

National Certificate in Business

(First Line Management) (Level 3 and 4)

What is it about?

The new National Certificate in Business (First Line Management) package is a smart and easy way to introduce employees to supervisory management qualifications.

There are two qualifications available:

- **National Certificate in Business (First Line Management) (Level 3) v3 [Ref: 0743]**
- **National Certificate in Business (First Line Management) (Level 4) v4 [Ref: 0649]**

For trainees to achieve these qualifications, the pathway has been broken down into smaller skills based modules, with flexible entry and exit points. This is shown below.

2 qualifications...

- **National Certificate in Business (FLM) (Level 3) v3 45 credits**
- **National Certificate in Business (FLM) (Level 4) v4 51 credits**

...broken down into 3 parts...



Working through the three management modules one at a time means that trainees can have clusters of their skills recognised while still working towards full qualifications.

- Attaining a Management Award in Communication (Level 3) and a Management Award in Leading Teams means the trainee has achieved a National Certificate in Business (First Line Management) (Level 3).
- Attaining a Management Award in Leading Teams and the Management Module (Level 4) means the trainee has achieved a National Certificate in Business (First Line Management) (Level 4).

Trainees can choose to begin at the level most suitable for them, based on their existing skills and the individual needs of their workplace.

Who is it for?

Any existing, new or potential supervisors, team leaders or managers in aviation, tourism, travel or museum workplaces can be up-skilled with these nationally recognised qualifications.

The National Certificate in Business (First Line Management) (Level 3) is designed for new team leaders or those who are being developed for team leader or first line management roles.

The National Certificate in Business (First Line Management) (Level 4) is designed for those who are in a supervisory, team leader or first line management role.

Unit Standards

Management Award in Communication (Level 3) 22 credits

Unit	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

Management Award in Leading Teams 23 credits

Unit	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

Management Module (Level 4) 28 credits

Unit	Title	Level	Credit	Version
23397	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

Costs

- A registration fee of \$95 (if applicable)
- An assessment fee of \$75 per hour is applicable for workplaces that require the services of a Roving or ATTTO Assessor. Some assessment costs are included in certain packages
- Delivery and resource costs are detailed below

Delivery Options and Supporting Resources

The learning can be delivered and resourced in the following ways:

Option 1 ATTTO Workshops

For those trainees who do not have their own in-house training department, a one day facilitated workshop is compulsory for each of the three modules.

Designed to help kick-start the training, the workshops are an excellent opportunity to meet and discuss the programme with other trainees. A skilled facilitator will provide information about:

- Key learning concepts
- Examples of suitable evidence to collect
- How the learning should be undertaken
- Setting up support systems

Please speak to an Industry Training Advisor (ITA) or check www.attto.org.nz for information on where/when the workshops are available.

Cost

The cost of each workshop is **\$510** (including GST). This includes:

- Trainee Workbook
- Learner and Behaviour Handbook
- Learners Guide
- Coaches Guide
- This is designed to help managers/team leaders support the workplace learning of the trainee
- 3 hours of roving assessment time*
- Assessment
- The integrated assessment means trainees can complete various tasks which count for assessment against a module using the one assessment
- Workshop facilitation
- Lunch

The resources will be distributed to trainees at the workshops.

* If workplaces have their own assessor, the assessment fee will not be charged. Any assessment by a roving assessor which takes over 3 hours will incur the usual \$75 per hour fee.

Option 2 In-house Training

For workplaces with in-house training capability, the following resources are required:

Trainee Packages (\$65 each)

- Trainee Workbook
 - Learner and Behaviour Handbook
 - Learners Guide
 - Coaches Guide
 - Assessment
- The integrated assessment means trainees can complete various tasks which count for assessment against a module using the one assessment

Facilitator Package (\$180)

- Facilitator Guide
This contains instructions for a workplace facilitator to run a one day orientation session, and includes session plans and hand out cards
- Trainee Workbook
- Learner and Behaviour Handbook
- Learners Guide
- Assessment (with answers)

Optional Assessment Package (\$25)

- Assessment (with answers)
- Assessment (without answers)

This is suitable for Registered Workplace Assessors who are doing in-house assessment.

Train The Trainer Session

A mandatory requirement of this option is that all facilitators attend a 2 day ATTTO Train The Trainer Session. All resource orders will be sent to the workplace following the completion of this session. Please speak to your ITA for further details.

All resources are inclusive of GST, and are available for purchase through www.attto.org.nz

Will I get a Certificate or Award?

Trainees will receive the appropriate award/s from ATTTO upon the successful completion of the Management Award in Communication (Level 3) and/or Management Award in Leading Teams.

A certificate for the full Level 3 qualification will be awarded when both Awards are completed.

Trainees who successfully complete the Management Award in Leading Teams and the Management Module (Level 4) will receive a certificate for the full Level 4 qualification.

To find out more information or to register please contact your Industry Training Advisor (ITA) or The Hub on (04) 499 6570 or thehub@attto.org.nz

www.attto.org.nz



Setting the standard for training in Aviation, Tourism, Travel and Museums