)
* Groundwork.org.nz - [Te Tiriti articles in practice](https://groundwork.org.nz/resources/te-tiriti-articles-in-practice/)
* Te Ara – [Principles of The Treaty of Waitangi](https://teara.govt.nz/en/principles-of-the-treaty-of-waitangi-nga-matapono-o-te-tiriti-o-waitangi/page-1)

**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 > |
| **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 at [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) to suggest changes to the content of this skill standard.