

## National Certificate in Business (First Line Management) (Level 3 and 4)

### Unit Standards

#### National Certificate in Business (First Line Management) (Level 3) v3 Management Award in Communication (Level 3) 22 credits

Number	Title	Level	Credit	Version
1307	Speak to a specified audience in a predictable situation	3	3	5
1312	Give oral instructions in the workplace	3	3	4
3492	Write a short report	2	3	4
8085	Demonstrate knowledge of quality and its management	3	4	4
9681	Contribute within a group/team which has an objective(s)	3	3	4
9705	Give and respond to feedback on performance	3	3	4
11097	Listen to gain information in an interactive situation	3	3	2

#### National Certificate in Business (First Line Management) (Level 3) v3 and (Level 4) v4 Management Award in Leading Teams 23 credits

Number	Title	Level	Credit	Version
1987	Develop strategies to establish and maintain positive workplace relationships	4	5	4
1988	Supervise workplace operations	4	6	4
16342	Identify key workplace organisational principles	4	4	2
18336	Demonstrate and apply knowledge of team building skills	4	5	2
23396	Demonstrate knowledge of performance management planning	4	3	1

#### National Certificate in Business (First Line Management) (Level 4) v4 Management Module (Level 4) 28 credits

Number	Title	Level	Credit	Version
23997	Plan and monitor performance of others	5	6	1
9704	Manage interpersonal conflict	4	6	4
9679	Participate in a formal meeting	4	4	4
9696	Apply problem-solving techniques	4	4	4
21335	Lead a group/team to achieve an objective(s)	4	5	1
16614	Apply time management concepts and methods in business situations	4	3	2