



New Zealand Certificate in Business (First Line Management) (Level 4)

Location

Online

Duration

20 weeks full-time | 40 weeks part-time

Delivery

Delivered through the eCampus. Online activities - readings, discussion forums, research tasks and fact finding. Study will be mainly self-directed and is flexible to suit your needs.

Credits

60

DescLevel

60

Intakes

Monthly

Apply

Anytime
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Delivered online through [eCampus NZ](#)

Do you want to learn how to manage an effective team to achieve organisational

goals?

This fully online qualification will give you the skills and knowledge to work as a first line manager with responsibility for the performance of others in a business entity.

Please note: Learners under the age of 18 cannot apply for this programme.

What will I learn?

Technical knowledge and skills

- Manage work flows in an operational context to achieve team objectives
- Assess against agreed criteria and respond appropriately to achieve operational objectives.

People skills

- Motivate and involve a team to achieve the team's objectives and contribute to the entity's objectives
- Communicate to develop relationships with team members and stakeholders
- Manage relationships within a team to sustain a productive workplace environment
- Promote an inclusive environment to value diversity for positive performance for the entity.

Effective skills

- Demonstrate professional and ethical behaviour, in a socially and culturally appropriate manner in leading a team.

Business environment

- Adapt leadership styles for effectiveness in different environments
- Comply with internal policies, legislation and other external requirements for the entity.

Entry requirements

- 40 credits at NCEA Level 1, including 10 literacy credits and 10 numeracy credits OR [New Zealand Certificate in Business \(Introduction to Team Leadership\) \(Level 3\)](#).
- If English is not your first language, you must provide:
 - New Zealand University Entrance OR
 - Overall Academic IELTS 5.5 with no individual band score lower than 5.0 (achieved in one test completed in the last two years), OR
 - Acceptable alternative evidence of the required IELTS ([see here for NZQA proficiency table](#) and [here for list of recognised proficiency tests](#)).

If you need to improve your English Language skills, we offer a [wide range of English programmes](#).

Alternative requirements

Skills for tertiary study (including literacy and numeracy) may be acquired through

study, work and/or life experience. Students who can demonstrate these skills may be approved for alternative entry. CPIT literacy and numeracy assessments are available.

COVID-19 vaccination information

As this programme is delivered fully online, you do not need to provide us with a My Vaccine Pass.

- You will need to provide us with a valid My Vaccine Pass if you want to visit an Otago Polytechnic site for any reason while you are studying with us (e.g. meetings, events, presentations) or attend graduation in person at the end of this programme.
- You do not need to provide a valid My Vaccine Pass if you are attending on campus health services (e.g. student health, Kowhai Centre).
- In exceptional circumstances, exemptions may be granted to this. You can find out more about this in our [vaccination policy](#). If you think you have grounds to be exempt from our vaccination requirements, please email Covid-19@op.ac.nz

You can find more information about our vaccination requirements [here](#). And, if you still have further questions, please visit our FAQs page which you can find [here](#).

Pathways into the programme

This qualification builds on from:

- [New Zealand Certificate in Business \(Administration and Technology\) \(Level 3\)](#)
- [New Zealand Certificate in Business \(Introduction to Team Leadership\) \(Level 3\)](#)
- [New Zealand Certificate in Business \(Introduction to Small Business\) \(Level 3\)](#)

Your workload

This programme is made up of four courses with a total of 600 learning hours. This breaks down to approximately 30 hours per week if you're studying full-time and 15 hours per week if you're studying part-time.

Depending on your previous academic online experience this may vary a little.

Programme structure

Course	Level	Credits	Learning hours
Effective Leadership	4	15	150
Team Management and Motivation	4	15	150
Achieving Team Objectives	4	15	150
Performance and Variance Management	4	15	150
Total		60	600

Course descriptions

1. Effective Team Performance

To enable students to work cooperatively and effectively in a team and achieve objectives.

Learning outcomes:

- Communicate effectively with stakeholders
- Work cooperatively and effectively
- Develop and contribute to achievement of objectives within an entity and teams

2. Team Management and Motivation

To enable students to manage and to motivate teams and team members to sustain a positive and productive workplace environment.

Learning outcomes:

- Apply appropriate conflict resolution strategies to a conflict situation
- Describe and apply team motivational theory and strategies
- Describe and comply with internal policies and external requirements

3. Achieving Team Objectives

To enable students to promote an inclusive working environment and to assess against agreed criteria to achieve the entity's objectives.

Learning outcomes:

- Participate actively in a team to achieve objectives
- Assess team objectives against operational objectives
- Develop positive workplace relationships by applying professional and ethical behaviour in a socially and culturally appropriate manner in leading a team

4. Performance and Variance Management

To enable students to effectively manage workflows and performance manage a team to respond to the achievement of operational objectives.

Learning outcomes:

- Develop a plan of action in response to a variation
- Allocate, manage and evaluate workflows and resources to achieve team and individual objectives
- Describe, manage and apply performance management strategies

Further study options

Graduates of this qualification may progress to:

- New Zealand Diploma in Business (with strands in [Accounting, Administration and Technology, Leadership and Management](#), and [Project Management](#)) (Level 5)
- New Zealand Diploma in Business (with strands in Accounting, Administration and Technology, Leadership and Management, and Māori Business and Management) (Level 6)
- other relevant industry qualifications.

Career opportunities for graduates

Graduates of this qualification will have the skills and knowledge to work as a first line manager with responsibility for the performance of others, in a business entity.

Student loans and allowances

Full-time **domestic students** of this programme are eligible for student loans and allowances (dependent on age and financial circumstances.) Please contact Studylink for additional information. Phone 0800 88 99 00 or visit: www.studylink.govt.nz

Recognition of prior learning

If you already have extensive knowledge and skills gained from practical experience in this area, enquire about our recognition of prior learning process at Capable NZ. You may have already gained credits towards this qualification in the course of your life. www.capablenz.ac.nz

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