

National Certificate in Business Administration – Level 4



- Improve leadership skills
- Develop admin skills
- Continue on your career path
- 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 credit to match their business administration and information technology related positions; and provide recognition of an advanced 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 (Level 4: 60 credits)
Course costs: \$2090.00+GST Full Service or \$925+GST Learning Only

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

109, 113, 11648, 2780, 2785, 1299, 9694, 9704, 11097, 11099, 11101, 21335, 16612, 11815, 11816, 14950, 17213

Phone **Rapid Results** for enrolment details on:
0800 DEVELOP
0800 338356

*icontact is a division of **Rapid Results Limited***
PO Box 302 263 North Harbour, Auckland 1330
www.rapidresults.co.nz & www.icontact.co.nz



National Certificate in Business Administration – Level 4

The following unit standards must be completed in order to achieve the Business Administration Level 4 qualification. Minimum of 60 credits of which 40 at Level 4 or above and a minimum of 36 credits total from Sets A,B,C,D and E

Elective Set A (A minimum of 20 Credits)

Unit ID	Unit Standard Title	Level	Credit
109	Apply language & text processing skills - produce specialist documents	4	10
113	Produce information using advanced word processing functions	4	10
11648	Plan & organise business meetings, complete meeting administration	4	7

Elective Set B (A minimum of 5 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

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
9694	Analyse and apply principles of communication process theory	3	4
9704	Manage interpersonal conflict	4	6
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 3 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
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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