



Management and Leadership Programmes

National Certificate in Business (First Line Management) Level 3	National Certificate in Business (First Line Management) Level 4	National Diploma in Business (Level 5)
‘People’	‘Business’	‘Strategy’
<p>The Level 3 National Certificate programme explains the fundamentals of First Line Management, with an emphasis on interpersonal skills related to workplace leadership. Covered in the course are:</p> <p style="text-align: center;"><i>Interpersonal skills</i> teamwork, listening, and conflict resolution skills to give supervisors and team leaders confidence dealing with people</p> <p style="text-align: center;"><i>Quality management</i> why it is important and how to apply it back to an organisation</p> <p style="text-align: center;"><i>Performance management</i> providing feedback, managing change, time management, selecting staff</p>	<p>The focus of the Level 4 National Certificate programme is on the role of supervision in organisations and the fundamentals of business management, particularly group management and performance management. The course covers:</p> <p style="text-align: center;"><i>Organisational management</i> how an organisation is put together, including mission, vision, values & organisational goals</p> <p style="text-align: center;"><i>Group management</i> recruitment & staff selection, developing staff, teamwork & team building</p> <p style="text-align: center;"><i>Performance management</i> managing performance, problem solving, time management</p>	<p>The Level 5 National Diploma in Business is more strategic, covering the skills, knowledge and competence to undertake a broad range of business activities, and carry out a mix of specialised operations involving the supervision of processes or people.</p> <p>The learning covers the theory of business management, enabling the focus of the workshops to be interactive to integrate theory and practice.</p>
<p>This is a suitable entry level course for anyone already working as a first line manager but has had no formal training. It is also appropriate for an aspiring manager operating in a de-facto supervisory/team leader role, (formally or informally), or someone who is seeking promotion into a supervision or team leader position.</p>	<p>This is an ideal course for anyone who has had experience as a first line manager and now seeking further learning to gain a formal qualification. It is a natural extension for those who have achieved the Level 3 National Certificate.</p>	<p>The National Diploma in Business is for people aspiring to middle management or supervisory positions, wishing to extend their business skills, or looking to develop new skills. It is a natural extension for those who have achieved the Level 4 National Certificate.</p>
<p>Unit standards are completed and assessed from practical implementation, with verification in the workplace.</p> <p>Delivered over 1 year with 4, 2-day workshops.</p>	<p>Unit standards are completed and assessed from practical implementation, with verification in the workplace.</p> <p>Delivered over 1 year with 4, 2-day workshops.</p>	<p>Unit standards are completed and assessed from practical implementation, with verification in the workplace.</p> <p>Delivered over 2 years with 4, 3-day workshops.</p>

**You may be able to access a training subsidy from your ITO.
We will work with your preferred ITO to ensure you maximise your investment opportunities.**