

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

**Level** 4

**Credits** 45

### Purpose

This qualification recognises the skills and knowledge expected of people who are, or are seeking to be first line managers (team leaders, supervisors, or charge hands). Holders of this qualification are likely to be responsible for managing people, resources, and/or work operations.

The compulsory section specifies key skills and knowledge in relationship management, performance management, and workplace organisational principles required of first line managers at this level. The elective sections allow people to select from a diverse range of outcomes to allow the qualification to be focused on the specific needs of the individual, business, or workplace.

Knowledge and skills covered in the first two elective sections include relevant business skills such as administration, people development, financial skills, quality, systems and resources, and interpersonal skills. A third elective allows the candidate to choose from anywhere on the National Qualifications Framework. Candidates may choose to include standards specific to their industry, or those from Occupational Health and Safety, or Assessment of Learning, or to build on earlier learning and develop a career pathway of their choosing.

National Certificate in Business (First Line Management) (Level 4) [Ref: 0649] leads on from the National Certificate in Business (First Line Management) (Level 3) [Ref: 0743]. It may lead on to further qualifications in the Business field such as the National Diploma in Business (Level 5) [Ref: 0783], or other qualifications in business administration, small business management, or Māori business and management.

### Special Notes

It is acknowledged that many people in the workforce may already have the competence in the outcomes specified in individual standards. Those people are able to seek recognition of current competency (RCC) through accredited providers or workplace assessors.

### Credit Range

	<b>Compulsory</b>	<b>Elective A</b>	<b>Elective B</b>	<b>Elective C</b>
Level 1 credits	-	-	0-5	0-5
Level 2 credits	-	-	0-5	0-5
Level 3 credits	-	-	0-5	0-5
Level 4 or above credits	12	18	3-8	0-7
Minimum totals	12	18	8	7

## Requirements for Award of Qualification

- A minimum of 45 credits
  - Of which a minimum of 40 credits at Level 4 or above
- Compulsory standards
- Elective A – A minimum of 18 credits as specified
- Elective B – A minimum of 8 credits as specified
- Elective C – Balance if required

### Award of NQF Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided in section 7 of the New Zealand Qualifications Authority (NZQA) *Rules and Procedures* publications available at <http://www.nzqa.govt.nz/ncea/acrp/index.html>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

## Detailed Requirements

### Compulsory

The following standards are required

Business > Business Operations and Development > People Development and Coordination

ID	Title	Level	Credit
1987	Develop strategies to establish and maintain positive workplace relationships	4	5
23396	Demonstrate knowledge of performance management planning	4	3

Business > Business Operations and Development > Systems and Resources Management

ID	Title	Level	Credit
16342	Identify key workplace organisational principles	4	4

### Elective A

A minimum of 18 credits at Level 4 or above

From the following sets

- Set 1
- Set 2
- Set 3

**Set 1**

A minimum of 8 credits

Field	Subfield	Domain
Business	Business Operations and Development	People Development and Coordination
		Quality Management
		Systems and Resources Management
	Financial Management Management	Financial Skills
		Management - Developing and Coordinating People
		Management - Systems and Resources
		Quality Management
Education	Adult Education and Training	Delivery of Adult Education and Training
	Generic Education and Training	Assessment of Learning
Manufacturing	Manufacturing Skills	Competitive Manufacturing
Māori	Māori Business and Management	Māori Management - Generic

**Set 2**

A maximum of 5 credits

Field	Subfield	Domain
Business	Business Administration	Business Administration Services

**Set 3**

A maximum of 5 credits

Field	Subfield	Domain
Business	Business Administration	Business Information Management

**Elective B**

A minimum of 8 credits

Field	Subfield	Domain
Humanities	Communication Skills	Any

**Elective C**

The balance of credits, if required, to achieve

A minimum of 45 credits

- Of which a minimum of 40 credits at Level 4 or above

May come from anywhere on the NQF

**Transition Arrangements**

**Version 4**

This qualification was revised in order to correct an error in version 3, published in November 2007. The rule in Set 3 of Elective A was changed from ‘a minimum of 5 credits’, to ‘a maximum of 5 credits’. No other changes were made to the qualification.

Version 3 of this qualification is withdrawn and will not be awarded.

Changes to structure and content

- The rule in Set 3 of Elective A was changed from ‘a minimum of 5 credits’, to ‘a maximum of 5 credits’.

For detailed information see [Review Summaries](#) on the NZQA website.

This qualification contains standards that replace earlier standards. For the purposes of this qualification, people who have gained credit for the expiring standards are exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	Exempt from
16616	23396

**Previous versions of the qualification**

Version 3 was issued following review in order to take account of the review and reclassification of the First Line Management standards, and to increase flexibility in the structure to better meet the range of needs of people at this level. The title was changed to National Certificate in Business (First Line Management) (Level 4), changes were made to the purpose statement to reflect the new qualification structure, and the total number of credits was increased from 40 to 45.

In addition: a compulsory section listing three standards that cover core skills and knowledge for a person working in a supervisory role replaced Elective A; Elective B was altered to allow a wider choice of business-related standards, and renamed Elective A; and two new elective sections were added which allow standards from subfield Communication Skills, and from anywhere on the NQF.

Version 2 was issued following revision in order to update references to domains and standards in Electives A and B. Reference to domain First Line Management was replaced by a list of standards that had been reviewed and reclassified into other domains.

Version 1 was issued to provide a qualification for team leaders, supervisors and other first line managers.

Version 3 of this qualification has been withdrawn and will not be awarded. People currently working towards version 1 or 2 of this qualification may choose to complete that version or transfer to version 4. The final date for assessments to take place for version 1 or 2 is 31 December 2010.

### NQF Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	August 1999	December 2010
Revision	2	February 2007	December 2010
Review	3	November 2007	Withdrawn
Revision	4	January 2008	N/A

### Standard Setting Body

National Qualifications Services  
 NZQA  
 PO Box 160  
 WELLINGTON

Telephone 04 463 3000  
 Email [nqs@nzqa.govt.nz](mailto:nqs@nzqa.govt.nz)

### Planned Review

Any person or organisation may contribute to the review of this qualification by sending feedback to the standard setting body at the above address.

Next Review	2012
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### Certification

The certificate will display the logos of NZQA and if desired, the provider.

### Classification

This qualification is classified according to the NQF classification system and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

NQF Classification		NZSCED	
Code	Description	Code	Description
71	Business	080301	Management and Commerce > Business and Management > Business Management

**Quality Management Systems**

Providers and Industry Training Organisations must be accredited by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.