

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:

- Use effective team performance principles to lead a team.
- Develop objectives for a team.
- Communicate effectively with stakeholders.
- Work cooperatively within a team, and contribute to the achievement of objectives.
- Apply effective problem-solving and decision-making for business purposes.
- Behave professionally and ethically and in a socially and culturally responsible manner to contribute to the performance of the team.

NEW ZEALAND CERTIFICATE IN BUSINESS

(Introduction to Team Leadership) LEVEL 3

MODULE 1: Understanding teams in the workplace

TRAINING HOURS: 40* TOTAL CREDITS: 15

UNIT STANDARD 27563	UNIT STANDARD 8085	UNIT STANDARD 9707	UNIT STANDARD 1304
Describe teams and team leadership	Demonstrate knowledge of quality and its management	Demonstrate knowledge of workplace communication requirements	Communicate with people from other cultures
LEVEL: 3 CREDITS: 4	LEVEL: 3 CREDITS: 4	LEVEL:1 CREDITS: 5	LEVEL: 3 CREDITS: 2

MODULE 2: Managing performance in the workplace

TRAINING HOURS: 40* TOTAL CREDITS: 17

UNIT STANDARD 24874	UNIT STANDARD 1296	UNIT STANDARD 9705	UNIT STANDARD 11097	UNIT STANDARD 9704
Demonstrate knowledge of performance management in an organisation	Interview in an informal situation	Give and respond to feedback on performance	Listen actively to gain information in an interactive situation	Manage interpersonal conflict
LEVEL: 3 CREDITS: 4	LEVEL: 3 CREDITS: 3	LEVEL: 3 CREDITS: 3	LEVEL: 3 CREDITS: 3	LEVEL: 4 CREDITS: 4

MODULE 3: Contributing within a team to achieve objectives

TRAINING HOURS: 40* TOTAL CREDITS: 13

UNIT STANDARD 1312	UNIT STANDARD 9681	UNIT STANDARD 9696	UNIT STANDARD 1279
Give oral instructions in the workplace	Contribute within a team which has an objective(s)	Apply a problem-solving model	Write in plain English
LEVEL: 3 CREDITS: 3	LEVEL: 3 CREDITS: 3	LEVEL: 4 CREDITS: 4	LEVEL: 3 CREDITS: 3

*This specifies the hours the learner will spend with the tutor. Additional learning to complete the qualification will include on-job practice and observations, workbook review and revision and assessment preparation and completion.