

NATIONAL CERTIFICATE IN BUSINESS (FIRST LINE MANAGEMENT) (LEVEL 4)

- Starts:** Early 2016
- Credits:** 50 credits
- Location:** Auckland, Hamilton, Wellington and Christchurch (please contact us for other location options)
- Duration:** Part-time; eight full-day face-to-face sessions plus self-study (over a 12 month period)
- Cost:** Funded

Admission

Although this programme is open entry, preference will be given to learners who meet the following criteria:

- 12 credits in English at NCEA Level 1, Grade C or an equivalent qualification
- Learners must have access to a computer, email and internet
- Learners must have full support from their manager
- Learners must be working in an environment where they are managing people and resources or where they are likely to take on this responsibility in the future

This programme is not open to international students.

PLACES ARE LIMITED

Enrol now by completing the LearningWorks enrolment form and learner profile or by contact LearningWorks. All enrolments are subject to admission criteria being met. All programme delivery is subject to sufficient enrolments.

INTRODUCTION

The National Certificate in Business (First Line Management) (Level 4) is a Wintec qualification offered in partnership with LearningWorks. Through this partnership learners enrolling in this qualification are Wintec students, under Wintec's quality system.

This programme focuses on developing management skills so that you can become a more effective team leader, supervisor or first line manager.

As a graduate, you will gain theoretical knowledge that can be easily used in a practical sense. You will be able to immediately transfer the skills and knowledge you gain to your workplace.

It involves self-study and participation in eight facilitated sessions.

WHO IS IT SUITED TO?

- Newly appointed team leaders, supervisors or managers
- Existing team leaders, supervisors or managers with limited formal training
- Potential team leaders, supervisors or managers who will benefit from foundation management skills and knowledge

Session One – Understanding Business

(Unit Standard 25424)

- Business planning
- Business success factors

Session Two – Workplace Organisational Principles

(Unit Standard 16342)

- Organisational structure
- Management levels

Session Three – Planning to Achieve Organisational Objectives

(Unit Standard 25463)

- Developing objectives
- Developing plans

Session Four – Strategies for Workplace Relationships

(Unit Standards 1987 & 16614)

- Leadership versus management
- Developing management and leadership attributes

Session Five – Developing your People

(Unit Standards 23396 & 7114)

- Features of performance management systems
- The performance appraisal process

Session Six – Quality Improvement and Business Reporting

(Unit Standards 8077 & 9685)

- Quality management
- Analytical business report

Session Seven – Presenting with Confidence

(Unit Standard 9692)

- Preparing your presentation
- The structure of your presentation

Session Eight – Final Presentations

- Deliver oral presentations

DETAILED OVERVIEW

Session One – Understanding Business (Unit Standard 25424)

In this session, you will learn about business plans and how they are utilised to achieve business goals. You will learn why your employees are an important factor in creating a successful business and how effective marketing is key to success in any industry.

Session Two – Workplace Organisational Principles (Unit Standard 16342)

In this session, you will learn how the structure of an organisation (tasks, people and culture) can be used to achieve business goals. You will also learn about the different types of organisational structures, as well as different management levels and their responsibilities.

Session Three – Planning to Achieve Organisational Objectives (Unit Standard 25463)

In this session, you will learn how to set and update work objectives for your team in consultation with your stakeholders. You will learn how to develop a plan for achieving your objectives that will identify any risks and meet the needs of your clients and organisation.

Session Four – Strategies for Workplace Relationships (Unit Standards 1987 & 16614)

In this session, you will learn about developing strategies for establishing and maintaining positive workplace relationships with your colleagues, team, management and stakeholders. You will also gain an understanding of how to evaluate your current use of time, as well as the different techniques and measures used for scheduling, prioritising and setting deadlines for tasks.

Session Five – Developing your People (Unit Standards 23396 & 7114)

In this session, you will learn about the role that performance management plays in an organisation and learn how to develop an effective performance management plan.

Session Six – Quality Improvement and Business Reporting (Unit Standards 8077 & 9685)

In this session, you will learn how to work within a team and contribute to team decision-making in order to meet your team-specified quality improvement objectives for an area of the business.

Session Seven – Presenting with Confidence (Unit Standard 9692)

In this session, you will learn how to prepare a well-structured oral presentation that incorporates supporting information and takes into consideration the characteristics of the audience – this can include their age, culture, expectations and experience.

Session Eight – Final Presentations

In this final session of the course, you will deliver your oral presentation.

ABOUT US

LearningWorks is in the business of education. Our mission is to grow **outstanding people through the development and delivery of learning and training solutions.**

As a subsidiary of the Waikato Institute of Technology (Wintec), our experienced team use sound educational principles, technology, business awareness and modern design to plan, implement and evaluate a solution that works for learners and organisations.

Whether it is upskilling learners through flexible accredited qualification-based courses, creating educational resources, or providing eLearning platforms that drive success within organisations, we ensure our partners are part of the journey from inception to the end result.

TRAINING

As a Category One Private Training Establishment (PTE), our training team provide qualification (NZQA) and non-qualification specific customised training including Business Management, Leadership, Adult Education, Project Management, Train the Trainer and Continuous Professional Development

LEARNING TECHNOLOGIES

Our Learning Technologies team provide the appropriate online solution that transforms the learner experience to an accessible and engaging one. We provide learning portals through Learning Management Systems (LMS), applications (App) development, as well as providing hosting and technical support.

LEARNING DESIGN

Our Learning Design team of instructional and graphic designers create engaging learner-focused resources: print-based workbooks, blended learning and eLearning.