

New Zealand Certificate in Business (Administration and Technology) (Level 4)

The current qualification recognises a broad range of intermediate to advanced administration skills required by the business community.

The Elective section allows programmes to reflect the needs of the candidate and their work environment in business administration and information technology-related roles at an intermediate to advanced level. Minimum credits specified for interpersonal communications and writing recognise the need for competencies that underpin all business administration roles.

Typical Training Duration

6 – 9 months

Key Learning Outcomes

- Select and apply business applications and technological devices to provide administrative services to meet business entity needs.
- Perform financial calculations, process data, and produce information for business purposes.
- Maintain administrative systems and processes and make recommendations for improvements, to meet business entity needs.
- Communicate to develop relationships with stakeholders.
- Collaborate and contribute to the achievement of team objectives.
- Select and apply customer service techniques, to consistently meet stakeholder expectations.
- Demonstrate professional and ethical behaviour, in a socially and culturally appropriate manner.
- Manage self and organise others to contribute to the entity's performance.
- Work independently and show initiative for achieving goals.
- Comply with internal policies, legislation and other external requirements for the entity.

Programme Credits

60

Qualification details

Title	New Zealand Certificate in Business (Administration and Technology) (Level 4)		
Version	1	Qualification type	Certificate
Level	4	Credits	60
NZSCED	080301	Management and Commerce > Business and Management > Business Management	
Qualification developer	NZQA Qualifications Services on behalf of and in collaboration with the sector.		
Next review	November 2019		
Approval date	January 2015		
Strategic purpose statement	<p>The purpose of this qualification is to provide New Zealand business entities with people who have business administration and technology skills to work in a range of office administration roles.</p> <p>Graduates of this qualification will benefit New Zealand business entities by having technical and administrative skills that can contribute to improving performance and productivity.</p> <p>Graduates of this qualification will be able to apply business technologies to perform a wide range of administrative duties and tasks under broad guidance in a bi- and multi-cultural environment.</p>		
Outcome Statement	Graduate profile	<p>Graduates of this qualification will be able to:</p> <p>Technical knowledge and skills</p> <ul style="list-style-type: none"> - Select and apply business applications and technological devices to provide administrative services to meet business entity needs. - Perform financial calculations, process data, and produce information for business purposes. - Maintain administrative systems and processes and make recommendations for improvements, to meet business entity needs. <p>People skills</p> <ul style="list-style-type: none"> - Communicate to develop relationships with stakeholders. - Collaborate and contribute to the achievement of team objectives. - Select and apply customer service techniques, to consistently meet stakeholder expectations. 	

		<p>Affective skills</p> <ul style="list-style-type: none"> - Demonstrate professional and ethical behaviour, in a socially and culturally appropriate manner. - Manage self and organise others to contribute to the entity's performance. - Work independently and show initiative for achieving goals. <p>Business environment</p> <ul style="list-style-type: none"> - Comply with internal policies, legislation and other external requirements for the entity.
	<p>Education pathway</p>	<p>This qualification may build on from:</p> <ul style="list-style-type: none"> - National Certificate of Educational Achievement (NCEA) Level 1, 2 or 3 - New Zealand Certificate in Business (Administration and Technology) (Level 3) [Ref: 2452] - New Zealand Certificate in Business (Introduction to Team Leadership) (Level 3) [Ref: 2453] - New Zealand Certificate in Business (Introduction to Small Business) (Level 3) [Ref: 2454]. <p>Graduates of this qualification may progress to:</p> <ul style="list-style-type: none"> - New Zealand Diploma in Business (with strands in Accounting, Administration and Technology, Leadership and Management, and Project Management) (Level 5) [Ref: 2459] - New Zealand Certificate in Business (Accounting Support Services) (Level 4) [Ref: 2455] - New Zealand Certificate in Business (Small Business) (Level 4) [Ref: 2457] - New Zealand Certificate in Business (First Line Management) (Level 4) [Ref: 2456]. <p>or may pathway into relevant industry certifications or other Level 4 or 5 qualifications.</p> <p>Award of this qualification may equip graduates towards achievement of Association of Administrative Professionals of New Zealand's (AAPNZ) Provisional Certification.</p>
	<p>Employment and/or community pathway</p>	<p>Graduates of this qualification will have the skills and knowledge to work, or gain employment, in a wide range of general office administration roles in a variety of sectors, under broad guidance.</p> <p>These may include: a sole-charge role in a small business entity, senior receptionist, customer relationship roles, personal assistants and secretaries, lead administrator, front line customer service roles, call or contact centre operators, office support workers, web administrator, service desk coordinator.</p>

Qualification specifications

<p>Qualification award</p>	<p>This qualification will be awarded to people who have met the requirements of the outcomes.</p> <p>Credit gained for an outcome may be used only once to meet the requirements of this qualification.</p> <p>Awarding bodies for this qualification will be any education organisation accredited under section 38 of the Education Amendment Act 2011 to deliver a programme leading to the qualification.</p> <p>The certificate will display the NZQF logo and the name and logo of the awarding body.</p>
<p>Evidence requirements for assuring consistency</p>	<p>All tertiary education organisations (TEOs) either arranging training or delivering programmes that lead to the award of the qualification are required to participate with the qualification developer in a scheduled consistency process, in accordance with published national guidelines.</p> <p>This will involve reviewing evidence associated with graduates' achievement of outcomes, establishing a periodic cycle for a review focus for the external consistency review, and agreeing acceptable standards and/or benchmarks for qualification outcome achievement, and areas for improvement.</p> <p>Standard evidence for programme providers may include:</p> <ul style="list-style-type: none"> - assessment information leading to the achievement of the graduate outcomes - a portfolio of student work relating to the qualification and the annual review focus requirements - graduate and/or stakeholder/end-user feedback on outcome achievement - TEO moderation outcomes which may include moderation/benchmarking across common programmes - relevant External Evaluation and Review (EER) data.
<p>Credit transfer and recognition of prior learning arrangements</p>	<p>Education organisations must have policies and procedures in place for managing credit transfer, and assessing recognition of prior learning and recognition of current competency. These policies and procedures, and associated fees, must be available to the candidates prior to enrolment.</p> <p>Where recognition of existing skills and knowledge is required by the candidate, this will be arranged by the education organisation delivering the programme leading to the qualification.</p> <p>To facilitate credit transfer, education organisations must clearly demonstrate the equivalency between each of the outcomes in the graduate profile, and the assessment components of their programmes.</p>

Minimum standard of achievement and standards for grade endorsements	The minimum standard of achievement required for the award of the qualification will be the achievement of all the graduate outcomes in the graduate profile. There are no grade endorsements for this qualification.
Entry requirements (including prerequisites to meet regulatory body or legislative requirements)	There are no mandatory prerequisites to meet regulatory body or legislative requirements for this qualification.

Qualification conditions

Overarching conditions relating to the qualification

Conditions for programme structure	Outcomes in the following sections of the graduate profile will be embedded throughout programme design and delivery, and assessment: People skills, Affective skills.
Conditions for programme context	<p>Programme design and delivery, and all assessment will be conducted in and for the context of a real or realistic business entity, and in light of the requirements of that context.</p> <p>Programmes leading to award of this qualification must identify the context, and must justify the allocation of credits to graduate profile outcomes within the programme, in light of the requirements of the context.</p> <p>A business entity can be an organisation, or a commercial or other enterprise, not necessarily for profit, and can be a discretely managed business unit within a larger organisation.</p>
Other conditions	None.

Specific conditions relating to the Graduate profile

Qualification outcomes		Conditions	Mandatory or Optional
Technical knowledge and skills Credits 35		Programmes must include: <ul style="list-style-type: none"> - the selection and use of relevant software applications to produce complex documents to meet requirements of the business entity - documents with multiple interrelated components. 	Mandatory
1	Select and apply business applications and technological devices to provide administrative services to meet business entity needs.		
2	Perform financial calculations, process data, and produce information for business purposes.		

3	Maintain administrative systems and processes and make recommendations for improvements, to meet business entity needs.		
People skills Credits 10		Programmes must include: <ul style="list-style-type: none"> - written and oral communication - communication with both internal and external stakeholders to the entity. 	Mandatory
4	Communicate to develop relationships with stakeholders.		
5	Collaborate and contribute to the achievement of team objectives.		
6	Select and apply customer service techniques, to consistently meet stakeholder expectations.		
Affective skills Credits 12		Programmes must include: <ul style="list-style-type: none"> - for <i>professional</i>: attitudes, qualities and behaviours; - for <i>ethical</i>: widely accepted standards relating to obeying the law, being honest in dealings and showing respect for individuals, contracts, societal standards and institutions; - for <i>socially</i>: environmental, community and sustainability expectations; - for <i>culturally</i>: interpretations wider than just ethnicity. <p>Programmes must provide a context of complexity appropriate to the level of the qualification for assessment for this outcome.</p>	Mandatory
7	Demonstrate professional and ethical behaviour, in a socially and culturally appropriate manner.		
8	Manage self and organise others to contribute to the entity's performance.		
9	Work independently and show initiative for achieving goals.		
Business environment Credits 3			
10	Comply with internal policies, legislation and other external requirements for the entity.		

Transition information

Replacement information

This qualification replaced the National Certificate in Business Administration (Level 4) [Ref: 0634].

People currently working towards the expiring national qualification may choose to complete that qualification or transfer their results to the replacement New Zealand qualification.

The last date for entry into programmes leading to this qualification is 31 March 2017.

The last date for assessment against the replaced qualification is 31 December 2018.

It is not intended that any existing candidates are disadvantaged by this review. However, anyone who feels disadvantaged should contact the standard setter at:

NZQA Qualifications Services

PO Box 160

Wellington 6140

Telephone 04 463 3000

Email business.qualifications@nzqa.govt.nz

Website <http://www.nzqa.govt.nz/>

Republication information

Version 1 of this qualification was republished in May 2016 to extend the last date for entry into programmes leading to the replaced qualification to 31 March 2017.