

## Programme Unit Standards

| Unit                                                          | Cred- | Unit Name                                                                                           |
|---------------------------------------------------------------|-------|-----------------------------------------------------------------------------------------------------|
| 29772                                                         | 2     | Manage files and folders using digital devices (level 2)                                            |
| 112                                                           | 5     | Produce business or organisational information using word processing functions                      |
| 29792                                                         | 4     | Use a desktop publishing application to produce documents                                           |
| 29787                                                         | 3     | Produce and use a database to provide a solution for organisational use                             |
| 29786                                                         | 3     | Produce a spreadsheet for organisational use                                                        |
| 29785                                                         | 4     | Use a word processing application to integrate images, spreadsheet and database data into documents |
| 1874                                                          | 3     | Prepare IRD employer reporting documentation for PAYE, FBT and GST                                  |
| 9681                                                          | 3     | Contribute within a team or group which has an objective                                            |
| 26768                                                         | 7     | Use a computerised accounts receivable & payable system to produce financial information            |
| 121                                                           | 5     | Demonstrate and apply knowledge of office equipment and administration processes                    |
| 328                                                           | 4     | Identify the requirements for a financial record system for an entity                               |
| 122                                                           | 5     | Provide office reception services                                                                   |
| 376                                                           | 2     | Employ customer service techniques to accommodate customer behavioural styles in a workplace        |
| 29791                                                         | 2     | Capture and prepare digital media for integration into other applications                           |
| 3491                                                          | 4     | Write a Report                                                                                      |
| 11816                                                         | 4     | Respond to customer enquiries by writing in a range of contexts                                     |
| 60 credits are required to achieve the NZCBATL3 qualification |       |                                                                                                     |

## PROGRAMME OUTCOMES

Successful completion of this course will prepare you for further studies in business administration or computing, or to move straight into employment.

### Further Study

- New Zealand Certificate in Business (Introduction to Small Business) Level 3
- New Zealand Certificate in Business (Administration and Technology) Level 4
- New Zealand Certificate in Business (Accounting Support Services) Level 4
- New Zealand Certificate in Business (First Line Management) Level 4
- New Zealand Certificate in Business (Small Business) Level 4

### Employment Pathway

Graduates of this qualification will have the 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 roles, call or contact centre operators, secretary, office support workers.

### Funding Options

- ◆ Student Loans and Allowances
  - ◆ **Free Fees** for first time learners (conditions apply)
- N.B. Student Allowances available to fulltime students only.*



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HASTINGS

2018

## New Zealand Certificate in Business (Administration & Technology) Level 3



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**TRAINING for SUCCESS**

# New Zealand Certificate in Business Administration & Technology Level 3

## GENERAL

On this programme you will develop sound business administration and computing skills and achieve a Level 3 Qualification. You will gain the necessary intermediate level skills to effectively provide administrative and general office support roles in a range of businesses.

## GRADUATE PROFILE

Graduates will be able to:

- Perform a range of administration procedures to support everyday operational activities.
- Produce a range of common business documents including spreadsheets, presentation, database and desktop publishing to solve business problems.
- Create, store and share documentation using appropriate systems and software.
- Obtain and reproduce information using different business technologies.
- Perform financial calculations and process data to produce information for business purposes.
- Apply effective problem-solving and decision-making for business purposes.
- Apply professional and ethical behaviour in a socially and culturally appropriate manner.
- Communicate effectively with stakeholders.
- Select and apply customer service techniques, to meet stakeholder expectations.
- Work co-operatively and efficiently within a team.
- Manage self effectively to contribute to the performance of the business.
- Comply with relevant policies and legislation.

This programme will also update your basic computing skills in Microsoft Office applications (such as Word, Excel, Access, Publisher, PowerPoint and Outlook). It is a good pathway to studying business administration or technology at higher levels.

## WHO CAN APPLY

There are no mandatory prerequisites for this qualification however, students must be able to demonstrate a literacy level of at least Step 3 when assessed using the Literacy for Adults Assessment Tool.

This qualification may build on from National Certificate of Education Achievement (NCEA) Level 1, 2 or 3, or Foundation qualification including Computing.

## PROGRAMME STRUCTURE

The programme is structured to allow 477 hours of class time and 123 hours of self directed learning.

The programme consists of 60 NZQA credits from the business administration, computing, financial skills, communication, work & study skills and service sector fields.

## TIMETABLING

You can choose from the following study options:

**Full-time** 26.5 hours (nine sessions) per week over 20 weeks *or*

**Part-time** 12 hours (four sessions) per week over 52 weeks.

Classes are held Monday to Thursday from 9.00 am to 12.00 noon and 12.30 pm to 3.30 pm, and Friday 9 am to 11.30 am.

## TEXTBOOKS

All necessary training manuals are supplied for use at the Centre and at home and are yours to keep.

## FACILITIES & STAFFING

Hardware, software and training manuals have recently been updated and provide the most

relevant resources today. Tutors bring to their teaching a wide range of practical skills together with the appropriate qualifications and expertise to support you in a caring environment.

## FEES & ENROLMENTS

The total fee for this programme is **\$4,938**; \$4,477 course fees plus \$461 compulsory course costs.

To enrol phone 0800-336 333 or (06) 876-7888 or come into the Centre to discuss this Programme. We will ascertain the need for a literacy assessment and following successful completion of this and a brief interview we will issue you with an enrolment pack.

If you already have relevant unit standards on your record of learning we will design an independent learning plan to enable you to complete the Qualification with the inclusion of these.

You will receive a letter from us within the next five working days regarding your enrolment status, including your start and end dates.

## PAYING FOR YOUR STUDY

This Programme is eligible for STUDENT LOANS. It is approved for STUDENT ALLOWANCES if you are studying full time.

**From 2018 first time tertiary students may be eligible for fees free training.**

**More information is available from our Centre.**

(conditions apply)

Success Maker Education Centre, trading as Success Education & Training, is registered and accredited by the NZ Qualifications Authority

Start your training at a time **that suits you**. The programme is run continuously so you can begin **at any time** throughout the year.