

National Certificate in Business (First Line Management) Level 3

(This is subject to course registration agreement)

	Level	Credit	Version	US No	Unit Standard Title
Session 1	Day 1				
	3	3	2	11097	“Why are you like that?” Listen to gain information in an interactive situation
	3	3	4	9705	Give and respond to feedback on performance
	Day 2				
	3	3	4	1312	Give oral instructions in the workplace
	3	3	4	9681	Contribute in a group/team which has an objective(s)
		12			Complete 11097, 9705, 1312 and 9681 to hand in at session 2.
Session 2	Day 3				
	4	3	1	23395	Participate in staff selection processes
	Day 4				
	3	4	4	8085	Demonstrate knowledge of quality and its management
		7			Complete 23395 and 8085 to hand in at session 3.
Session 3	Day 5				
	4	5	2	18336	Demonstrate and apply knowledge of team building skills
	Day 6				
	3	5	4	8087	Use core quality management tools
	3	4	5	3491	Write a report
		14			Complete 8087, 18336 and 3491 to hand in at session 4. Nb. 3491 can be a report on the team building activity or any other work related matter

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Session 4	Day 7	4	6	2	15190	Develop, implement, and evaluate work team plans
	Day 8	4	6	4	9704	Manage interpersonal conflict
			12	Complete within 30 days and return to Precision Training.		
Total Credits		45				

Each session will be two (2) adjoined days (8.30am to 4.30pm, two (2) 15 minute breaks and 30 minute lunch break).