



New Zealand Certificate in Business (First Line Management) (Level 4)



Domestic Fees

Fees Free



Duration

Delivered as 4 x face to face workshops.



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Gain the expertise needed to apply sound leadership approaches and manage workflow. You'll learn practical techniques to manage operations, strengthen team performance as well as implementing tools to measure and monitor productivity for improving outcomes.

Each of the four courses includes a one-day workshop. Between workshops assessments will be completed. Can be run in the workplace for 10 or more participants.

Graduates will learn how to:

- manage work flows in an operational context to achieve team objectives.
- assess against agreed criteria and respond appropriately to achieve operational objectives.
- motivate and involve teams to achieve the entity's objectives.
- communicate to develop relationships with team members and stakeholders.
- manage relationships within a team to sustain a productive workplace environment.
- promote an inclusive environment to value diversity for positive performance for the entity.
- demonstrate professional and ethical behaviour, in a socially and culturally appropriate manner in leading a team.
- adapt leadership styles for effectiveness in different environments.
- comply with internal policies, legislation and other external requirements for the entity.
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Courses

BSNS4401

Business Environment

The aim of this course is to develop knowledge, skills and attributes to resolve factors that impact on a business entity and promote workplace relationships.

BSNS4402

Team Leadership

The aim of this course is to develop knowledge, skills and attributes to lead effective teams.

BSNS4403

Managing Teams

The aim of this course is to develop knowledge, skills and attributes to motivate a team and manage team workflow.

BSNS4404

Setting and Meeting Objectives

The aim of this course is to develop knowledge, skills and attributes to manage workflow and address performance and workflow variation.

Programme Specific Information

Blended learning is online and self-directed, plus you must attend four one-day face-to-face workshops. Each course begins with workshops, which are delivered at the New Plymouth Campus on Bell Street.

To enrol into this programme you must be in a work situation (employed or voluntary) that allows you to evidence each of the tasks listed in the bullet points above. In the event of any applications or enquiries from prospective students who are not in a suitable employment or voluntary work situation or for any other reason are considered to be unlikely to be able to successfully complete the programme, advice will be provided regarding more suitable options.

Entry requirements

To be admitted to this programme applicants must hold one of the following:

40 credits at NCEA Level 1, including 10 Literacy credits and 10 Numeracy credits; or a recognised equivalent;

OR

a relevant qualification at NZQF Level 2 or above; (for example: *New Zealand Certificate in Business (Administration and Technology) (Level 3)* [Ref: 2452]; or *New Zealand Certificate in Business (Introduction to Team Leadership) (Level 3)* [Ref: 2453]; or *New Zealand Certificate in Business (Introduction to Small Business) (Level 3)* [Ref: 2454])

OR

a recognised equivalent.

2026 Workshop Dates

- 24 April – Business Environment
- 15 May – Team Leadership
- 5 June – Managing Teams
- 26 June – Setting and Meeting Objectives