

### New Zealand Certificate in Business (Administration and Technology) (Level 3)

|  |  |                   |   |                 |                        |                |   |
|--|--|-------------------|---|-----------------|------------------------|----------------|---|
| <b>MOE Code</b>  | NZ2452   | <b>Level</b>      | 3 | <b>Duration</b> | 1 semester (full-time) | <b>Version</b> | 1 |
| <b>Delivery</b>  | Full-time, Intramural. Part-time option available  |                   |   | <b>Intakes</b>  | Kaitiaki - Semester 1  |                |   |
| <b>Strategic purpose</b>   | To provide New Zealand business entities with people who have introductory business administration and technology skills to work in a range of supervised general office administration roles.   |                   |   |                 |                        |                |   |
| <b>Graduate profile</b>  | <p>Graduates of this qualification will be able to:</p> <p>Technical knowledge and skills</p> <ul style="list-style-type: none"> <li>- Provide administrative and general office services using business technologies, to support everyday operational activities.</li> <li>- Perform financial calculations, process data and produce information for business purposes.</li> </ul> <p>People skills</p> <ul style="list-style-type: none"> <li>- Communicate effectively with stakeholders.</li> <li>- Work cooperatively within a team, and contribute to the achievement of objectives.</li> <li>- Select and apply customer service techniques, to meet stakeholder expectations.</li> </ul> <p>Cognitive skills</p> <ul style="list-style-type: none"> <li>- Apply effective problem-solving and decision-making for business purposes.</li> </ul> <p>Affective skills</p> <ul style="list-style-type: none"> <li>- Demonstrate professional and ethical behaviour, in a socially and culturally appropriate manner.</li> <li>- Manage self effectively to contribute to performance of the entity.</li> </ul> <p>Business environment</p> <ul style="list-style-type: none"> <li>- Comply with internal policies, and legislation and other external requirements for business entities.</li> </ul> |                   |   |                 |                        |                |   |
| <b>Education pathway</b>   | <p>Graduates of this qualification may progress to:</p> <ul style="list-style-type: none"> <li>• New Zealand Certificate in Business (Administration and Technology) (Level 4) [Ref: 2461]</li> <li>• New Zealand Certificate in Business (Accounting Support Services) (Level 4) [Ref: 2455]</li> <li>• New Zealand Certificate in Business (First Line Management) (Level 4) [Ref: 2456]</li> <li>• New Zealand Certificate in Business (Small Business) (Level 4) [Ref: 2457]</li> <li>• New Zealand Certificate in Business (Introduction to Small Business) (Level 3) [Ref: 2454]</li> <li>• New Zealand Certificate in Business (Introduction to Team Leadership) (Level 3) [Ref: 2453]</li> </ul> <p>or may pathway into relevant industry certifications or other Level 3 or 4 qualifications.</p>   |                   |   |                 |                        |                |   |
| <b>Employment pathway</b>  | <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 workers.</p>  |                   |   |                 |                        |                |   |
| <b>Award(s)</b>  | New Zealand Certificate in Business (Administration and Technology) (Level 3)  |                   |   |                 |                        |                |   |
| <b>Completion requirements</b>   | 60 credits, as listed in Programme Structure.  |                   |   |                 |                        |                |   |
| <b>Entry requirements</b>  | Refer to Generic Entry Requirements listed on Page 29.   |                   |   |                 |                        |                |   |
| <b>Selection information</b>   | All applicants will be interviewed and where applicants exceed available places selection will be based on evidence of interest, motivation and academic achievement.  |                   |   |                 |                        |                |   |
| <b>Credit recognition</b>  | Credit from Recognition of Prior Learning, Credit Transfer and Unit Standard Transfer (if applicable) will be in accordance with the policy <i>Credit Recognition (05.004)</i> .   |                   |   |                 |                        |                |   |
| <b>Time limit for completion</b>   | 3 years from initial enrolment   |                   |   |                 |                        |                |   |
| <b>Note: Students complete either Programme of Study #1 or Programme of Study #2. There is no option to complete courses from both programmes of study.</b>                            |  |                   |   |                 |                        |                |   |
| <b>Programme structure – Programme of Study #1</b>   |  |                   |   |                 |                        |                |   |
| <b>Code</b>  | <b>Title</b>   |                   |   | <b>Credits</b>  |                        | <b>Level</b>   |   |
| <b>Compulsory courses</b>  |  |                   |   |                 |                        |                |   |
| CBAT301  | Customer Relations   |                   |   | 10              |                        | 3              |   |
| CBAT302  | Administration and Finance   |                   |   | 10              |                        | 3              |   |
| CBAT303  | Business Organisation  |                   |   | 10              |                        | 3              |   |
| CBAT304  | Business Communication   |                   |   | 10              |                        | 3              |   |
| CBAT305  | Business Data Solutions  |                   |   | 10              |                        | 3              |   |
| CBAT306  | Operation Essentials   |                   |   | 10              |                        | 3              |   |
| <b>Course prescriptors</b>   |  |                   |   |                 |                        |                |   |
| <b>Title</b>   |  | <b>Code</b>       |   | <b>Credits</b>  |                        | <b>Level</b>   |   |
| <b>Customer Relations</b>  |  | <b>CBAT301</b>    |   | <b>10</b>       |                        | <b>3</b>       |   |
| Aim: To enable students to develop professional customer service techniques that are culturally, socially, and ethically appropriate within a business entity.                         |  |                   |   |                 |                        |                |   |
| <b>Administration and Finance</b>  |  | <b>CBAT302</b>    |   | <b>10</b>       |                        | <b>3</b>       |   |
| Aim: To enable students to apply administration procedures which accurately support everyday operational and financial tasks in a business environment.                                |  |                   |   |                 |                        |                |   |
| <b>Business Organisation</b>   |  | <b>CBAT303</b>    |   | <b>10</b>       |                        | <b>3</b>       |   |
| Aim: To enable students to produce administration services and business documents in accordance with policy and legislation.   |  |                   |   |                 |                        |                |   |
| <b>Business Communication</b>  |  | <b>CBAT304</b>    |   | <b>10</b>       |                        | <b>3</b>       |   |
| Aim: To enable students to use business technologies to communicate effectively in a global business environment   |  |                   |   |                 |                        |                |   |
| <b>Business Data Solutions</b>   |  | <b>CBAT305</b>    |   | <b>10</b>       |                        | <b>3</b>       |   |
| Aim: To enable students to manipulate business data to solve business problems.  |  |                   |   |                 |                        |                |   |
| <b>Operation Essentials</b>  |  | <b>CBAT306</b>    |   | <b>10</b>       |                        | <b>3</b>       |   |
| Aim: To enable students to contribute to a business entities performance utilising a variety of digital devices.   |  |                   |   |                 |                        |                |   |
| <b>Programme structure – Programme of Study #2</b>   |  |                   |   |                 |                        |                |   |
| <b>Code</b>  | <b>Title</b>   |                   |   | <b>Credits</b>  |                        | <b>Level</b>   |   |
| 3496.AT307   | Administration Essentials  |                   |   | 15              |                        | 3              |   |
| 3496.AT308   | Administration Professionals   |                   |   | 15              |                        | 3              |   |
| 3496.AT309   | The Practice   |                   |   | 30              |                        | 3              |   |
| <b>Administration Essentials</b>   |  | <b>3496.AT307</b> |   | <b>15</b>       |                        | <b>3</b>       |   |
| Aim: To produce business documents to industry specifications.   |  |                   |   |                 |                        |                |   |
| <b>Administration Professionals</b>  |  | <b>3496.AT308</b> |   | <b>15</b>       |                        | <b>3</b>       |   |
| Aim: To provide professional administrators who demonstrate professional and ethical behaviour in a socially and culturally appropriate manner to provide proficient customer service. |  |                   |   |                 |                        |                |   |
| <b>The Practice</b>  |  | <b>3496.AT309</b> |   | <b>30</b>       |                        | <b>3</b>       |   |
| Aim: Work professionally in a business entity to provide administrative and general services that support everyday operational activities.   |  |                   |   |                 |                        |                |   |
| <i>Pre-requisites: 3496.AT307 and 3496.AT308</i>   |  |                   |   |                 |                        |                |   |