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| **SBL42** | **Manage business operations for a small business** |

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| **Kaupae |** Level | 4 |
| **Whiwhinga |** Credit | 15 |
| **Whāinga |** Purpose | This skill standard is intended for those who want to establish a small business, grow an existing small business, or manage a small business.  This skill standard will provide learners with the knowledge and skills to apply knowledge of operational processes, resource management, and compliance requirements to effectively support and improve small business operations.  This skill standard can be used within programmes leading to the New Zealand Certificate in Business (Small Business) (Level 4) [Ref: 2457], other business programmes, and 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. Identify, use, and monitor operational processes for a small business | 1. Identify core operational processes relevant to a small business. |
| 1. Use systems to support operational processes for a small business. |
| 1. Monitor and make necessary adjustments to operational processes to improve efficiency and effectiveness. |
| 1. Manage resources to support business operations | 1. Identify required resources to support business operations. |
| 1. Manage resources efficiently to support business operations. |
| 1. Maintain records and systems to support resource tracking and accountability. |
| 1. Ensure compliance for business operations | 1. Identify and apply relevant legal, health and safety, and industry-specific compliance requirements relevant to a small business. |
| 1. Monitor operational performance using appropriate tools or indicators. |
| 1. Identify areas for improvement and implement changes to enhance business operations. |

**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

Operational processes

* Administration
  + daily communications to stakeholders
  + recording keeping
  + scheduling
* HR
  + Recruitment and onboarding
  + Leave tracking
  + Updating business policies and procedures
* Resources
  + Physical
  + Human
  + Technology and equipment
  + Consumable resources
  + Capital
* Finances
  + Payroll
  + Expense management
  + invoicing
* Sales
  + Routine checks with customers
  + Maintaining Customer Relationship Management
  + Creating tailored quotes or proposals
* Product delivery
  + Inventory management
  + Quality assurance
  + Order fulfillment
* service delivery processes
  + customer onboarding
  + maintenance and follow up
  + helpdesk or support services

Systems to support operational processes

* Customer Relationship Management
* Financial
* Communication
* Administrative
* Marketing
* Health & Safety requirements

Monitoring

* Tools
* Checklists
* Standard operating procedures
* Daily or weekly activity logs
* Inventory management systems
* Staff rosters and timesheets
* Financial dashboards
* Accounting software
* Quality
* Compliance
* Industry conduct and standards
* Regulatory requirements
* Customer satisfaction
* Health & Safety requirements
* Operational KPIs
* Customer satisfaction scores
* Sales targets
* Inventory turnover rate
* Labour costs as a percentage of revenue
* Repeat customer rate
* Problem solving and decision making
* Problem definition
* Problem solving techniques
* Decision matrix
* SWOT analysis
* Cost benefit analysis
* Scenario planning
* Environmental scan
* Stakeholder analysis
* Evaluating solutions for decision making
* Implementation and monitoring of solutions

Business operations

* Scheduling
* Inventory
* Managing finances and cash flow
* Hiring and managing staff
* Marketing and customer engagement
* Delivering products or services
* Ensuring legal and regulatory compliance

Managing resources to support business operations

* Physical
* Premises
* Product
* Technology
* Tools
* Materials
* Inventory
* Human
  + Internal stakeholders – staff
  + External stakeholders – other business required in the production process, customers
* Technological
* Hardware
* Software
* Security and data management and protection
* Capital
* Office space
* Vehicle
* Long-term assets
* Machinery
* Equipment
* Consumable resources
* Short-term assets
* Fuel
* Stationery.

Compliance and record-keeping for business operations

* Legislation requirements
* Operating requirements
* Internal requirements
* Health & Safety requirements
* External requirements

**Rauemi |** Resources

* Small Business New Zealand (SBNZ) - [Growing New Zealand Businesses Together | Small Business New Zealand](https://www.sbnz.co.nz/?utm_source=chatgpt.com)
* MBIE (Ministry of Business, Innovation & Employment) - [MBIE](https://www.mbie.govt.nz/business-and-employment/business/support-for-business/small-business-and-manufacturing?utm_source=chatgpt.com)
* Business.govt.nz - [Tools and resources — business.govt.nz](https://www.business.govt.nz/tools-and-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 > Small Business |
| **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 | N/A |
| **Kōrero whakakapinga |** Replacement information | N/A | | |
| **Rā arotake |** Planned review date | 31 December 2030 | | |

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