

# National Certificate in Business (First Line Management) (Level 4) 2010

## Faculty of Business and Computing Te Manga Pākihi me te Rorohiko

The NCB(FLM) programme enables graduates to pursue a professional career as a Team Leader, Supervisor, Charge Hand or First Line Manager. The qualification is designed to develop you whether you are already in one of these roles or you are aiming for promotion. In either case it will boost your effectiveness and confidence. For ease and clarity we refer to the course as 'FLM' below.

The FLM is a nationally recognised unit standard based course. Generally unit standards are regarded as being more practically orientated than 'academic' courses and so they work well for people in work who want to extend themselves in their present career.

Units standard course are divided into units each one with its own credit value. Each unit is a "stand alone" element and can be studied separately if you do not wish to undertake the whole FLM qualification. The complete FLM comprises of 45 credits. All the units we can offer are listed under "course descriptors" on page 5 but not all units will be available in every circumstance

The programme is designed to develop skills in such areas as:

- time management
- leading others
- managing conflict
- planning & monitoring performance
- managing workplace relations
- training & developing personnel

### HOW CAN YOU STUDY FOR NCB(FLM)?

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To reflect demand we have developed three ways in which you can study for the qualification.

- **Online** You attend one induction session at EIT Taradale campus. After this all of your studies are undertaken via computer and internet. This means you can study where and when it suits you. You will have an online tutor to support you and assess your work. There are two entry points in the year; March & August.
- **Workbook Based** You work from printed course books and assessments. Arrangements are very similar to online but you mail your work in to your tutor. Workbooks are distributed via EIT Taradale Campus or EIT Learning Centres in Hastings, Central Hawke's Bay, Flaxmere, Wairoa and Maraenui. You can work at your own pace.
- **Workshop Based** An approach with 'traditional' classroom style support. If you are an employer this would be an excellent method of delivering or use as an in-house course. Normally we would offer 13 half day workshops over six months.

Contact us and we would be pleased to make an appointment with you to discuss your study options.

If you have any questions please feel free to contact us.

Ambah Southon, School of Business Secretary,  
Faculty of Business and Computing  
Phone: (06) 974 8000, ext 5038  
Email: ambahs@eit.ac.nz



*Te Whare Takiura o Kahungunu*

## WHAT METHOD OF STUDY WILL SUIT ME?

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### Distance Learning - Generally (Online or Workbook)

The main advantage is flexibility of where and when you study - a big bonus if you are working too. There are disadvantages as well, some people like to study face-to-face with others and you need lots of self-discipline but your tutor will help you in this area.

### Online Learning

We suggested minimum requirements are:

- Windows 2000
- 56k modem (recommended ADSL modem)
- Broadband or fast internet connection
- Office 2000
- 256 mb RAM
- A basic level of confidence with your computer

### Workbook Learning

This approach has the greatest possible flexibility of pace of study and widest choice of elective units

### Workshop (Blended) Learning

If you prefer face to face study or you are in a hurry to complete the course this is the best option for you.

## FUTURE PATHWAYS/EMPLOYMENT OPPORTUNITIES

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Possible jobs and career opportunities are mentioned on page one. FLM provides progression routes into the unit standards based, National Diploma in Business (online). Alternatively, it is an entry route into our other higher qualifications, for example: in the National Diploma in Business; EIT Diploma in Applied Business, the New Zealand Diploma in Business or the Bachelor of Business Studies.

## PROGRAMME SUMMARY

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Qualification	National Certificate in Business (First Line Management) (Level 4)
Programme Level	Four
Length	15 - 18 months (30 weeks for workshop based)
Study Options	Distance learning - online, workbook or workshop based
Hours of Study / Class Times	Approximately four - six hours per week (includes offline thinking and reflection time). Workshop based - 10 hours per week.
Total Number of Credits	45 Credits

## ENTRY REQUIREMENTS

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There are no formal entry requirements. However, you will need to be in employment or have access to a workplace as all assessments are work related. Assessments are finished by completing the worksheets included as part of the course. These are submitted on completion of each unit standard. There are no formal examinations.

### English Language Entry Requirement

Students are required to have attained an acceptable level of English language fluency. This may be demonstrated in a variety of ways, including successful study in English, approved scores on TOEFL (540 with a TWE score of 4) or IELTS (5 Academic) tests, completion of accepted international equivalents, or completion of an EIT Hawke's Bay assessment.

### Entry with Credit

You may already have completed some unit standards from previous study which can be credited into this programme. You will be asked to provide details of anything that you would like to be considered as credit toward your intended programme of study, as part of your application.

For further information and enquiries about credit transfer please contact the Faculty of Business and Computing secretary, Ambah Southon. Telephone (06) 974 8000, ext 5038.

## ACADEMIC STAFF

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Our lecturers are highly trained professionals with particular areas of expertise in business and management. To further develop their teaching staff maintain contacts with other professionals through organisations such as New Zealand Institute of Chartered Accountants, the New Zealand Law Society and the New Zealand Institute of Management.

We value our partnership with students and aim to provide quality education in a supportive environment, encouraging personal growth and professional development.

Name	Qualifications
Donna Petry	MCom(Hons), Certificate in Adult and Tertiary Teaching
Janet Turvey	BA Hons (Economics), PG Ed
Nick Cordery	BSc Hons, CIPD Certificate in Training Practice, Cert Ed
Rebecca Clarke	Bachelor of Business Studies (Accounting), NZ Diploma in Business
Sally Woods	DiplCT, Teacher Registration

## FACILITIES

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Every student has a login ID, also called a *username*, and password. This login allows you to use any computer connected to EIT's computer network either at your home, workplace or at the EIT Taradale campus or at any of the EIT Learning Centres (i.e. Hastings, Central Hawke's Bay, Flaxmere, Wairoa and Maraenui). Your username allows full access to the Internet. You will be provided with a username and password on acceptance of your enrolment.

For the workbook option you can collect and deliver worksheets to any EIT Learning Centre. Also, you can email your tutor from home, from the Taradale Campus or from any EIT Learning Centre.

## PROGRAMME INFORMATION

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On successful completion of this programme students will qualify for the National Certificate in Business (First Line Management) (Level 4). Students will be required to apply directly to the New Zealand Qualifications Authority (NZQA) for their certificate. (Refer to additional costs on page 7).

## COURSE DESCRIPTORS

### COMPULSORY UNITS

Unit	Brief Description	NZQA Level	No. of Credits
16614	<b>Apply time management concepts and methods in business situations</b> Evaluate current use of time and plan for improvements, and apply techniques and measures to improve use of time in business situations.	4	3
1987	<b>Develop strategies to establish and maintain positive workplace relationships</b> Devise strategies to establish positive working relationships with colleagues and manager(s); and develop strategies to maintain and monitor positive workplace relationships.	4	5
16342	<b>Identify key workplace organisational principles</b> Explain the relationship between organisational design and achievement of organisational goals; describe alternative organisational structures; describe management levels within organisations; and explain the impact of environmental factors on the management of organisations.	4	4
23400	<b>Demonstrate and apply knowledge of change management in a business operation</b> Demonstrate knowledge of change management; demonstrate knowledge of the impact of change on people in organisations; and manage change for a work team.	4	5
21335 & 21336	<b>Lead a group/team to achieve an objective(s)</b> Plan group/team activities, set goals and negotiate group/team process, and facilitate group/team process, to achieve an objective(s); and evaluate performance.	4 5	5 5
23396	<b>Demonstrate knowledge of performance management planning</b> Demonstrate knowledge of the role of performance management in an organisation; and develop a performance management plan.	4	3
18337	<b>Plan, organise, and evaluate training and development activities for a workplace team</b> Determine training and development requirements for a specified workplace team; organise training and development activities for a specified workplace team; and evaluate the effectiveness of the training and development activities.	4	5
18338	<b>Prepare and implement a project as a member of a project team</b> As a member of a project team, to: scope and plan a project; implement the project; and review personal performance.	4	5
<b>TOTAL CREDITS</b>			<b>40</b>

**PLEASE NOTE: MINIMUM ELECTIVE CREDITS REQUIRED = 5**

### ELECTIVE UNITS

Unit	Brief Description	NZQA Level	No. of Credits
23395	<b>Participate in staff selection processes</b> For people who manage or supervise work teams, who participate in staff selection processes, but are not necessarily responsible for developing the process or the final selection.	4	3
9704	<b>Manage interpersonal conflict</b> Identify and clarify issues of interpersonal conflict; develop strategies to manage an interpersonal conflict; select and implement strategy to manage the conflict; and evaluate strategy.	4	6
9696	<b>Apply problem-solving techniques</b> Define and analyse the problem, evaluate possible solutions, and implement and review the solution.	4	4
<b>MINIMUM ELECTIVE CREDITS REQUIRED</b>			<b>5</b>

*Notes on Electives - Possible combinations are: 23395 and 9696; or 9704 alone; or cross crediting existing unit standard credits from elsewhere. Speak to us for advice if you want to use cross credits.*

**NB: EIT Hawke's Bay reserves the right to change programme content.**

For more information about course content please contact the secretary on phone 06 974 8000, ext 5038.

## ASSESSMENTS

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The programme will be assessed in line with NZQA requirements. Assessments are submitted at the end of each unit standard.

## TRANSFERS /CROSS CREDITS

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This qualification has been approved by the New Zealand Qualifications Authority. These NZQA Framework unit standards are delivered at a number of other tertiary institutes around New Zealand. If you were to transfer to one of those other institutes you may be granted academic credit from the unit standards completed successfully while studying at EIT Hawke's Bay. If you have achieved any of the units prior to commencement of the programme please see the Programme Co-ordinator.

*Please note: Fees are not transferable between institutes.*

## ACCREDITATION

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The Eastern Institute of Technology (EIT Hawke's Bay) is an accredited tertiary education provider under the provisions of the Education Act 1989.

## FEES/COSTS

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**Please note:**

- The following provides a guide only, based on 2009 fees information.
- All costs quoted include GST.
- These fees apply to NZ Citizens and NZ Permanent Residents only.

Programme Fee:	<ul style="list-style-type: none"><li>○ Online and Workbook options - \$556 (<i>a discount from the full price of \$1,390</i>).</li><li>○ Workshop option - \$1,112</li><li>○ In-House (at your premises) - we would be pleased to discuss fees for this option</li></ul>
Individual Unit Standard Fee	\$99 per unit

## ADDITIONAL COSTS

\$15.00	<b>NZQA Certificates.</b> Students may be eligible for the National Certificate in Business (First Line Management) (Level 4). (Apply directly to NZQA).
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EIT Hawke's Bay expects student fees to be paid at time of enrolment.

## APPLICATION PROCESS

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Successful applicants will receive a letter of acceptance from the appropriate Faculty. Please contact the Registry Manager on (06) 974 8000, ext 6026 if you wish to discuss enrolment fee payment arrangements.

Please refer to the chart over the page.

## DISCLAIMER

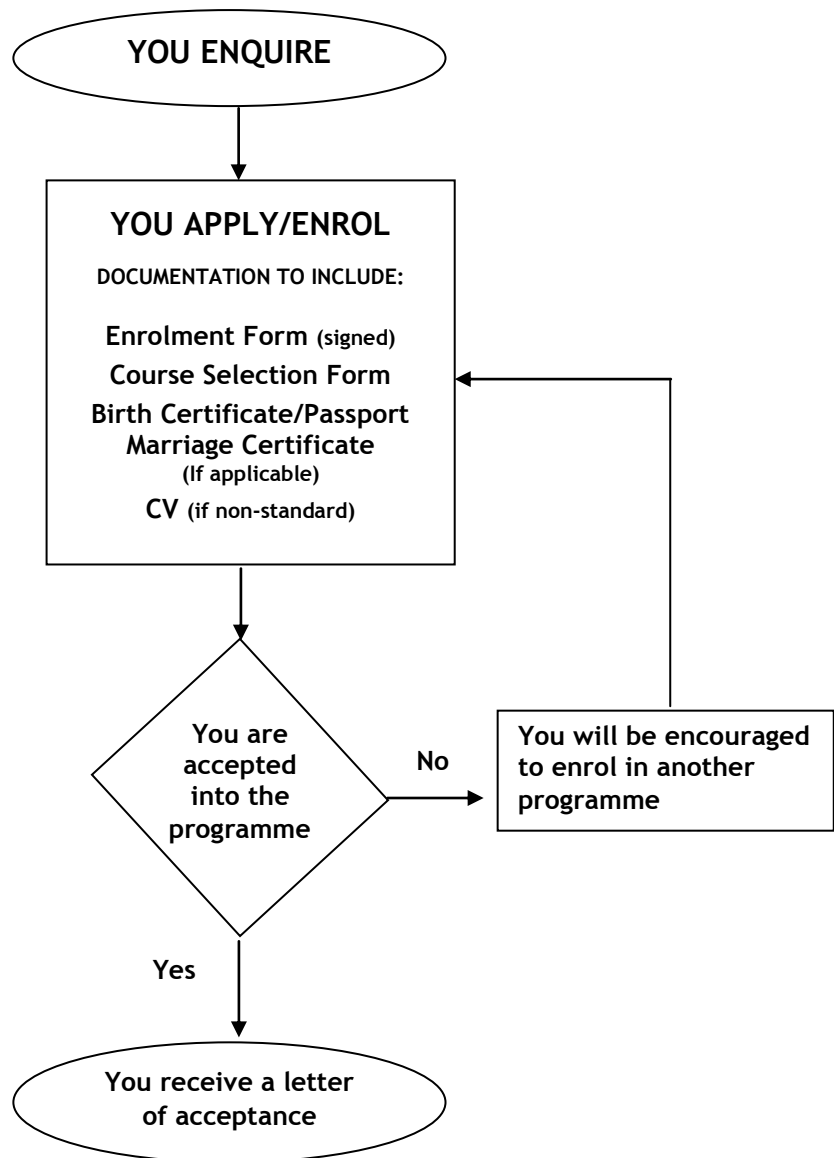
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Information contained in this publication is correct at the time of printing, but may be subject to change. While all reasonable efforts will be made to ensure listed programmes/courses are offered and regulations are current, the Institute reserves the right to change content or method of delivery, to withdraw any programme or course of study, or to impose limitations on enrolment, should circumstances require this.

Some programmes/courses mentioned in EIT publications are offered subject to final approval and accreditation or to sufficient enrolments being received.

For the latest information visit our website at [www.eit.ac.nz](http://www.eit.ac.nz)

### ENROLMENT PROCESS FLOWCHART



Course Selection Forms will be available from September/October, 2009

**NATIONAL CERTIFICATE IN BUSINESS (FIRST LINE MANAGEMENT) - LEVEL 4**

**“UNIT SELECTION FORM FOR ONLINE VERSION”**

**INTAKE 1, COMMENCES 15 MARCH 2010**

Please **complete and return**:

- Unit selection form
- Signed enrolment form
- Payment
- Birth certificate or passport *(certified by a JP or send original)*
- Marriage certificate *(if there has been a change in name)*
- Copy of Results e.g. NZQA Record of Learning *(for proof of gaining competency in any of the listed unit standards or for cross crediting purposes)*

FULL NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE NO: Home: \_\_\_\_\_ Business: \_\_\_\_\_

**Your selection will be confirmed by separate letter.  
DATES ONLY APPLY TO ONLINE VERSION**

UNIT STANDARD	COMMENCEMENT DATE	CREDITS	DURATION (in weeks)	CHOICE (Please Tick)
Introduction to NFLM L4 (EIT Online) <i>(Students have access to this upon acceptance of enrolment)</i> <b>WORKSHOP FOR ONLINE STUDENTS ONLY</b>	15 March 2010	0		<input type="checkbox"/>
16614 Time Management	22 March 2010	3	4 weeks	<input checked="" type="checkbox"/>
1987 Positive Workplace Relations	26 April 2010	5	6 weeks	<input checked="" type="checkbox"/>
16342 Organisational Principles	14 June 2010	4	5 weeks	<input checked="" type="checkbox"/>
23400 Change Management in a Business Operation	26 July 2010	5	5 weeks	<input checked="" type="checkbox"/>
21335 & 21336 Lead a Group/Team to Achieve an Objective	6 September 2010	10	6 weeks	<input checked="" type="checkbox"/>
23396 Performance Management Planning	25 October 2010	3	4 weeks	<input checked="" type="checkbox"/>
18337 Training & Development	29 November 2010	5	5 weeks	<input checked="" type="checkbox"/>
18338 Prepare and Implement a Project	10 January 2011	5	5 weeks	<input checked="" type="checkbox"/>
<b>TOTAL COMPULSORY CREDIT VALUE</b>		<b>40</b>		

<b>ELECTIVES (PLEASE SELECT UNIT/S TO GIVE AT LEAST <u>5 CREDITS</u> FROM THIS SECTION)</b>				
23395 Staff Selection Process	21 February 2011	3	9 weeks	<input type="checkbox"/>
9704 Manage Interpersonal Conflict		6		<input type="checkbox"/>
9696 Problem Solving Techniques		4		<input type="checkbox"/>
<b>MINIMUM ELECTIVE CREDITS REQUIRED</b>		<b>5</b>		

*Notes on Electives - Possible combinations are: 23395 and 9696; or 9704 alone; or cross crediting existing unit standard credits from elsewhere. Speak to us for advice if you want to use cross credits.*

**Please note: There is a standard 1-week break between each compulsory unit standard (except over the Christmas holiday period).**



NATIONAL CERTIFICATE IN BUSINESS (FIRST LINE MANAGEMENT) - LEVEL 4

“UNIT SELECTION FORM FOR ONLINE VERSION”

INTAKE 2, COMMENCES 16 AUGUST 2010

Please **complete and return**:

- Unit selection form
- Signed enrolment form
- Payment
- Birth certificate or passport (*certified by a JP or send original*)
- Marriage certificate (*if there has been a change in name*)
- Copy of Results e.g. NZQA Record of Learning (*for proof of gaining competency in any of the listed unit standards or for cross crediting purposes*)

FULL NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE NO: Home: \_\_\_\_\_ Business: \_\_\_\_\_

Your selection will be confirmed by separate letter.  
**DATES ONLY APPLY TO ONLINE VERSION**

UNIT STANDARD	COMMENCEMENT DATE	CREDITS	DURATION (in weeks)	CHOICE (Please Tick)
Introduction to NFLM L4 (EIT Online) <i>(Students have access to this upon acceptance of enrolment)</i> <b>WORKSHOP FOR ONLINE STUDENTS ONLY</b>	16 August 2010	0		<input type="checkbox"/>
16614 Time Management	23 August 2010	3	4 weeks	<input checked="" type="checkbox"/>
1987 Positive Workplace Relations	27 September 2010	5	6 weeks	<input checked="" type="checkbox"/>
16342 Organisational Principles	15 November 2010	4	5 weeks	<input checked="" type="checkbox"/>
23400 Change Management in a Business Operation	10 January 2011	5	5 weeks	<input checked="" type="checkbox"/>
21335 & 21336 Lead a Group/Team to Achieve an Objective	21 February 2011	10	6 weeks	<input checked="" type="checkbox"/>
23396 Performance Management Planning	11 April 2011	3	4 weeks	<input checked="" type="checkbox"/>
18337 Training & Development	16 May 2011	5	5 weeks	<input checked="" type="checkbox"/>
18338 Prepare and Implement a Project	27 June 2011	5	5 weeks	<input checked="" type="checkbox"/>
<b>TOTAL COMPULSORY CREDIT VALUE</b>		<b>40</b>		

ELECTIVES (PLEASE SELECT UNIT/S TO GIVE AT LEAST <u>5 CREDITS</u> FROM THIS SECTION)				
23395 Staff Selection Process	8 August 2011	3	9 weeks	<input type="checkbox"/>
9704 Manage Interpersonal Conflict		6		<input type="checkbox"/>
9696 Problem Solving Techniques		4		<input type="checkbox"/>
<b>MINIMUM ELECTIVE CREDITS REQUIRED</b>		<b>5</b>		

*Notes on Electives - Possible combinations are: 23395 and 9696; or 9704 alone; or cross crediting existing unit standard credits from elsewhere. Speak to us for advice if you want to use cross credits.*

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