Qualification details

Title	New Zealand Certificate in Business (Administration and Technology) (Level 3)		
Version	1	**Qualification type**	Certificate
Level	3	**Credits**	60
NZSCED	080904	Management and Commerce > Office Studies > Text Processing and Office Tools	
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		The purpose of this qualification is to provide New Zealand business entities with people who have introductory business administration and technology skills to work in a range of supervised general office administration roles.	
		Graduates of this qualification will benefit New Zealand business entities by having general technical and administrative skills that can contribute to improving performance and productivity.	
		Graduates of this qualification will be able to operate business technologies and perform a range of administrative tasks in a bi- and multi-cultural environment.	
Outcome Statement	**Graduate profile**	Graduates of this qualification will be able to:	
		Technical knowledge and skills	
		- Provide administrative and general office services using business technologies, to support everyday operational activities.	
		- Perform financial calculations, process data and produce information for business purposes.	
		People skills	
		- Communicate effectively with stakeholders.	
		- Work cooperatively within a team, and contribute to the achievement of objectives.	
		- Select and apply customer service techniques, to meet stakeholder expectations.	
		Cognitive skills	
		- Apply effective problem-solving and decision-making for business purposes.	

		Affective skills
		- Demonstrate professional and ethical behaviour, in a socially and culturally appropriate manner.
		- Manage self effectively to contribute to performance of the entity.
		Business environment
		- Comply with internal policies, and legislation and other external requirements for business entities.
	Education pathway	This qualification may build on from:
		- National Certificate of Educational Achievement (NCEA) Level 1, 2 or 3, or
		- foundation qualifications including in Computing.
		Graduates of this qualification may progress to:
		- New Zealand Certificate in Business (Administration and Technology) (Level 4) [Ref: 2461]
		- New Zealand Certificate in Business (Accounting Support Services) (Level 4) [Ref: 2455]
		- New Zealand Certificate in Business (First Line Management) (Level 4) [Ref: 2456]
		- New Zealand Certificate in Business (Small Business) (Level 4) [Ref: 2457]
		- New Zealand Certificate in Business (Introduction to Small Business) (Level 3) [Ref: 2454]
		- New Zealand Certificate in Business (Introduction to Team Leadership) (Level 3) [Ref: 2453]
		or may pathway into relevant industry certifications or other Level 3 or 4 qualifications.
	Employment and/or community 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.

Qualification specifications

Qualification award	This qualification will be awarded to people who have met the requirements of the outcomes.
	Credit gained for an outcome may be used only once to meet the requirements of this qualification.
	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.

	The certificate will display the NZQF logo and the name and logo of the awarding body.
Evidence requirements for assuring consistency	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. 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. Standard evidence for programme providers may include: - 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.
Credit transfer and recognition of prior learning arrangements	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. 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. 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.
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

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, Cognitive skills, Affective skills.
Conditions for programme context	Programme design and delivery, and all assessment, will be conducted in the context of a real or realistic business entity, and in light of the requirements of that context. 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. 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.
Other conditions	None.

Specific conditions relating to the Graduate profile

Qualification outcomes	Conditions	Mandatory or Optional
Technical knowledge and skills Credits 32 1 Provide administrative and general office services using business technologies, to support everyday operational activities. 2 Perform financial calculations, process data and produce information for business purposes.	Programmes must include: - the use of office and digital technologies and devices - the production of documents using relevant software applications to meet business entity requirements.	Mandatory
People skills Credits 14 3 Communicate effectively with stakeholders. 4 Work cooperatively within a team, and contribute to the achievement of objectives. 5 Select and apply customer service techniques, to meet stakeholder expectations.	Programmes must include: - written and oral communication - communication with both internal and external stakeholders to the entity.	Mandatory

Cognitive skills Credits 4			
6	Apply effective problem-solving and decision-making for business purposes.		
Affective skills Credits 7		Programmes must include: - for *professional*: attitudes, qualities and behaviours; - for *ethical*: widely accepted standards relating to obeying the law, being honest in dealings and showing respect for individuals, contracts, societal standards and institutions; - for *socially*: environmental, community and sustainability expectations; - for *culturally*: interpretations wider than just ethnicity. Programmes must provide a context of complexity appropriate to the level of the qualification for assessment for this outcome.	Mandatory
7	Demonstrate professional and ethical behaviour, in a socially and culturally appropriate manner.		
8	Manage self effectively to contribute to performance of the entity.		
Business environment Credits 3			
9	Comply with internal policies, and legislation and other external requirements for business entities.		

Transition information

Replacement information	This qualification replaced the National Certificate in Business Administration and Computing (Level 3) [Ref: 0633].

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.