

WORKPLACE LEADERSHIP TRAINING



NEW ZEALAND
CERTIFICATE IN
BUSINESS
(Introduction to
Team Leadership)
LEVEL 3

This qualification is aimed at individuals who have the potential to be appointed to team leadership roles or those who have already risen to a team leader level.

The NZ Certificate in Business will further enable people who have the aptitude, skills and knowledge to actively contribute to effective team performance and develop the potential to be highly successful in a leadership role within a team.

Graduates of this qualification will benefit organisations by contributing constructively to team goals and objectives, increasing performance, competence and productivity. They will be able to provide a valuable contribution to any operational team in a bi- and multi-cultural environment.

Graduate outcomes:

Technical knowledge and skills

- Understand principles for effective team performance
- Develop objectives for a team
- Understand different leadership styles for effective team performance.

People skills

- Communicate effectively with stakeholders
- Work cooperatively within a team and contribute to the achievement of an objective
- Respond positively to diversity within the team.

Cognitive skills

- Apply effective problem solving/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 organisation.

Business environment

- Comply with internal policies, legislation and other external requirements for organisations.

NEW ZEALAND CERTIFICATE IN BUSINESS (Introduction to Team Leadership) LEVEL 3

MODULE 1: EFFECTIVE COMMUNICATION

Due to the nature of the unit standards included in this module we are able to claim TEC funding for eligible learners.

TRAINING HOURS: 80 TOTAL CREDITS: 19

<p>UNIT STANDARD 11097</p> <p>Listen actively to gain information in an interactive situation</p> <p>LEVEL: 3 CREDITS: 3</p>	<p>UNIT STANDARD 1312</p> <p>Give oral instructions in the workplace</p> <p>LEVEL: 3 CREDITS: 3</p>	<p>UNIT STANDARD 9707</p> <p>Demonstrate knowledge of workplace communication requirements</p> <p>LEVEL: 1 CREDITS: 5</p>
<p>UNIT STANDARD 9705</p> <p>Give and respond to feedback on performance</p> <p>LEVEL: 3 CREDITS: 3</p>	<p>UNIT STANDARD 1304</p> <p>Communicate with people from other cultures</p> <p>LEVEL: 3 CREDITS: 2</p>	<p>UNIT STANDARD 1279</p> <p>Write in plain English</p> <p>LEVEL: 3 CREDITS: 3</p>

MODULE 2: TEAM LEADERSHIP

The nature of these units does not meet the programme eligibility criteria for our funding and we are not able to deliver the training under TEC funding. This is a client funded module.

TRAINING HOURS: 20-40 TOTAL CREDITS: 15

<p>UNIT STANDARD 24874</p> <p>Demonstrate knowledge of performance management in an organisation</p> <p>LEVEL: 3 CREDITS: 4</p>	<p>UNIT STANDARD 1296</p> <p>Interview in an informal situation</p> <p>LEVEL: 3 CREDITS: 3</p>	<p>UNIT STANDARD 9704</p> <p>Manage interpersonal conflict</p> <p>LEVEL: 4 CREDITS: 4</p>	<p>UNIT STANDARD 27563</p> <p>Describe teams and team leadership</p> <p>LEVEL: 3 CREDITS: 4</p>
---	--	---	---

MODULE 3: QUALITY MANAGEMENT

The nature of these units does not meet the programme eligibility criteria for our funding and we are not able to deliver the training under TEC funding. This is a client funded module.

TRAINING HOURS: 20-40 TOTAL CREDITS: 15

<p>UNIT STANDARD 8085</p> <p>Demonstrate knowledge of quality and its management</p> <p>LEVEL: 3 CREDITS: 4</p>	<p>UNIT STANDARD 8077</p> <p>Participate in a team to achieve specified quality improvement objectives</p> <p>LEVEL: 3 CREDITS: 4</p>	<p>UNIT STANDARD 9681</p> <p>Contribute within a team or group which has an objective(s)</p> <p>LEVEL: 3 CREDITS: 3</p>	<p>UNIT STANDARD 9696</p> <p>Apply a problem-solving model</p> <p>LEVEL: 4 CREDITS: 4</p>
---	---	---	---