

## National Certificate in Business (First Line Management) (Level 3)

**Level** 3

**Credits** 45

### Purpose

This qualification is the first of two qualifications for people who are, or are training to be first line managers (team leaders, supervisors, or charge hands). People in these roles are likely to be responsible for managing people, resources, or workplace operations, and may have had little, or no formal training.

The compulsory section specifies the essential oral communication skills required of first line managers, while 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, quality management, systems and resources, people development, and interpersonal skills. A third elective allows the candidate to choose from anywhere on the National Qualifications Framework to include industry-specific skills and knowledge, or to build on earlier learning, or begin building a career pathway of his/her choosing.

The National Certificate in Business (First Line Management) (Level 3) [Ref: 0743] may lead to the National Certificate in Business (First Line Management) (Level 4) [Ref: 0649] and to other 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	-	-	0-4	0-5
Level 2 credits	-	-	0-4	0-5
Level 3 or above credits	9	22	0-4	0-10
Minimum totals	9	22	4	10

## Requirements for Award of Qualification

- A minimum of 45 credits
  - Of which a minimum of 40 credits at Level 3 or above
- Compulsory standards
- Elective A – A minimum of 22 credits as specified
- Elective B – A minimum of 4 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

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
1312	Give oral instructions in the workplace	3	3
9705	Give and respond to feedback on performance	3	3
11097	Listen to gain information in an interactive situation	3	3

### Elective A

A minimum of 22 credits at Level 3 or above

From the following sets

- Set 1
- Set 2

**Set 1**

A minimum of 17 credits

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

**Set 2**

The balance of credits, if required, to achieve

A minimum of 22 credits

May come from the following

Field	Subfield	Domain
Business	Business Administration	Business Administration Services

**Elective B**

A minimum of 4 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 3 or above

May come from anywhere on the NQF

## Transition Arrangements

### Version 3

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.

Changes to structure and content

- The title was changed to National Certificate in Business (First Line Management) (Level 3).
- Changes were made to the purpose statement to reflect the new qualification structure.
- The total number of credits for the qualification was increased from 42 to 45.
- The compulsory section was reduced to three standards from domain Interpersonal Communications.
- The elective section was divided into Elective A and Elective B to allow a wider choice of business and communication skills standards.
- A new Elective C was added which allows standards from anywhere on the NQF.

People currently working towards version 2 of this qualification may choose to complete that version or transfer to version 3. The final date for assessments to take place for version 2 is 31 December 2010.

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
3502	11097

## NQF Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	April 2000	December 2003
Revision	2	October 2001	December 2010
Review	3	November 2007	N/A

## Standard Setting Body

NZQA National Qualifications Services  
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.