



# NZ Certificate in Business

## Administration and Technology

### Level 3

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 Campus and Hastings Learning Centre
Start	February and July*
Length	19 weeks full-time**
Contact	Jess Harrison Phone: 06 830 1415 Email: <a href="mailto:jharrison@eit.ac.nz">jharrison@eit.ac.nz</a>

\* February intake offered at Hastings Learning Centre only. July intake offered at Hawke's Bay Campus only.

\*\* Part-time study available.

For NZ Citizens and Permanent Residents



TE AHO A MĀUI

# Setting the foundation for office support

The purpose of this qualification is to provide Aotearoa New Zealand with people who have business administration and technology skills to work in a range of supervised general office administration roles. Graduates of this qualification will be able to operate business technologies and perform a range of administrative tasks, in accordance with ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi), and in a multi-cultural environment.

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 the semester, with full-time or part-time options available.

Graduates of this qualification will be able to:

- Provide administrative and general office services using business technologies to support everyday operational activities in an office environment.
- Process data, produce information, and perform financial calculations for business purposes.
- Work cooperatively within a team and contribute to the achievement of objectives.
- Select and apply customer service techniques to best meet stakeholder expectations.
- Behave professionally and ethically and in a socially and culturally responsible manner and apply personal and interpersonal skills to contribute to the performance of the office.

## Career and Study Opportunities

Possible job and career opportunities can include:

- Receptionist
- Data entry operator
- Front line customer service
- Call or contact centre operator
- Secretary
- 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
- 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 or Bachelor of Computing Systems.





## NZ Certificate in Business (Administration and Technology)

Level 3, 60 credits



Hawke's Bay Campus and Hastings Learning Centre



Full-time: 19 weeks  
Part-time: equivalent



Fee: Visit [fees.eit.ac.nz](https://fees.eit.ac.nz) to see the fees for this programme



## 2025 Key Dates

### Intake One

Hastings Learning  
Centre

Starts: Monday, 10 February

Ends: Friday, 27 June

### Intake Two

Hawke's Bay Campus

Starts: Monday, 21 July

Ends: Friday, 5 December

### Semester Breaks

14 - 25 April

30 June - 18 July

22 September - 3 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 of individual study time per credit.

## Additional Costs

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

## Entry Requirements

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 Requirements

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 you are already enrolled in. An original transcript or notice of results from the institution 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 Jess Harrison on 06 830 1415.

## Literacy and Numeracy Skills

A literacy and numeracy assessment is part of the preparation for all level one to three 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 help 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

The Hawke's Bay Campus and Hastings Learning Centre provides students with workspaces including a classroom, meeting rooms and office equipment to allow students to learn and experience what it would be like to work in an open plan office environment.

## Scholarships

Scholarships are a way to help financially support your study. They can make life easier by helping to cover your fees and living expenses while you complete your qualification. You don't always need to be an academic high-flyer to qualify.

Find out what's available at [scholarships.eit.ac.nz](https://scholarships.eit.ac.nz) or for general scholarship information please contact [scholarships@eit.ac.nz](mailto:scholarships@eit.ac.nz).

## Experienced Lecturers

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

EIT 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
<b>Rachael Rehu</b> <i>Programme Coordinator</i>	BCS, DipBC, Microsoft Certified (Excel, Access and Expert in Word), NZIM Supervisory Management, NZCertAdEd, NZCertTeReoMāori (Level 3)
<b>Stephanie McLeay</b>	DipBus (Organisational Management), Mental Health First Aid Instructor, Social Psychology, NZCertTeReoMāori (Level 2), completing NZCertAdTT

## Course Descriptions

Course No.	Brief Description	NZQA Level	No. of Credits
BSNS3201	<b>Customer Services</b> <b>Aim:</b> To develop knowledge, skills and attributes to provide administrative services in a business context. <b>Learning Objectives:</b> <ul style="list-style-type: none"><li>• Provide administrative and general office services using business technologies.</li><li>• Contribute within a team to achieve business objectives.</li><li>• Select and apply customer service techniques in a business context.</li><li>• Apply professional and ethical behaviours in a socially and culturally responsible manner, to contribute to the performance of a business.</li></ul>	3	15
	<b>Business Technologies</b> <b>Aim:</b> To develop the knowledge, skills and attributes to use business technologies to produce documents for the workplace. <b>Learning Objectives:</b> <ul style="list-style-type: none"><li>• Select business technologies to produce a range of business documents.</li></ul>		
	<b>Financial Information</b> <b>Aim:</b> To develop the knowledge, skills and attributes to perform financial calculations and process data for business purposes. <b>Learning Objectives:</b> <ul style="list-style-type: none"><li>• Use business technologies to process data and produce business information.</li><li>• Use business technologies to perform financial calculations for business purposes.</li></ul>		
	<b>Workplace Practice</b> <b>Aim:</b> To develop the knowledge, skills and attributes to apply appropriate technologies to support business performance. <b>Learning Objectives:</b> <ul style="list-style-type: none"><li>• Use business technologies to support administration services in a business context.</li><li>• Work cooperatively within a team to provide administration services.</li><li>• Apply personal and interpersonal skills in a business context.</li></ul>		

## The experience you need & the support to succeed

When you study at EIT 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.

## Step 1

Check out [eit.ac.nz](http://eit.ac.nz) to see the programmes available for you to study. A copy of the course information for each programme is available on our website.

## Step 2

You can now use your RealMe verified identity to apply for study at EIT. 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.

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](http://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](http://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](http://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. The levy is to contribute to the provision of quality student services that support learning. The funds received by EIT 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](http://studylink.govt.nz).



### DISCLAIMER:

All information in this publication pertains to New Zealand Citizens or Permanent Residents, and is correct at the time of printing but is subject to change. EIT is a Business Division of Te Pūkenga – New Zealand Institute of Skills and Technology. EIT reserves the right to amend/withdraw programmes or courses. Fees for 2025 will be set by November 2024 and are subject to change.

For the latest information, or for full programme entry requirements visit [eit.ac.nz](http://eit.ac.nz) or phone 0800 22 55 348.