



National Certificate in Business (First Line Management) Level 3

PURPOSE

- This qualification is designed for people, who are, or, who are training to be, first line managers. (Team leaders, Supervisors or Charge hands.)
- The content has been specifically structured to cover core communication skills, and needs for managing staff.
 - Knowledge of the Company Employment Policies and Procedures in dealing with staff
 - Interviewing skills
 - Listening skills
 - How to communicate better
 - How to conduct a performance review
 - Contributing in a team environment

SKILLS LEARNED

The programme will give participants the opportunity to gain knowledge and practical experience in:

- Interviewing Staff both formally and informally
- Dealing with conflicts
- Understanding how to communicate better with Staff when dealing with different cultures and learning disabilities

COURSE STRUCTURE & DELIVERY

The programme is delivered in 2 one day sessions. There is also an on-job component that is supported by the trainer via e-mail and phone. Each trainee's prior learning is considered, by RMG in consultation with your ITO provider, before being accepted on this course. Trainees who have completed an OSHiv3 Certificate with RMG will be automatically accepted as meeting our requirements of prior knowledge.

COURSE COSTS Effective from 1 October 2015

The cost of this programme is \$250.00 per person if Industry training subsidies apply. (Otherwise \$850.00 + GST)

NZQA cost of \$90.00 per trainee.

Travel disbursements apply.

The programme will be run with a minimum of 10 people and a maximum of 14 people.

PROGRAMME CONTENT AND STRUCTURE

Day	Unit No	Title	Level	Credit
Day 1	1312	Give oral instructions in the workplace	3	3
	1304	Communicate with people of other cultures	3	2
	27565	Train Colleagues in the workplace	3	4
	3491	Write a report	3	4
	8077	Participate in a team to achieve specified quality improvement objectives	3	4
	9681	Contribute within a team or group having an objective	3	3
Day 2	24873	Demonstrate knowledge of teamwork and its importance within the workplace	3	3
	24874	Demonstrate knowledge of performance management, motivation theory and performance review in the workplace	3	8
	9705	Give, and respond to feedback on performance	3	3
	10791	Participate in an informal meeting	2	3
	1296	Interview in an informal situation	3	3
	1294	Be interviewed in a formal interview	2	2
	11097	Listen and gain information in an interactive situation	3	3

TOTAL CREDITS 45

On-job Component and recognition of current competency.

This programme requires on the job assessment and attestations by supervisors/managers and collection of current competency.

Please contact your local Account Manager or Peter Archer of RMG on 0274729910 or email- petera@riskgroup.co.nz