

NZ Certificate in Business (Administration and Technology) [Level 3]

► **Real life, real learning, real business: Setting the foundations for administration support**

Great administrators are at the heart of a well-run office and this programme gives you the skills you need to take on the responsibility.

This programme is ideal if you want to work in office administration.

It gives you the essential skills and knowledge to work or gain employment, in a wide range of supervised general office administration roles in a variety of sectors. These may include: receptionist, data entry operator, front line customer service role, call or contact centre operator, secretary or an office support worker.

LOCATION	Hawke's Bay
START*	February and July
LENGTH	20 weeks full-time**
CONTACT	Stacey Higgins Phone: 06 830 1623 Email: shiggins@eit.ac.nz

* Subject to numbers.

** Part-time study available.

A new version of this programme is coming soon

This programme is currently being unified with others across Te Pūkenga to provide one programme that is portable, consistent, and more closely aligned with the needs of industry. This is a good thing but does mean that there will be some changes to the information below. Enquire at eit.ac.nz to receive the latest updates on the new programme.



TE AHO A MĀUI



Te Pūkenga

For NZ Citizens and Permanent Residents

EASTERN INSTITUTE OF TECHNOLOGY

eit.ac.nz | 0800 22 55 348 | [f](#) [@](#) [in](#)



Qualified students are in high demand

The NZ Certificate in Business (Administration and Technology) [Level 3] is a full-time equivalent programme of study requiring the successful completion of four 15 credit courses to gain this qualification in less than six months. Every course is compulsory. All 15 credit courses are delivered over nine weeks per term, with full-time or part-time options available.

YOUR FUTURE CAREER & STUDY OPPORTUNITIES

Possible job and career opportunities can include: receptionist, data entry operator, front line customer service, call or contact centre operator, secretary, or an office support worker.

Study pathways can include: NZ Certificate in Business [Level 4] specialising in areas such as Administration and Technology, Accounting Support Services, First Line Management, Small Business, Team Leadership or Project Management or the NZ Diploma in Business [Level 5] in which you can specialise in Leadership and Management, Accounting, Administration and Technology, Sales and Marketing, Human Resources or Project Management. Also, you could possibly pathway into the Bachelor of Business Studies [Level 7] or Bachelor of Computing Systems [Level 7].

WHAT YOU NEED TO KNOW

NZ Certificate in Business (Administration and Technology)

LEVEL	3	CREDITS	60
LENGTH	20 weeks full-time or equivalent part-time	FEE*	\$2,044 approximately (to be confirmed) You may be eligible for Fees Free. To find out if you can get Fees Free study go to www.feesfree.govt.nz You may also qualify for a Youth Scholarship if under 25 years old. To find out more go to www.eit.ac.nz/students/scholarships/

* This is a guide only based on the previous year. All costs quoted include GST and student services levy. Fees apply to New Zealand citizens and New Zealand permanent residents only.

2023 KEY DATES

INTAKE ONE

Programme starts Tuesday, 7 February

Programme ends Friday, 23 June

INTAKE TWO

Programme starts Monday, 17 July

Programme ends Friday, 1 December

TERM BREAKS

Intake one: 7 April - 21 April

Intake two: 25 September - 6 October

TIMETABLE

Your study time will be made up of contact time (class times, tutorials, industry-based learning) and non-contact time (your own individual study time, online learning).

Contact Time

On campus classes are usually scheduled between 9.00am - 2.30pm, Monday to Thursday.

Non-contact Time

You should plan to spend approximately 10 hours on individual study per credit.

ADDITIONAL COSTS

- ▶ \$40 approximately, if required for stationery or printing

ENTRY CRITERIA

A personal interview may be part of the application process.

Applicants must meet one of the following criteria:

- ▶ NCEA Level 1; or
- ▶ A NZ Certificate in Foundation Studies (Level 1); or
- ▶ A qualification at Level 1 or above on the NZQF, with evidence of Literacy and Numeracy abilities equivalent to NCEA (Level 1); or
- ▶ Evidence of relevant knowledge and experience, including Literacy and Numeracy abilities equivalent to NCEA (Level 1).

In the latter two situations the applicant is required to participate in an enrolment interview with the purpose of verifying the evidence.

Computer literacy is highly recommended in order to be able to cope with the digital components of the courses. Guidance and further details are provided in the application and enrolment information.

ENGLISH LANGUAGE ENTRY REQUIREMENT

Applicants whose first language is not English must have an acceptable level of English language fluency prior to enrolment in the programme.

This may be demonstrated in a variety of ways, including schooling in New Zealand, completion of the relevant New Zealand Certificate in English Language, approved scores on IELTS tests or completion of accepted international equivalents. Specific scores for IELTS and New Zealand Certificates in English Language are as follows:

- ▶ IELTS 5.0 General or Academic (no band score lower than 5) for NZCBAT Level 3; or
- ▶ NZCEL Level 3 with an endorsement of either General, Workplace, or Academic.

For acceptable alternatives refer to the English Proficiency Outcomes Chart.

ENTRY WITH CREDIT

You may already have some knowledge or skills that can be recognised as part of your intended study. This may take a number of different forms e.g., study at a private training establishment, workplace training, other tertiary study, life experiences or voluntary work. If you think you may qualify, you may want to apply for Cross Credit (CC) or Recognition of Prior Learning (RPL).

- ▶ CC is based on the equivalency of courses or qualifications. You would apply for CC if you have passed a very similar course at the same level.
- ▶ RPL is based on the assessment of your current knowledge and skills. You would apply for RPL if you had gained the relevant knowledge and skills through life experiences and informal learning situations.

You will be asked to provide details of anything that you would like considered as credit toward your intended programme of study, as part of your application.

You must apply prior to enrolment. CC and RPL cannot be awarded for a course if you are enrolled in that course. An original transcript or notice of results from the institute at which you previously studied (or verified copies) will be required for all applications.

For further information and enquiries about CC and RPL please contact the Programme Administrator, Stacey Higgins on 06 830 1623.

LITERACY & NUMERACY SKILLS

A Literacy and Numeracy assessment is part of the preparation for all Level 1 to 3 programmes. This is a national requirement from the Tertiary Education Commission (TEC). This information gives your tutors information on what you already know to help them provide the support that you may need in your studies.

There are two assessments. The first assessment will take place within the first three weeks of the programme. The second will be a week or two before you finish the programme. This final assessment will show how you have improved with your Literacy and Numeracy skills.

There will always be a tutor to help you when doing the assessment. The most important thing to know about this assessment is that you CANNOT fail. You will merely get information on your Literacy and Numeracy skills. The result will NOT have an impact on any of your assessment marks in your course work.

ASSESSMENTS

The programme will be assessed in line with NZQA requirements.

FACILITIES

Learners are given practical experience in a simulated office environment. A reception desk, work stations, office equipment and meeting areas are encapsulated within the classroom to allow theoretical knowledge to be put into practice within a modern office area.

In the state-of-the-art Information Technology Complex there are nine networked computer laboratories with between 24 and 30 student stations in each. The rooms are environmentally controlled, with data show equipment in each room. There are specific labs for software development, hardware, multimedia and a room for computer study.

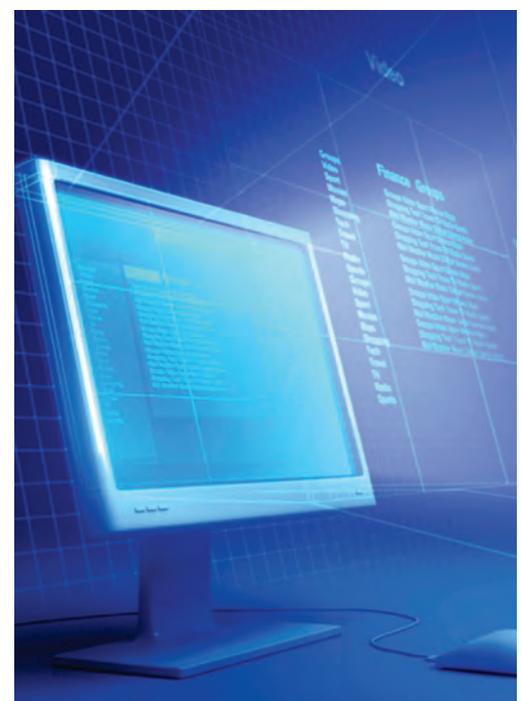
EIT IS NOW PART OF TE PŪKENGĀ

Te Pūkenga will bring together New Zealand's Institutes of Technology, Polytechnics, and Industry Training Organisations to build a network of on job, on campus and online learning. The services we offer will not only remain, they will be strengthened by being part of the extensive Te Pūkenga network around the country. Your enrolment for study in 2023 will see you enrolling with Te Pūkenga and becoming part of the extensive Te Pūkenga network around the country.

THE EXPERIENCE YOU NEED & THE SUPPORT TO SUCCEED

When you study at EIT | Te Pūkenga you'll get the kind of experiences that will help you gain the knowledge and skills to get ahead.

You'll also be supported by lecturers and tutors who are here for you, within a learning environment where you are treated as an individual, not just a number. They'll know your name and you'll receive one-on-one attention to make sure you get the support to succeed.



How to Enrol

There is an easy 3-step process to follow when enrolling at EIT | Te Pūkenga.

Step 1

Check out the programmes online at eit.ac.nz to see the programmes available for you to study. A copy of the course information for each programme is available online.

Step 2

You can now use your RealMe verified identity to apply for study at EIT | Te Pūkenga. If you use your RealMe verified identity you will no longer be sent a copy of your application form to sign. You also will not need to provide us with a copy of your primary ID.

If you apply online without using RealMe then you will be sent a summary of your enrolment to check and sign. It will also include course selection forms which you need to complete and return. Your enrolment cannot progress until you have sent the summary and forms back to us.

You can also apply using a paper enrolment form. Please call us on **0800 22 55 348** and we will send you one out.

You will receive an acceptance letter from your Faculty with

programme information. This will include the start date of your study and any special information regarding your programme. Depending on your chosen programme of study, you may be invited to attend an interview before you are accepted.

Step 3

Arrangement for full payment of enrolment fees must be made before the start of your programme. You will receive an invoice with payment details.

Fees-Free government scheme: Tertiary education is fees-free for eligible domestic tertiary students. To check if you are eligible, go to FeesFree.govt.nz and enter your National Student Number (NSN). If you are not eligible you will be responsible for paying your fees.

Scholarships and grants: Scholarships and grants make life easier by helping to cover your fees, other costs and living expenses while you study. You don't always need to be an academic high-flyer to qualify. You can find out more about scholarships and other options for paying your fees at eit.ac.nz.

StudyLink: If you need to pay for your own study you can choose to apply for your Student Loan and Student Allowance with StudyLink. You should do this early, even if you haven't yet been accepted on your programme. You can change your details later if anything changes. Visit studylink.govt.nz to find out more about StudyLink.

Student Services Levy

The Student Services Levy is a compulsory non-tuition fee that is charged to students enrolled at EIT | Te Pūkenga. The levy is to contribute to the provision of quality student services that support learning. The funds received by EIT | Te Pūkenga from the levy are ring-fenced, meaning they can only be spent on student services.

Student Loans and Allowances

StudyLink is a service of the Ministry of Social Development. Apply well before your programme begins (even if you haven't been accepted yet) so you'll be ready to get your payments when you need them most.

Check out what you qualify for at studylink.govt.nz.



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EXPERIENCED LECTURERS

At EIT | Te Pūkenga, you can be confident in the quality of our teaching and your learning experience.

EIT | Te Pūkenga is highly regarded in New Zealand for research excellence due to the quality of our community centred research, our publications and our external grant income provided by funding institutions who have confidence in our research capability. You can be confident your lecturers use the latest knowledge and research in their field of expertise to inform their teaching, and many are at the forefront of knowledge creation within their discipline area.

Our tutors are highly trained professionals with particular areas of expertise in computing and office administration. We value our partnership with students and aim to provide quality education in a supportive environment encouraging personal growth and professional development.

NAME	QUALIFICATION	NAME	QUALIFICATION
Rachael Rehu	BCS, DipBC	Stephanie McLeay	Completing NZCertATT

COURSE DESCRIPTIONS

PLEASE NOTE: A new version of this programme is coming soon. This programme is currently being unified with others across Te Pūkenga to provide one programme that is portable, consistent, and more closely aligned with the needs of industry. This is a good thing but does mean that there will be some changes to the information below. Enquire at eit.ac.nz to receive the latest updates on the new programme.

COURSE NO.	BRIEF DESCRIPTION	NO. OF CREDITS	NZQA LEVEL
BSNS3201	<p>Customer Services</p> <p>To develop knowledge, skills and attributes to provide administrative services in a business context.</p> <ul style="list-style-type: none"> Provide administrative and general office services using business technologies. Work cooperatively and contribute within a team to achieve business objectives. Select and apply customer service techniques to meet stakeholder and business expectations. Demonstrate professional and ethical behaviours in a socially and culturally responsible manner, to contribute to the performance of the business. 	15	3
BSNS3202	<p>Business Technologies</p> <p>To develop knowledge and skills to use business technologies to produce documents for the workplace.</p> <ul style="list-style-type: none"> Produce a range of business documents using selected business technologies. 	15	3
BSNS3203	<p>Financial Information</p> <p>To develop knowledge and skills to perform financial calculations and process data for business purposes.</p> <ul style="list-style-type: none"> Use business technologies to process data, produce business information and to perform financial calculations for business purposes. 	15	3
BSNS3204	<p>Workplace Practice</p> <p>To develop knowledge and skills to apply appropriate technologies to support business performance.</p> <ul style="list-style-type: none"> In a business context, use business technologies to support administration services, demonstrate personal and interpersonal skills and work cooperatively to provide administration services. 	15	3

