



BUSINESS ADMINISTRATION AND TECHNOLOGY

Improve efficiency and boost
business performance.



Administration is an often-underestimated part of business operations that plays a key role in keeping things ticking over smoothly without delays.

Skills can help empower your staff to progress their knowledge from practical business fundamentals through to skills in critical thinking and interpersonal understanding. We can help you embed development solutions into daily responsibilities so that your team upskills while they work.

What are the benefits?

For the **LEARNER**

- Improved skills in problem solving and decision making
- Communication skills developed to build relationships across the business

For the **EMPLOYER**

- Improved customer engagement and customer service
- Improved processes and systems, lifting operational performance

What qualifications are available?

New Zealand Certificate in Business (Administration and Technology) (Level 3)

This qualification is perfect for people new to the workforce or in need of a refresher on basic administration tools and processes.

Graduates will be able to operate business technologies and perform a range of administrative tasks. This will build skills and knowledge to work in a wide range of supervised general office administration roles including receptionists, office support, frontline customer service and data entry operators.

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

This qualification is ideal for both new and experienced administrators looking to develop skills in data analysis, communication and process improvement.

Graduates will have technical and administrative skills that contribute to improving performance and productivity.

New Zealand Diploma in Business (Level 5) with the Administration and Technology strand

This qualification recognises high-level skills in planning, management, analysis, and process improvement.

Graduates will have general and specialised business administration and technology knowledge and skills that can be applied in a range of operational roles.



How are the qualifications achieved?

Alignment

Skills can evaluate your in-house training and workplace practices to see if what you already do meets the requirements of a qualification. If they don't quite measure up, we can work with you to fill those gaps and achieve the qualification. Alignments are only suitable for large groups of individuals.

Alignments are available for the New Zealand Certificate in Business (Administration and Technology) (Level 3), the New Zealand Certificate in Business (Administration and Technology) (Level 4) and the New Zealand Diploma in Business (Level 5) with the Administration and Technology strand.

Assessment Resources

Skills can provide assessment resources to use in conjunction with the training your organisation is providing.

Assessment resources are available for the New Zealand Certificate in Business (Administration and Technology) (Level 3) and the New Zealand Certificate in Business (Administration and Technology) (Level 4).

What other solutions does Skills offer?

The Skills Group offers a wide range of solutions to build your team's capability. This includes a range of short courses that are delivered in partnership with IMNZ.



TEAM LEADER ESSENTIALS

Becoming a first-time manager or team leader is one of the most challenging career transitions an individual can face.

A great start makes all the difference. In this short course you will learn the fundamental skills needed to lead a team at the frontline of an organisation.

Through discussion, exercises and relevant theory, you will learn how to get the best of your team to maximise relationships and results.



PROBLEM SOLVING & DECISION MAKING

As you advance in your career, the problems you need to solve get bigger and more complicated and the decisions you need to make carry more weight.

This interactive and practical course has been designed to help busy professionals quickly absorb and apply problem-solving and decision-making concepts.

It will guide you in taking a more strategic approach to issues as you work through tough challenges.



TAILOR-MADE SOLUTIONS

We deliver off-the-shelf and bespoke solutions to the challenges facing today's highly complex, competitive and diverse environments.

Our solutions are designed to engage your people, shape underlying attitudes, and drive productivity.

Tailored to your needs, this may include in-house workshops, coaching and mentoring sessions, or even developing e-learning for your business.

Why choose us?

At Skills, our focus is to build New Zealand's workplace capability. We help organisations and their staff grow competencies, improve performance, and build leadership capabilities. After decades in the industry, we know about effective workplace learning.

Ready to get started?

The team at Skills are happy to discuss your needs, the wide range of solutions we have available and how we can empower you to reach your business goals. Call us today on 0508 SKILLS (0508 754 557)

skills.
Grow by growing others