

## Key Purpose

*Business administration includes support and engagement with different parts of the organisation and interaction with internal or external customers. It covers the performance or management of business operations and decision-making, as well as the efficient organisation of people and other resources to direct activities towards common goals and objectives.*

## Key Competency Areas

These standards cover the range of functions carried out by professionals working in business administration. They include a variety of competence areas such as operational activities, using office facilities and resources, communication activities and administration services. There are four key areas within the Business Administration NOS Functional Map, as follows.

A. Support innovation, change and performance in a business environment

B. Carry out administrative activities in a business environment

C. Provide organisational support

D. Use office facilities and resources

These Competency Areas are expanded by Key Functions defined by NOS:

Key Competency Areas	Key Functions defined by NOS
A. Support innovation, change and performance in a business environment	INSBA001 - Support implementation of change in a business environment INSBA002 - Contribute to innovation in a business environment INSBA003 - Develop self and improve own performance in a business environment INSBA004 - Develop and coordinate organisational performance INSBA005 - Inform and support organisational decision-making
B. Carry out administrative activities in a business environment	INSBA006 – Support organisational projects INSBA007 - Prepare and coordinate operational plans and procedures INSBA008 - Undertake and support work practices in a business environment INSBA009 - Collaborate and provide support in a business environment INSBA010 – Deliver and evaluate customer service INSBA011 - Support negotiations in a business environment INSBA012 - Carry out and maintain administrative services INSBA013 - Design and produce documents in a business environment INSBA014 - Communicate in a business environment INSBA015 - Develop and deliver a presentation
C. Provide organisational support	INSBA016 – Organise and coordinate corporate events INSBA017 - Organise and coordinate business travel and accommodation INSBA018 – Organise and run meetings INSBA019 - Prepare and coordinate contracts
D. Use office facilities and resources	INSBA020 - Support and maintain information systems INSBA021 - Carry out and analyse research INSBA022 - Store, share, retrieve and archive information INSBA023 - Use office facilities, resources and equipment INSBA024 - Use office equipment in accordance with occupational regulations and safety guidelines