

Qualification details

Title	New Zealand Certificate in Business (Administration and Technology) (Level 3)		
Version	1	Qualification type	Certificate
Level	3	Credits	60
NZSCED			
DAS classification			
Qualification developer			
Next review	Mmmm YYYY		
Approval date	Dd Mmmm YYYY		
Strategic purpose statement	<p>The purpose of this qualification is to provide New Zealand business entities with people who have introductory business administration and technology skills, and who are or can be employed in a range of supervised general office administration roles.</p> <p>Graduates of this qualification will benefit New Zealand business entities by having general technical and administrative skills that can contribute to improving performance and productivity.</p> <p>Graduates of this qualification will be able to operate business technologies and perform a range of administrative tasks in a bi- and multi-cultural environment.</p>		
Outcome Statement	Graduate profile	<p>Graduates of this qualification will be able to:</p> <p>Technical knowledge and skills (32 credits)</p> <ul style="list-style-type: none"> Operate business technologies to provide administrative and general office services that support everyday operational activities. Produce documents using relevant software applications to meet business entity requirements. Perform financial calculations, process data and produce information for business purposes, under supervision. <p>People skills (14 credits)</p> <ul style="list-style-type: none"> Communicate effectively with stakeholders Work cooperatively within a team, and contribute to the achievement of an objective Select and apply customer service techniques, to meet stakeholder expectations <p>Cognitive skills (4 credits)</p> <ul style="list-style-type: none"> Apply effective problem-solving and decision-making for business purposes <p>Affective skills (7 credits)</p>	

		<ul style="list-style-type: none"> Demonstrate professional and ethical behaviour, in a socially and culturally appropriate manner Manage self effectively to contribute to performance of the entity <p>Business environment (3 credits)</p> <ul style="list-style-type: none"> Comply with legislation and other external requirements for business entities
	Education pathway	<p>This qualification may build on from NCEA Level 1, 2 or 3, or foundation learning such as the proposed New Zealand Certificate in Computing (Fundamentals) (Level 2).</p> <p>Achievement of this qualification may lead to:</p> <ul style="list-style-type: none"> NZ Certificate in Business (Administration and Technology) (Level 4) NZ Certificate in Business Accounting Support Services) (Level 4) NZ Certificate in Business (First Line Management) (Level 4) NZ Certificate in Business (Small Business) (Level 4) NZ Certificate in Business (Self –employment) (Level 3) NZ Certificate in Business (Introductory Team Leadership) (Level 3) The proposed NZ Certificate in Computing (Advanced) (Level 4) <p>or may pathway into relevant industry Certifications or other level 3 or 4 qualifications.</p>
	Employment and/or community pathway	<p>Graduates of this qualification will have the skills and knowledge to work or gain employment, in a wide range of supervised general office administration roles in a variety of sectors.</p> <p>These may include: receptionist, data entry operator, front line customer service roles, call or contact centre operators, secretary, office support.</p>

Qualification specifications

Qualification award	
Arrangements for managing consistency	
Credit transfer and recognition of prior learning arrangements	
Minimum standard of achievement and standards for grade endorsements	

Entry requirements (including prerequisites to meet regulatory body or legislative requirements)

Qualification conditions

Overarching conditions relating to the qualification

Conditions for programme structure	Outcomes in the following sections of the graduate profile will be embedded throughout programme design and delivery, and assessment: People skills, Cognitive skills, Affective skills.
Conditions for programme context	<p>Programme design and delivery, and all assessment will be conducted in and for the context of a real or realistic business entity, and in light of the requirements of that context</p> <p>A business entity can be an organisation, or a commercial or other enterprise, not necessarily for profit</p>
Other conditions	

Specific conditions relating to the Graduate profile

Qualification outcomes		Indicative Credits	Conditions	Mandatory or Optional
1.	Operate business technologies to provide administrative and general office services that support everyday operational activities	15 credits	'Business technologies' include office and digital technologies and devices	Mandatory
4.	Communicate effectively with stakeholders		'Communicate' must emphasise written and oral skills 'Stakeholders' include internal and external stakeholders	Mandatory
6.	Select and apply customer service techniques, to meet stakeholder expectations		'Stakeholders' include internal and external stakeholders	Mandatory
8.	Demonstrate professional and ethical behaviour, in a socially and culturally appropriate manner		<p>"Professional" includes attitudes, qualities and behaviours.</p> <p>"Socially" must consider, amongst other things, environmental, community and sustainability expectations.</p> <p>"Culturally" must be interpreted as being wider than ethnicity</p> <p>Explanatory - It is the context that sets the level for assessment, one should not act less ethically at lower levels of the NZQF than at higher levels: the context within which one acts will be more complex at higher levels.</p>	Mandatory

Transition information

Replacement information	
(Write any additional transition information here or delete the row)	