

# Learning Assessment Guide

## Unit Standard 6910 – Version 3

### Integrate business administration functions and systems

#### Level 4 – 10 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

## Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

This Learning Assessment Guide is made up of:

- Tasks for you to complete
- Observation sheet to be completed by your manager or assessor
- Manager verification to be signed off by your manager once you have completed the allocated tasks

The tasks in this assessment are designed to show your assessor that you can:

- Select and operate office equipment to organisational policy and procedures
- Coordinate business administration systems and operations to produce information to comply with organisational policies and procedures

## Assessment Task One – Element 1

Task one is designed to show that you can select and operate office equipment. The task is a combination of questions and observations.

Please answer the Task one questions in writing in the spaces provided. Should you require more space to write your answers then please use a separate piece of paper and clearly mark which task and question your answer refers to. Where appropriate when answering the questions please provide a good level of detail, this is a level 4 unit standard and one sentence answers may not suffice.

Once you have completed the questions please then arrange for a suitable person within your organisation to observe you using the office equipment described and to get the allocated observer to complete the observation form included in this Learning Assessment Guide. The observer ideally would be your manager, supervisor or team leader who works closely with you and can verify that you are operating the office equipment correctly and in accordance with workplace policy and procedure.

Please discuss with your assessor the suitability of your observer before proceeding.

## Task One Questions

Please answer the following questions in writing in the spaces provided within this Learning Assessment Guide prior to the observation taking place.

### Question 1

1. a Please identify three different types of telecommunication equipment that you use within your organisation.

Examples may include:

- Telephone system for receiving, placing, transferring or diverting business calls
- Operating voice mail
- Telephone answering machine
- Facsimile

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

1. b Please provide details of situations where you would use each type of equipment you have named.

### Example 1

**Type of telecommunications equipment:**

**Situations in which it were used:**

**Example 2**

**Type of telecommunications equipment:**

**Situations in which it were used:**

**Example 3**

**Type of telecommunications equipment:**

**Situations in which it were used:**

You will also need to be observed using all three pieces of telecommunications equipment described and for the relevant part of the observation checklist to be completed and attached to your assessment.

## Question 2

2. a Please identify four different types of computer applications that you use within your organisation for the processing of information.

Examples may include:

- Word processing
- Desktop Publishing (DTP)
- Spreadsheets
- Database
- Internet
- Email
- Accounting applications

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

2. b Please provide details on how these applications are used in order to meet processing requirements.

### Example 1

**Computer Application:**

**How they are used to meet processing requirements:**

**Example 2****Computer Application:****How they are used to meet processing requirements:****Example 3****Computer Application:****How they are used to meet processing requirements:****Example 4****Computer Application:****How they are used to meet processing requirements:**

You will also need to be observed using the four applications described and for the relevant part of the observation checklist to be completed and included with your assessment.

### Question 3

3. a Please identify two different types of computer equipment that you use within your organisation in order to process information.

1. \_\_\_\_\_
2. \_\_\_\_\_

3. b Please provide details on how the computer equipment is used in order to meet processing requirements.

#### Example 1

**Office Equipment:**

**How it is used to meet processing requirements:**

#### Example 2

**Office Equipment:**

**How it is used to meet processing requirements:**

You will also need to be observed using the two pieces of computer equipment described and for the relevant part of the observation checklist to be completed and included with your assessment.

## Question 4

4.a Please describe the process you would follow if the following pieces of equipment became faulty:

1. Printer
2. Computer

Please provide details of the process you would follow and the organisations policy and procedure with regards to the identification and repair of faulty equipment. If the two examples provided are not relevant to your organisation then please select two alternative pieces of equipment.

### Example 1

**Equipment:**

**Process followed:**

**Organisations policy and procedure for the identification and repair of the equipment**

## Example 2

**Equipment:**

**Process followed:**

**Organisations policy and procedure for the identification and repair of the equipment**

Once all of the questions in task 1 have been completed by you please arrange for the Observation Checklist to be completed by your Manager, Supervisor or Team Leader. Please ensure a completed Observation Checklist is included when submitting your work for assessment.

### Observation Checklist – Unit Standard 6910

P.C	Criteria	OUTCOME	Assessor use only
1.1	Please list the three pieces of telecommunications equipment being observed.	1. _____ 2. _____ 3. _____	C/ NYC
1.1	The learner is able to correctly access, operate and exit the three pieces of telecommunication equipment listed.	Yes <input type="checkbox"/> No <input type="checkbox"/>  <b>If yes, please tick the relevant boxes to confirm that it is in accordance with:</b>  Equipment Instructions <input type="checkbox"/> Organisation's policy and procedure <input type="checkbox"/>	C/ NYC
1.2	Please list the four computer applications being observed:	1. _____ 2. _____ 3. _____ 4. _____	C/ NYC
1.2	The learner is able to correctly access, operate and exit the four computer applications being observed.	Yes <input type="checkbox"/> No <input type="checkbox"/>  <b>If yes, please tick the relevant boxes to confirm that it is in accordance with:</b>  System features <input type="checkbox"/> Output required <input type="checkbox"/> Organisation's policy and procedure <input type="checkbox"/>	C/ NYC
1.3	Please list the two types of office equipment being observed:	1. _____ 2. _____	C/ NYC

1.3	The learner is able to correctly access, operate and exit the office equipment listed.	Yes <input type="checkbox"/> No <input type="checkbox"/>  <b>If yes, please tick the relevant boxes to confirm that it is in accordance with:</b>  Equipment Instructions <input type="checkbox"/> Organisation's policy and procedure <input type="checkbox"/>	C/NYC
1.4	Equipment faults are identified and procedures are implemented to ensure that equipment is repaired in accordance with organisational policy and procedure.	Please confirm through ticking either yes or no that the answer provided for question 4 in the Learning Assessment Guide confirms that when dealing with faults they follow correct procedure that is in accordance with organisational policy and procedure:  Yes <input type="checkbox"/> No <input type="checkbox"/>  Please provide further comments:	C/NYC

**Additional Notes**

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Name of Observer / Verifier: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Contact Telephone: \_\_\_\_\_ Date: \_\_\_\_\_

## Assessment Task Two – Element 2

Task two is designed to show that you can coordinate business administration systems and operations in order to produce information. The task involves a series of questions along with a Manager Verification confirming that the work is your own and the answers comply with organisational policy and procedure.

As with task one, please answer the questions first and then arrange for your manager to complete the verification.

### Special note to the learner:

When your work is being assessed the assessor will take into consideration that answers will vary and are based on your organisation's internal systems and operations. However it is important to see that you fully understand the effect that these areas have on your work when producing information and show in your answers that you are **logical, organised** and have **good decision making abilities**.

It is also important that the answers provided conform to the requirements of your organisation and this will be confirmed through you gaining a signed manager verification.

## Task Two Questions

1. How do you coordinate your organisations business administration systems and operations in terms of:
  - Information flows?
  - Workflows?
  - Business procedures ?

Please use the spaces provided below to answer each part of question 1.

### Information Flows:

### Workflows:

**Business Procedures:**

2. How do you identify and prioritise tasks? (includes liaison with, input from, and support from other team members)

3. How do you allocate and monitor responsibilities in order to ensure that work is completed within the stipulated timeframes? (includes liaison with, input from, and support from other team members)

4. How do you ensure that the quality of the business administration outcomes are monitored in terms of timeliness, accuracy, presentation, fitness for purpose client satisfaction and compliance with organisational policy and procedure?

Timeliness:

Accuracy:

Presentation:

Fitness for purpose:

Client Satisfaction:

Compliance with organisation's policy and procedure:

5. Please provide TWO examples of business administration systems that have been implemented by you and for each system please answer the following set of questions. Please clearly label all documents provided to the example they relate to, i.e. system 1 or system 2.

**System 1:** \_\_\_\_\_

Please provide details on the system and how it was implemented.

How did you ensure that the correct information was being produced?

How did you ensure that processes were completed in line with the resources available for the task in hand?

**System 2:** \_\_\_\_\_

Please provide details on the system and how it was implemented.

How did you ensure that the correct information was being produced?

How did you ensure that processes were completed in line with the resources available for the task in hand?

Please now arrange for the Manager Verification form to be completed. Please ask your manager to review all work provided in the Learning Assessment Guide and for them to confirm that the work is that of your own and it is in accordance with company policy and procedure.

## Manager Verification – Unit Standard 6910

I \_\_\_\_\_ (insert managers name)  
confirm that the work provided in Task 1 and 2 of this assessment (unit 6910) is that of  
\_\_\_\_\_ (insert learners name) and  
is their own work and of a consistent standard to work normally produced by them.

I can also confirm that all answers for Task 2 questions are in accordance with organisational policy and procedure.

### Comments:

The assessor may wish to contact you to discuss this further.

Signature:

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Relationship to learner:

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Contact telephone:

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Date:

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## Assessment Results

These are the judgements that your assessor will use to assess you.

All answers to the Task one questions show that the learner is able to select the correct office equipment in order to meet requirements.	<b>Yes</b>	<b>No</b>
The observation checklist has been completed by a suitable observer and marked as competent "C" in all areas on the checklist to show that the learner is able to operate office equipment in accordance with organisational policy and procedure.	<b>Yes</b>	<b>No</b>
All answers to Task two questions are correct through showing that the learner is able to coordinate business administration systems and operations to produce information.	<b>Yes</b>	<b>No</b>
Manager Verification form is completed and signed and confirms that the work provided is that of the learner and is all in accordance with company policy and procedure.	<b>Yes</b>	<b>No</b>