

**National Certificate in Business
First Line Management
Level 3 Credit 45**

A qualification designed for people who are, or are training to be, first line managers (team leaders, supervisors or charge hands). People in these roles are likely to be responsible for managing people, resources, or workplace operations and may have had little or no formal training.

Compulsory

Unit	Level	Credit	Unit Standard Name	Cse	On-Job
1312	3	3	Give oral instruction in the workplace	JNCO	
9705	3	3	Give and receive feedback	JNCO	
11097	3	3	Listen to gain information in an interactive situation	JNCO	

Electives

Unit	Level	Credit	Unit Standard Name	Cse	On-Job
1307	3	3	Speak to a specified audience in a predictable situation	JNCO	
2990	3	4	Read texts to research information	JNCO	
7096	4	8	Deliver learning presentations to adult learners	JNCO+	X
9681	3	3	Contribute within a group/team which has an objective(s)	JNCO	
11101	4	4	Collaborate within a group/team which has an objective(s)	JNCO+	X
15190	4	6	Develop, implement and evaluate work team plans	JNCO	
18336	4	5	Demonstrate and apply knowledge of team-building skills	JNCO	
21335	4	5	Lead a group/team to achieve an objective(s)	JNCO+	X

Effective 1st Line Managers are an integral part of any organisation. They lead and influence work teams or individuals to get tasks completed efficiently and effectively, while managing both their own and others performance.

To recognise the unique responsibility that Army places on this ability TF Junior Non-Commissioned Officer training and unit level experience has been aligned with this qualification. Two thirds of the qualification is completed on the TF JNCO Promotion Course with the remainder able to be achieved in the workplace.

- Key skill areas:**
- Interpersonal Communications
 - Junior leadership
 - Work planning and delegation
 - Team-building and decision-making
 - Learning Presentations

**Information for Employers of
Territorial Force volunteers**

Introduction

In any business your greatest asset is your people. Employers want trained and experienced personnel in their workforce who are able to manage and lead others. Within the military this is especially important. The government demands a number of outputs of the NZ Army that require support from an active reserve of personnel. This group is the Territorial Force (TF). An effective TF soldier or officer depends critically on the support of NZ civilian employers and the community as a whole.

While TF personnel's primary employer is within the civilian sector, civilian employers and the NZ Army can both benefit from a collaborative approach. If employers freely encourage or permit their personnel to undertake TF service the military gains and retains a committed reserve force. Army leadership training and experience results in civilian employers gaining back personnel with skills and values that give their own organisations a special edge.

Military Training

TF personnel undergo comprehensive training, not just in military matters, but in fundamental business skills such as leadership, logistics, organisation, administration and personnel management. Their training starts from the moment they sign up and continues throughout their career. They gain knowledge and skills through night parades, weekend training, exercises and formal courses.

TF personnel are specially trained to think quickly in pressure situations, make decisions and communicate information. They learn to plan a course of action, take responsibility and act quickly.

NZQA Qualification Recognition

The NZ Army has recently achieved civilian qualification recognition for TF leadership training and experience. The unit standard pathways in this aide memoire have been selected to reflect the leadership, supervision and training knowledge and skills achieved by Army service. This quick reference guide describes the unit standards that Army will deliver and/or assess for TF course qualification and competency demonstrated in the workplace, civilian or military.

Completing Qualifications

There is significant credit obtained via Army TF Promotion Courses but completing a qualification requires a contribution from the individual as well. This ensures that theoretical and practical skills taught are transferred to the workplace and the employee takes some ownership of their own development. It also demonstrates discipline, motivation and commitment that are qualities all employers desire of their personnel.



NZQA Alignment



**Information Brochure
For
NZ Employers**



**NZ Army – Territorial Force
Limited Credit Programme toward
Nat Cert in Business (1st Line Mgmt)**

A Limited Credit Programme is a formally recognised partial credit programme toward a national qualification. It reflects all the compulsory unit standards and up to 50% of the total qualification credits.

Unit	Level	Credit	Unit Standard Name	Cse	On-Job
1307	3	3	Speak to a specified audience in a predictable situation	JNCO	
1312	3	3	Give oral instruction in the workplace	JNCO	
2990	3	4	Read texts to research information	JNCO	
9705	3	3	Give and receive feedback	JNCO	
11097	3	3	Listen to gain information in an interactive situation	JNCO	
15190	4	6	Develop, implement and evaluate work team plans	JNCO	

The NZ Army recognise that the Junior Non-Commissioned Officer (JNCO) is the backbone of the NZ Army. As a 'First Line Manager' the JNCO has direct responsibility for the actions of others, often in difficult circumstances.

This Limited Credit Programme is attained by successful completion of the Territorial Force Junior Non-Commissioned Officers promotion course. It is the pathway to the National Certificate in Business (First Line Management) at Level 3 on the National Qualifications Framework.

A professional LCP certificate will be awarded to all personnel who pass the TF JNCO Course.

Key skill areas:

- Interpersonal Communications
- Junior leadership
- Work team planning
- Learning Presentations

**National Certificate in Business
(First Line Management)
Level 4 Credit 45**

A qualification designed for team leaders, supervisors, or first line managers employed managing people, resources, and/or projects. Suited to personnel who have completed some formal instruction and/or undertaken supervisory or leadership positions.

Compulsory

Unit	Level	Credit	Unit Standard Name	Cse	On-Job
1987	4	5	Develop strategies to establish & maintain positive workplace relationship	SNCO	
16342	4	4	Identify key workplace organisational principles		Work book
23396	4	3	Demonstrate knowledge of performance management planning	SNCO+	X

Electives

Unit	Level	Credit	Unit Standard Name	Cse	On-Job
7096	4	8	Deliver learning presentations to adult learners	JNCO+	X
11101	4	4	Collaborate within a group/team which has an objective(s)	JNCO+	X
15190	4	6	Develop, implement and evaluate work team plans	JNCO	
18336	4	5	Demonstrate and apply knowledge of team-building	JNCO	
19444	4	8	Deliver group training sessions to adults	SNCO+	X
21335	4	5	Lead a group/team to achieve an objective(s)	JNCO+	X

This qualification recognises the skills and knowledge expected of people who are, or are seeking to be first line managers (team leaders, supervisors, or charge hands). Holders of this qualification are likely to be responsible for managing people, resources, and/or work operations.

The NZ Army recognise that Senior NCO's are the mainstay of the Army and they are required to bring the 'Commander's intent' to life as an inspiring, imaginative and effective piece of training or leadership.

First Line Managers at this level need to employ a wide range of skills in order to operate on a day-to-day basis. The NZ Army develops personnel with these skills so they positively influence and empower their teams within the workplace.

Key skill areas:

- Work relationship strategies
- Intermediate leadership
- Team planning
- Performance management planning

**National Certificate in
Adult Education and Training
Level 4 Credit 40**

A qualification designed for people delivering and/or assessing training as a sub-set of primary employment. Suited to personnel who have received some formal instructor training and who train and/or assess other's skills and knowledge in the workplace.

Compulsory

Unit	Level	Credit	Unit Standard Name	Cse	On-Job
7091	4	4	Develop strategies to establish & maintain positive workplace relationship		Work book

Electives

Unit	Level	Credit	Unit Standard Name	Cse	On-Job
7093	5	6	Design learning sessions	SNCO+	X
7096	4	8	Deliver learning presentations to adult learners	JNCO+	X
7097	5	8	Deliver interactive group training	SNCO+	X
15190	4	6	Develop, implement and evaluate work team plans	JNCO	
18336	4	5	Demonstrate and apply knowledge of team-building skills	JNCO	
19444	4	8	Deliver group training sessions to adults	SNCO+	X
21335	4	5	Lead a group/team to achieve an objective(s)	JNCO+	X

This qualification has been designed for people with diverse backgrounds and experience who are seeking a qualification in the adult education and training field. People awarded this qualification are able to identify diverse cultural needs of learners, and establish and maintain a culturally safe and inclusive learning environment.

To achieve the level 4 certificate, students must complete 40 credits. The level 4 qualification can stand alone, or lead onto the National Certificate in Adult Education and Training Level 5.

Key skill areas:

- Cultural learning
- Design learning sessions
- Deliver interactive learning sessions
- Group training sessions