

NZ CERTIFICATE IN BUSINESS ADMINISTRATION AND TECHNOLOGY

Units, Credits and Outcomes Mapping

Step 1: Select all the units below [26 CREDITS]

US#	Title	Level	Credits	Qualification Outcomes									
				1	2	3	4	5	6	7	8	9	
121	Demonstrate and apply knowledge of office equipment and administration processes	2	5	✓		✓		✓					
122	Provide office reception services	3	5	✓		✓		✓	✓	✓	✓	✓	✓
123	Use office information, copying, and telecommunication systems	3	5	✓		✓		✓	✓	✓			✓
3494	Write minutes for a formal meeting	3	3	✓		✓							✓
24872	Produce documents for a workplace using a computer	3	3	✓		✓		✓					✓
376	Employ customer service techniques to accommodate customer behavioural styles in a workplace	3	2	✓		✓		✓	✓	✓			✓
9681	Contribute within a team or group which has an objective.	3	3			✓	✓					✓	
			26										

- **121:** Qual Outcome **1** = Entire US covers this outcome; Qual Outcome **3** = US ER2.4; Qual Outcome **5** = US ER2.1 & ER2.4
- **122:** **1** = Entire US; **3** = ER1.1, 2.2; **5** = ER1.1, ER2.1, ER2.2; **6** = ER2.2, EN3; **7** = EN2, ER2.2; **8** = EN3, ER2.2; **9** = EN1, Outcome 3
- **123:** **1** = Entire US; **3** = ER3.1, 3.2; **5** = ER1.2 (customer service for 'internal customers'); **6** = 2.4; **7** = ER2.1 (ethics), ER2.3 (sustainability – eg printing on 'scrap' paper, etc), ER3.3 (ethics, confidentiality); **9** = EN1, ER2.1, ER3.3
- **3494:** **1** = Entire US; **3** = Entire US deals with communication skills; **9** = EN1, ER1.4.
- **24872:** **1** = Entire US; **3** = Entire US deals with written communication skills; **5** = ER2.1 (customer enquiries); **9** = EN3, EN4, throughout US candidate is required to comply with internal policies, etc.
- **376:** **1** = Entire US; **3** = Entire US deals with communication skills; **5** = Entire US; **6** = Entire US (conflict management) especially ER2.1; **7** = Outcome 2; **9** = EN3, ER2.3
- **9681:** **3** = Entire US; **4** = Entire US; **8** = Entire US, especially ER1.4, ER1.6, ER1.7 & ER1.8

Step 2: Select any standards below to a total of 34 CREDITS

US#	Title	Level	Credits	Qualification Outcomes								
				1	2	3	4	5	6	7	8	9
2785	Create a computer spreadsheet to provide a solution for organisation use	3	5		✓	✓		✓		✓	✓	
12886	Customise software features and create document templates for generic text and information management	3	6		✓	✓					✓	✓
108	Apply text processing skills to produce business documents	3	5		✓	✓					✓	✓
112	Produce business or organisational information using word processing functions	3	5		✓	✓					✓	✓
12887	Integrate text and images and manage multiple files for generic text and information management	3	6		✓	✓					✓	✓
2787	Create and use a computer database to provide a solution for organisation use	3	6		✓	✓		✓	✓	✓	✓	✓
2789	Produce desktop published documents for organisation use	3	6		✓	✓			✓	✓	✓	✓
			39									

- **2785:** Qual Outcome **2** = Entire US covers this outcome; Qual Outcome **3** = US Outcome 3; Qual Outcome **5** = US Outcome 3 (customer service for 'internal customers'); **7** = sustainability – eg printing drafts on 'scrap' paper, etc); **8** = ER1.1 & 1.2, EN2.
- **12886:** **2** = Entire US; **3** = US as a whole deals with written communication; **7** = sustainability – eg printing drafts on 'scrap' paper, etc); **9** = EN1 & 2.
- **108:** **2** = Entire US; **3** = US as a whole deals with written communication; **7** = sustainability – eg printing drafts on 'scrap' paper, etc); **8** = ER1.5 (time management); **9** = EN1.
- **112:** **2** = Entire US; **3** = US as a whole deals with written communication; **7** = sustainability – eg printing drafts on 'scrap' paper, etc); **9** = EN1 & 2, ER1.1, 2.1-2.3, 2.6.
- **12887:** **2** = Entire US; **3** = US as a whole deals with written (and visual) communication; **7** = sustainability – eg printing drafts on 'scrap' paper, etc); **9** = EN1 & 2, ER2.1-2.3.
- **2787:** **2** = Entire US; **3** = 3.1; **5** = 3.1 ('internal customer' service); **6** = Outcome 1 (planning of database involves problem solving and decision making processes); **7** = sustainability – eg printing drafts on 'scrap' paper, etc); **8** = ER1.1-1.3, EN2; **9** = EN4.
- **2789:** **2** = Entire US; **3** = US as a whole deals with written (and visual) communication; **6** = Outcome 1 (planning of database involves problem solving and decision making processes); **7** = sustainability – eg printing drafts on 'scrap' paper, etc); **8** = ER1.1-1.3, EN5 & 6; **9** = EN7, ER2.4, & 3.3.

How existing unit standards cover the Cognitive and Affective Skills in NZ Certificate in Business Administration and Technology (Level 3)

Certificate Outcome 6: *Apply effective problem-solving and decision-making for business purposes* (4 credits)

Units that most comprehensively cover Certificate Outcome 6 are **2787** and **2789**.

Outcome 1 of both US2787 and US2789 deal with planning. The process of planning the database (US2787) and the DTP document (US2789) involves both problem-solving and decision-making skills.

- 2 credits could be awarded for US2787 Outcome 1 towards Certificate Outcome 6
- 2 credits could be awarded for US2789 Outcome 1 towards Certificate Outcome 6

To 'round out' the *type* of evidence of problem-solving and decision-making skills, assessors could also look to US122, US123 and US376. These units provide some evidence of problem-solving and decision-making skills within the context of service provision to internal and external customers.

- **122, ER2.2** – from the range, the following could provide evidence towards Certificate Outcome 6:
 - *time management* (would likely involve decision-making and possibly problem solving – cf EN 3 – prioritisation of tasks and budgeting of time, etc)
 - *management of conflict* (may involve problem solving)
 - *problem-solving*
- **123, ER2.4** - *Addressing equipment malfunctions* covers problem solving and may also involve decision-making (whether to fix the problem themselves or refer to someone else).
- **376, Outcome 2**: This entire outcome deals with both problem solving and decision-making. The candidate needs to decide which customer services techniques to use in order to accommodate customer behavioural styles. They also need to make decisions around choice of language and to employ problem solving skills to manage conflict (ER2.1).

Certificate Outcome 7: *Demonstrate professional and ethical behaviour, in a socially and culturally appropriate manner (4 credits)*

A number of opportunities exist for evidence of professional, ethical and socially and culturally appropriate behaviour to be demonstrated in the following units.

US122

- **ER2.2** - The following items from the range statement could contribute evidence.
 - customer interaction (*professional, ethical, culturally*)
 - appointment, diary management, receptionist records and internal and external information provision (*ethical, especially in terms of privacy and confidentiality of information*)
 - cultural sensitivity (see also **EN2**), verbal and non-verbal communication (*culturally*)
 - maintenance of confidentiality, discretion, respect for people and information (*ethical*)

US123

- **ER2.1** – covers *ethical* behaviour
- **ER3.3** – may also contribute evidence that candidate is aware of what is considered to be *ethical* behaviour in their workplace

US376

- **Outcome 2**, as a whole, deals with *professional* behaviour.

All three of the above units will also provide evidence for *socially* acceptable behaviour, particularly in terms of community expectations (this includes the work community and the broader community in terms of clients and service providers whom learners interact with).

In US123, as well as USs 2785, 12886, 108, 112, 12887, 2787 and 2789, there will also be the opportunity to observe whether learners work in a sustainable manner, for example, by saving paper printed on only one side for use as 'scrap' paper, printing draft versions of documents on 'scrap' paper, etc.

Certificate Outcome 8: *Manage self effectively to contribute to performance of the entity (3 credits)*

Almost all units provide some opportunity for candidates to demonstrate the ability to manage themselves effectively in order to contribute to the performance of the entity.

For those units dealing with the provision of services to internal and external customers, this is generally in the form of how they adapt their behaviour to suit the workplace and the customers with whom they are interacting.

In the case of the more technical standards (especially 2785, 2787 and 2789), the ability to manage self comes in the form of effective planning and application of planning in the creation of the outcome (eg DTP document, database, etc).

The following units provide specific opportunities (via specific Outcomes or ERs) for candidates to demonstrate their self-management skills.

122

ER2.2 – time management (see also **EN3**) and positive attitude

9681

The unit as a whole requires the candidate to manage themselves effectively in order to contribute to a (work) team. In particular, the following ERs are relevant: **ER1.4**, **ER1.6**, **ER1.7**, **ER1.8**.

108

ER1.5, in particular, will require effective time management.