

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

Level 4

Credits 45

This qualification has been **reviewed**. The last date to meet the requirements is 31 December 2018.

Version 7 of this qualification has been republished to extend the last date of enrolment on programmes leading to it from 31 December 2016 to 31 March 2017, and to update the level of unit standard 1987.

Transition Arrangements

This qualification has been reviewed and replaced by the New Zealand Certificate in Business (First Line Management) (Level 4) [Ref: 2456].

Existing candidates may complete the requirements of this qualification or transfer their results to the replacement New Zealand qualification.

The last date for entry into programmes leading to the award of this qualification is 31 March 2017.

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

NZQF National Qualification 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| Review | 3 | November 2007 | Withdrawn |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 | December 2018 |
| Revision | 5 | January 2010 | December 2018 |
| Revision | 6 | August 2013 | December 2018 |
| Review | 7 | January 2015 | December 2018 |
| Republication | 7 | May 2016 | December 2018 |

Standard Setting Body

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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 candidates 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 candidates 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.

The National Certificate in Business (First Line Management) (Level 4) [Ref: 0649] builds on 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) with optional strands in Accounting, Finance, Finance - Māori, Health and Safety Management, Human Resource Management, Māori Business and Management, Marketing, People Development and Coordination, Project Management, Quality Management, and Systems and Resources Management [Ref: 1498], 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.

Sets 2 and 3 of Elective A specify a maximum number of credits: credits for these sets are therefore not required but may be chosen up to the maximum, depending on the candidate's purpose.

Credit Range

| | Compulsory | Elective A | Elective B | Elective C |
|--------------------------|------------|------------|------------|------------|
| 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 | 9 | 21-25 | 3-15 | 0-7 |
| Minimum totals | 9 | 21 | 8 | 7 |

Requirements for Award of Qualification

Award of NZQF National 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 on the New Zealand Qualifications Authority (NZQA) website: <http://www.nzqa.govt.nz/qualifications-standards/standards/standards-exclusion-list/>.

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.

Summary of Requirements

- A minimum of 45 credits
 - Of which a minimum of 40 credits at Level 4 or above
- Compulsory standards
- Elective A – A minimum of 21 credits as specified
- Elective B – A minimum of 8 credits as specified
- Elective C – Balance

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 | 5 | 5 |

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 21 credits at Level 4 or above

From the following sets

- Set 1
- Set 2
- Set 3

Set 1

A minimum of 11 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 - Systems and Resources |
| 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 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 DAS

Transition Arrangements

Version 6

Version 6 was issued following revision.

Changes to structure and content:

- Expiring standard 23396 was removed from the compulsory section.
- Three credits were added to the requirements for Set 1 of Elective A to compensate for the deletion.

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

People currently working towards version 5 of this qualification may choose to complete the requirements for that version or transfer their results to this version of the qualification.

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

| Credit for | Exempt from |
|------------|-------------|
| 16616 | 23396 |

This qualification contains classifications that replace or are used as substitutes for earlier classifications. For the purposes of version 5 of this qualification, people who have gained credit for standards in the lapsing domains may continue to use those credits to meet the qualification requirements of Set 1 in Elective A.

| Standards from | Are treated as Standards from |
|---|--|
| Business > Management > Management - Developing and Coordinating People | Business > Business Operations and Development > People Development and Coordination |
| Business > Management > Small Business Management | Business > Business Operations and Development > Systems and Resources Management |
| Business > Management > Small Business Management | Business > Financial Management > Financial Skills |
| Business > Management > Quality Management | Business > Business Operations and Development > Quality Management |

Previous versions of the qualification

Version 5 was issued following revision to clarify that no standards are required from Sets 2 or 3 in Elective A to achieve the qualification, and to update other technical details.

Version 4 was issued 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 was withdrawn and will not be awarded.

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 NZQF.

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 versions 1 and 2 is 31 December 2010.

Certification

This certificate will display the logos of NZQA, and the organisation that has been granted consent to assess against standards that meet the requirements of the qualification (accredited).

Classification

This qualification is classified according to the classification system listed on the Directory of Assessment Standards (DAS) and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

| DAS 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 granted consent to assess by a recognised Quality Assurance Body before they can register credits from assessment against standards. Organisation with consent to assess and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Consent to assess requirements and the moderation system are outlined in the associated Consent and Moderation Requirements (CMR) for each standard.

Reviewed