

National Certificate in Business (First Line Management) - Level 4



- f** Improve leadership skills
- f** Develop supervisory skills
- f** Continue on your career path
- f** Start Anytime from Anywhere!

This qualification recognises the skills and knowledge expected of role holders or people seeking positions as team leaders, supervisors, charge hands, or first line managers.

Holders of this qualification may be responsible for managing people, resources, and/or projects.

Use this solution for a choice of training only or full qualification options.

Qualification & Course Outline:

National Certificate in Business (First Line Management Level 4: 45 credits)

Course costs: \$1995+GST Full Service or \$850+GST Learning Only

- f** Develop strategies to establish and **maintain positive workplace relationships**
- f** Demonstrate knowledge of **performance planning**
- f** Identify key workplace organisational principles
- f** Plan and **monitor performance** of others
- f** Apply **time management** concepts and methods in business situations
- f** Demonstrate **team building** skills
- f** Implement a **Health and Safety** plan

Plus up to 4 of the following:

- f** Develop strategies for communicating in a **culturally diverse workplace**
- f** Use **effective business writing skills** in a business organisation
- f** **Apply Problem-solving techniques**
- f** **Lead a group or team** to achieve an objective
- f** **Manage interpersonal conflict**

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.

Over 50 New Zealand companies are using icontact for Level 3 courses. Level 4 courses are also available.

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

Unit Standards Incorporated:

1987, 23396, 16342, 23397,
16614, 18336, 15189, 11099,
16612, 9696, 21335, 6704

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



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Compulsory Unit Standards

The following unit standards must be completed in order to achieve the First Line Management Level 4 qualification total a minimum of 45 Credits:

Unit ID	Unit Standard Title	Level	Credit
1987	Develop strategies to establish and maintain positive workplace relationships	4	5
23396	Demonstrate knowledge of performance planning	4	3
16342	Identify key workplace organisational principles	4	4
Total Credits (Compulsory)			12

ELECTIVE A UNIT STANDARDS (all 19 credits required)

Unit ID	Unit Standard Title	Level	Credit
23397	Plan and monitor performance of others	5	6
16614	Apply time management concepts and methods in business situations	4	3
18336	Demonstrate and apply knowledge of team-building skills	4	5
15189	Implement a health and safety plan for a workplace	4	5
Total Credits (Elective A)			19

ELECTIVE B UNIT STANDARDS (Balance of 14 credits required)

Unit ID	Unit Standard Title	Level	Credit
11099	Develop strategies for communicating in a culturally diverse workplace	4	4
16612	Use effective business writing skills in a business organisation	4	4
9696	Apply problem-solving techniques	5	4
21335	Lead a group/team to achieve an objective(s)	4	5
9704	Manage interpersonal conflict	4	6

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