



New Zealand Certificate in Business (Administration and Technology) (Level 3)



Fee: \$678 (for all courses)

*Fees are approximate, subject to change and exchange rates

Location	Online
Duration	20 weeks full-time: part-time options available
Delivery	Delivered through the TANZ eCampus. Online activities including readings, discussion forums, research tasks and fact finding. Study is part-time, will be mainly self-directed and is flexible to suit your needs.

Credits	60
Level	3
Start	Monthly
Apply	Anytime

Delivered through our TANZ eCampus

Want to kickstart your administrative career? Or perhaps you want to formalise your existing skills?

Then this is the qualification for you!

The administration team is often the oil that ensures the smooth running of a business or organisation. It takes systems knowledge and expertise to provide great service to the rest of the team and increase productivity. This programme will give you the skills you need to help take your career to the next level.

Prefer to study this face-to-face? No problem. We offer this qualification at our Dunedin Campus.

Please note: Learners under 18 years old cannot apply for this programme.

What will I learn?

You will become an efficient administrator.

The administration team can be crucial in ensuring the smooth running of an office or organisation. You help solve problems before others know they exist and you keep the wheels turning. You will learn how to identify and develop solutions to common problems within the administrative function of an entity, ensuring reduced down time for the team and smooth systems.

You will discover how to manage compliance.

Every business or organisation has rules that have been put in place to make sure that the entity operates smoothly and in compliance with rules and regulations. You will learn to understand those issues and make sure that you know how to put systems in place that ensure compliance

You will learn how to communicate clearly.

Clear communication is essential in a team environment – whether you are ensuring the roll out of smooth systems, handling customer enquiries or dealing with senior managers. With a qualification in administration and technology, you will learn the skills required to ensure you communicate confidently and effectively.

You will learn about document presentation.

To be a key member of the administration team, you need to know about document management. Learn about the correct format to use for a variety of documentation and how to ensure you present a quality end product that hits the mark.

Entry requirements

- > Open entry
- > If English is not your first language, you must provide:
 - > New Zealand University Entrance OR
 - > Overall Academic IELTS 5.0 with no individual band score lower than 5.0 (achieved in one test completed in the last two years), OR
 - > Acceptable alternative evidence of the required IELTS (see here for NZQA proficiency table and here for list of recognised proficiency tests).

If you need to improve your English Language skills, we offer a wide range of English programmes.

Your workload

This qualification is made up of three courses. Two courses are delivered over 10 weeks, and one course is delivered over 20 weeks. There is a total of 600 learning hours which equates to approximately 15 hours of study per week for a part-time learner. Depending on your previous academic online experience and course level this may vary to a certain degree.

Programme structure

Course title	Level	Credit	Directed hours	Self-directed hours
Administration Essentials	3	15	80	70
Administration Professionals	3	15	80	70
The Practice	3	30	100	100
Totals		60	260	240

Course descriptors

1. Administrative Essentials

To produce business documents to industry specifications

Learning Outcomes:

- > Select appropriate digital technologies to create business documents
- > Create a range of documents for business purposes
- > Identify and apply appropriate language to business documents
- > Select and apply appropriate formulae to business documents

2. Administrative Professionals

To provide professional administrators who demonstrate professional and ethical behaviour in a socially and culturally appropriate manner to provide proficient customer service

Learning Outcomes:

- > Explain theories of appropriate communication behaviours
- > Communicate appropriately to provide customer service that meets industry expectations
- > Demonstrate appropriate cultural awareness, professional and ethical behaviour for business contexts
- > Process data to provide appropriate information for business purposes

3. The Practice

Work professionally in a business entity to provide administrative and general services that support everyday operational activities

Learning Outcomes:

- > Manage self effectively to contribute to the performance of an entity
- > Comply with company policies, legislation and external requirements and promote sustainable practice
- > Apply effective problem solving and decision making for business purposes
- > Work cooperatively within a team and contribute to the achievement of objectives
- > Provide administrative services to company standards for everyday operational activities
- > Use integrated applications to communicate and produce documents to meet stakeholder requirements

Further study options

Upon successful completion of this programme, you may choose to further your learning and progress into the New Zealand Certificate in Business (Administration and Technology) (Level 4) and then the New Zealand Diploma in Business (Accounting), (Administration and Technology) or (Leadership and Management), or other business qualifications at degree level.

Prefer to study face-to-face? We offer the New Zealand Certificate in Business (Administration and Technology) (Level 4) and the New Zealand Diploma in Business (Accounting) or (Leadership and Management) at our Dunedin Campus.

Student loans and allowances

Full-time **domestic students** of this programme are eligible for student loans and allowances (dependent on age and financial circumstances.) Please contact Studylink for additional information.

Phone 0800 88 99 00 or visit: www.studylink.govt.nz

Recognition of prior learning

If you already have extensive knowledge and skills gained from practical experience in this area, enquire about our recognition of prior learning process at Capable NZ. You may have already gained credits towards this qualification in the course of your life. www.capablenz.ac.nz

Disclaimer

While every effort is made to ensure that this sheet is accurate, Otago Polytechnic reserves the right to amend, alter or withdraw any of the contained information. The fees shown in this document are indicative ONLY. Both domestic and international fees are subject to change and are dependent on the development and implementation of Government policies. Please note that additional fees may from time to time be required for external examination, NZQA fees and/or additional material fees.



Got a question? Ask the team at TANZ

International **+64 3 477 3014**
New Zealand **0800 762 786**
Email **info@op.ac.nz**

Dunedin Campus
Forth Street, Dunedin
Private Bag 1910
New Zealand 9054

Central Otago Campus
Corner Erris & Ray Streets
PO Box 16, Cromwell
New Zealand 9342

Auckland Campus
Level 2, 350 Queen Street
PO Box 5268, Auckland
New Zealand 1141