



# Business

Auckland CBD | West Auckland | South Auckland | Hamilton  
nzse.ac.nz | 0800 99 88 11

# Business

Gain skills and connections that will enable you to transition into employment or higher studies across a wide range of sectors and roles in the Business industry.

NZ Certificate in Business Administration and Technology (Level 3)  
19 weeks

NZ Certificate in Business Administration and Technology (Level 4)  
19 weeks

NZ Diploma in Business (Level 5)  
1 academic year

NZ Diploma in Business (Level 6)  
1 academic year

Bachelor of Business Studies  
(Massey University)\*

\*Conditions apply - go to our website or get in contact with us to discuss



For more than 80 years, Massey University has helped shape the lives and communities of people in New Zealand and the world through its forward-thinking spirit, teaching, and research led methodology.

## Our Industry Partners



NZSE is a Category One NZQA accredited tertiary provider with 4 campuses across Auckland and Hamilton.

Whatever career path you choose at NZSE, you will get the benefits of practical experience, industry connections and internationally recognised qualifications. Our General Studies programmes offers a high level of practical learning and industry connections to enter varying employment opportunities in the business, retail, security and hospitality sector.

Career Services  
at  
New Zealand School  
of Education

Our vision is to support you in unlocking your career potential. We do this by helping you navigate your education and career journey through:

- One-on-one career coaching
- CV and interview skills workshop
- Engagement with employers and guest speakers
- Support with securing work experience and volunteering opportunities
- Support with securing part and full-time employment

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

<b>Duration</b>	19 weeks
<b>Campus</b>	West and South Auckland
<b>Credits</b>	60 credits

This programme provides you with the entry level skills needed to join the workplace confidently in supervised general office administration and technology roles, or pathway into higher education.

## Entry Requirements

- Open entry
- Expected to hold either NCEA Level 1 or 2 or equivalent knowledge, skills and experience

## What Will I Learn?

- Business Reception and Office Services
- Documents for the Workplace
- Financial Documents
- Business Communication

## What's Next?

### Study Further

- NZ Certificate in University Preparation (Level 4)
- NZ Certificate in Information Technology (Level 4)
- NZ Diploma in Business (Level 5)\*

### Get Employed

- Receptionist
- Data Entry Operator
- Front Line Customer Service
- Office Support Worker

\*Conditions apply - go to our website or get in contact with us to discuss

## Course Descriptors

### Reception and Office Services (15 credits)

- The aim of this course is to develop a learner's skills to work effectively on their own or collaboratively as part of a team to provide administration services to a business entity. Learners will learn about effective communication and customer service skills, relevant legislation and policies and procedures relevant to the business environment.

### Documents for the workplace (15 credits)

- The aim of this course is to develop a learner's skills to produce business documents that are suitable for the workplace using a variety of software applications and technologies.

### Financial Documents (15 credits)

- The aim of this course is to develop a learner's skills to produce and share financial documents that are suitable for the workplace, including the use of relevant systems and software to create, share and store documents.

### Business Communication (15 credits)

- The aim of this course is to develop a learner's skills to communicate effectively within a business environment, and to obtain, communicate and reproduce information using business technologies.

# New Zealand Certificate in Business Administration and Technology (Level 4)

<b>Duration</b>	19 weeks
<b>Campus</b>	South Auckland
<b>Credits</b>	60 credits

This programme will provide you with the skills and knowledge to secure employment in a wide range of general office administration roles in a variety of business administration and technology sectors. You will learn how to develop and apply a wide range of technical and business administrative skills that can contribute to improving performance and productivity of a business.

## Entry Requirements

- Open entry with interview
- Students are expected to hold the New Zealand Certificate in Business Administration and Technology (Level 3) or NCEA Level 1 or 2 or equivalent knowledge, skills and experience

## What Will I Learn?

- Technical Knowledge and Skills
- Customer Service and Communication Skills
- Affective Skills
- Business Environment

## What's Next?

### Study Further

- NZ Diploma in Business (Level 5)\*

### Get Employed

- Receptionist
- Data Entry Operator
- Front Line Customer Service roles
- Office Support Worker
- Secretary
- Call or Contact Centre Operators

\*Conditions apply - go to our website or get in contact with us to discuss

## Course Descriptors

### Technology Knowledge and Skills (15 credits)

- Learn how to select and apply business applications, models and technological devices to administrative businesses to help them meet their business entity needs.

### Customer Service and Communication Skills (15 credits)

- Learn how to communicate and develop relationships with stakeholders, collaborate in teams and achieve team objectives. Gain customer service skills and learn techniques to meet businesses expectations.

### Affective Skills (15 credits)

- Demonstrate professional and ethical practices and behaviours in both socially and culturally manners. Gain organisational skills and learn how to work and perform independently.

### Business Environment (15 credits)

- Comply with internal policies, and legislations and other external requirements for business entities.

# New Zealand Diploma in Business (Level 5)

<b>Duration</b>	1 academic year
<b>Campus</b>	Auckland CBD
<b>Credits</b>	120 credits

This programme aims to equip students with varied, practical skills and knowledge that employers in many industries are looking for. Structured to reflect global industry standards and trends, it can open doors for graduates to pathway into further education or to work across administration and operational support roles in many business settings.

## Entry Requirements

- Open entry

## What Will I Learn?

- Communication for Business
- Management and Organisational Performance
- Fundamentals of Accounting
- Introduction to Marketing
- Change Management
- Human Resource Management
- Introduction to Leadership and Teamwork
- Operations Management

## What's Next?

### Study Further

- NZSE Diploma in Business (Level 6)
- Bachelor of Business Studies at AUT/Massey University\*

### Get Employed

- General Office Administration roles
- Customer Service roles

## Course Descriptors

### Communication for Business (15 credits)

- The aim of this course is to develop a learner's skills to communicate effectively within a business environment, and to obtain, communicate and reproduce information using business technologies.

### Management and Organisational Performance (15 credits)

- This course aims to build knowledge, understanding and application of management principles in the context of change and innovation to contribute to the effectiveness and efficiency of organisational performance.

### Fundamentals of Accounting (15 credits)

- Students will learn basic strategies for accounting decision making, understand financial statements and prepare analytical reports. Through case studies, students will be able to practice their decision making knowledge and skills.

### Introduction to Marketing (15 credits)

- This course aims to provide an introduction to the principles and concepts of marketing best practices in Asia Pacific.

### Change Management (15 credits)

- This course provides an introduction to change management in organisations through an overview of catalysts for change, the impact of change on performance, leadership of change, and how industry, social and political contexts influence the management of change in organisations.

\*Conditions apply - go to our website or get in contact with us to discuss

## Human Resource Management (15 credits)

- This course is an introduction to Human Resource Management in organisations. It provides an overview of the functions, practices and processes of Human Resource Management that contribute positively to an organisation and how industry, social and political contexts influence the implementation of Human Resources Management in an organisation.

## Introduction to Leadership and Teamwork (15 credits)

- This course introduces students to the principles and practices of leadership and management in organisations. It will provide students with an understanding of leadership and management theory, styles, approaches, techniques, goals, and criteria in the organisational environment.

## Operations Management (15 credits)

- An introduction to the principles and concepts of operations management practices.

# New Zealand Diploma in Business (Level 6)

<b>Duration</b>	1 academic year
<b>Campus</b>	Auckland CBD
<b>Credits</b>	120 credits

This programme prepares students to develop leadership, problem solving and decision-making skills in the field of business administration and operations in a multi-cultural environment in the New Zealand business context.

## Entry Requirements

- A Business Level 5 qualification or equivalent is preferred

## What Will I Learn?

- Professional Workplace Communication
- Management Strategy and Innovation
- Accounting Framework
- Marketing Perspective
- Implementing and Leading Change
- Managing Human Resource
- Applied Leadership and Teamwork
- Applied Operations Management

## What's Next?

### Study Further

- Bachelor of Business Studies at Massey University\*
- Higher level Studies at Level 7 and above

### Get Employed

- Personal Assistant roles
- Executive Assistant roles
- Office Administration and Support roles
- Junior Sales and Marketing roles
- Junior Project Management roles

\*Conditions apply - go to our website or get in contact with us to discuss

## Course Descriptors

### **Professional Workplace Communication (15 credits)**

- An introduction to the principles and concepts of operations management practices.

### **Management Strategy and Innovation (15 credits)**

- This course prepares students to think strategically in the context of dynamic changes in business environments which demand innovative approaches for success.

### **Accounting Framework (15 credits)**

- Students will understand financial statements and reports and be able to analyse and interpret business performance for sole traders and small companies.

### **Marketing Perspective (15 credits)**

- An examination of the critical perspectives on the principles and practices of marketing in Asia Pacific.

### **Implementing and Leading Change (15 credits)**

- This course explores the relationship between change management and organisational strategy. It provides theoretical and practical perspectives on implementing, leading and managing change at strategic levels.

### **Managing Human Resource (15 credits)**

- This course provides an understanding of systems for leading and managing the implementation of the principles and practices of human resource management in a global context.

### **Applied Leadership and Teamwork (15 credits)**

- This course provides understanding of how leadership and teamwork theory and practice are implemented in organisations. It covers internal and external factors that affect the application of the principles of leadership and teamwork in organisational management.

### **Applied Operations Management (15 credits)**

- The application of the principles and concepts of operations management practices.



## AUCKLAND CBD CAMPUS

Level 7 and 8, 238-242 Queen Street  
CBD, Auckland  
New Zealand

## WEST AUCKLAND CAMPUS

3033 Great North Road  
New Lynn, Auckland  
New Zealand

## SOUTH AUCKLAND CAMPUS

5A Ryan Place  
Manukau, Auckland  
New Zealand

## HAMILTON CAMPUS

850 Victoria Street  
Hamilton Central, Hamilton  
New Zealand

**[nzse.ac.nz](https://nzse.ac.nz)**

0800 99 88 11 | [study@nzse.ac.nz](mailto:study@nzse.ac.nz)