

National Certificate in Business Administration & Computing – Level 3



- i** Improve administration skills
- i** Get recognised for your skills
- i** Continue on your career path
- i** Start Anytime from Anywhere!

This national certificate is designed to recognise a broad range of business administration knowledge and skills required of administrators while allowing them to select credits to match their business administration and information technology related positions; and provide recognition of an intermediate level of competence, knowledge and skills to permit and assist a pathway to further education and training.

Qualification & Course Outline:

National Certificate in Business Administration & Computing (Level 3: 60 credits)

Course costs: **\$2090.00+GST Full Service** or **\$925+GST Learning Only**

- i** Apply **language and text processing skills** to **produce business documents**
- i** Apply **language & text processing skills** - **produce specialist documents**
- i** Produce information using **word processing functions**
- i** Produce information using **advanced word processing** functions
- i** Use **office administration and communication systems**
- i** **Plan & organise business meetings**, complete meeting administration
- i** Describe and **operate a personal computer system**
- i** **Create a computer spreadsheet** to provide solution for organisation use
- i** **Produce documents** for a workplace using a computer
- i** **Be assertive** in a range of specified situations
- i** Give **oral instructions** in the workplace
- i** Analyse and apply principles of **communication process theory**
- i** Apply **problem-solving** techniques
- i** **Manage interpersonal conflict**
- i** **Give and respond to feedback** on performance
- i** **Listen to gain information** in an interactive situation
- i** Develop strategies for **communicating in a culturally diverse workplace**
- i** **Collaborate within a group/team** which has an objective(s)
- i** **Lead a group/team** to achieve an objective(s)
- i** Use of **effective business writing skills** in a business organisation
- i** Employ **customer service techniques** - accommodate customer behavioural styles
- i** **Answer customer enquiries on the phone** in a wide range of contexts
- i** **Answer customer enquiries by mail**, fax, e-mail - wide range contexts

icontact is the online learning system used by Rapid Results Limited - specialists in providing training and consultancy services to the contact centre industry. icontact won the TUANZ 2005 Innovation award for general education.

This solution offers a full online integrated Training & Assessment Tool to develop skills and reduce assessment time considerably.

Accredited by the New Zealand Qualifications Authority under the provisions of the Education Act 1989 to provide education and training

Unit Standards Incorporated:

108, 109, 112, 113, 121, 11648, 2780, 2785, 24782, 1299, 1312, 9694, 9696, 9704, 9705, 11097, 11099, 11101, 21335, 16612, 376, 11815, 11816,

Phone **Rapid Results** for enrolment details on:

0800 DEVELOP

0800 338356

*icontact is a division of **Rapid Results Limited***
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The following unit standards must be completed in order to achieve the Business Administration & Computing Level 3 qualification. Minimum of 60 credits of which 46 from Sets A,B,C,D and E

Elective Set A (A minimum of 25 Credits)

Unit ID	Unit Standard Title	Level	Credit
108	Apply language and text processing skills to produce business documents	3	5
109	Apply language & text processing skills - produce specialist documents	4	10
112	Produce information using word processing functions	3	5
113	Produce information using advanced word processing functions	4	10
121	Use office administration and communication systems	2	5
11648	Plan & organise business meetings, complete meeting administration	4	7

Elective Set B (A minimum of 10 Credits)

Unit ID	Unit Standard Title	Level	Credit
2780	Describe and operate a personal computer system	1	3
2785	Create computer spreadsheet to provide solution for organisation use	3	5
24872	Produce documents for a workplace using a computer	3	3

Elective Set C (A minimum of 5 Credits)

Unit ID	Unit Standard Title	Level	Credit
1299	Be assertive in a range of specified situations	2	4
1312	Give oral instructions in the workplace	3	3
9694	Analyse and apply principles of communication process theory	3	4
9696	Apply problem-solving techniques	4	4
9704	Manage interpersonal conflict	4	6
9705	Give and respond to feedback on performance	3	3
11097	Listen to gain information in an interactive situation	3	3
11099	Develop strategies for communicating in a culturally diverse workplace	4	4
11101	Collaborate within a group/team which has an objective(s)	4	4
21335	Lead a group/team to achieve an objective(s)	4	5

Elective Set D (A minimum of 3 Credits at Level 2 or above)

Unit ID	Unit Standard Title	Level	Credit
16612	Use of effective business writing skills in a business organisation	4	4

Elective Set E (A minimum of 3 Credits)

Unit ID	Unit Standard Title	Level	Credit
376	Employ customer service techniques - accommodate customer behavioural styles	3	2
11815	Answer customer enquiries on the phone in a wide range of contexts	3	3
11816	Answer customer enquiries by mail, fax, e-mail - wide range contexts	3	4

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