

THE NZQA NATIONAL
CERTIFICATE IN:**BUSINESS - FIRST LINE
MANAGEMENT (LEVEL 3)****Save Time and Money!**

Instant Education Solutions' unit standard delivery packages are a complete teaching and assessment solution for institutions assessing the NZQA National Certificate in First Line Management Level 3 (Version 4).

**NCFLM (L3) PACK**

A minimum of 45 credits
(40 credits at Level 3 or above)

Each Folder Includes:

- Teaching Guide
- Assessment Guide with answers and Assessment Schedule
- Learner Workbook with unlimited reproduction rights for up to four sites
- NZQA Unit Standard and Accreditation and Moderation Action Plan

You have everything you need to start teaching.

The Teaching and Assessment Guide includes special notes to the teachers, and red-letter answers for activities, so you always know what is going on. You can photocopy the Learner Workbook as many times as you like – saving money and time.

Note: Assessment Only resources do not contain the Teaching Guide or Learner Workbook. Assessment only resources are indicated by the letters A/O after the unit number.

COMPULSORY UNIT STANDARDS

(9 credits)

Unit L C Title**Interpersonal Communications**

1312	3	3	Give oral instructions in the workplace
9705	3	3	Give and respond to feedback on performance
11097	3	3	Listen to gain information in an interactive situation

ELECTIVE UNIT STANDARDS:

(A minimum of 22 credits at level 3
or above from Set 1 or Set 2.)

GROUP ONE

(A minimum of 22 credits at level 3 or above from Set 1 or Set 2. A minimum of 17 credits must come from Set 1.)

SET 1**Unit L C Title****People Development & Coordination**

18336(A/O)	4	5	Demonstrate and apply knowledge of team-building skills (Assessment only)
18337	4	5	Implement training and development activities for teams and individuals in the workplace

Quality Management

8077(A/O)	3	4	Participate in a team to achieve specified quality improvement objectives (Workplace assessment only)
8085	3	4	Demonstrate knowledge of quality and its management
8087(A/O)	3	5	Use core quality management tools (Workplace Assessment only)

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Level 3 (Version 4), continued...*

ELECTIVE UNIT STANDARDS

GROUP ONE

SET 2

The balance of credits, if required, to achieve a minimum of 22 credits for Elective Unit Standards A.

Unit L C Title**Business Administration Services**

122	3	5	Provide office reception services
123	3	5	Use office information, copying, and telecommunication systems
328	3	4	Identify the requirements for a financial record system for an entity
334	3	4	Demonstrate knowledge of and operate inventory systems
26768	3	7	Use a computerised accounts receivable and payable system to produce financial information

ELECTIVE UNIT STANDARDS

(A minimum of 4 credits.)

GROUP TWO

(Of the standards eligible for this certificate Instant can supply the following items from the Communication Skills domain at level 3 or higher. Refer to the catalogue for Communication Skills resources at level 1 or 2 if preferred.)

Unit L C Title**COMMUNICATION SKILLS**

1296	3	3	Interview in an informal one-to-one situation
1297	4	5	Interview in a formal situation
1307	3	3	Speak to a specified audience in a predictable situation
1312	3	3	Give oral instructions in the workplace
2990	3	4	Read texts to research information
3491	3	4	Write a report
9681	3	3	Contribute within a group/team which as an objective(s)
9694	3	5	Demonstrate and apply knowledge of communication process theory
9705	3	3	Give and respond to feedback on performance
11097	3	3	Listen to gain information in an interactive situation
11101	4	4	Collaborate within a group/team which has an objective(s)
16612	4	4	Use effective business writing skills in a business organisation

ELECTIVE UNIT STANDARDS

(Balance of credits to reach 45 credits overall, with a minimum of 40 credits at L3 or above)

GROUP THREE

(Refer to the catalogue for details of specific resources once the total credits selected from the compulsory, Elective A (set 1), Elective A (Set 2) and Elective B units has been calculated to reach a total of 45 credits overall, 40 of which must be at Level 3 or higher.)

**BUSINESS - FIRST LINE MANAGEMENT
SPECIAL PACKAGE DEALS**• **COMPLETE PACK**
45 credits in total, approx 11 units

15% off each unit

Approximate Pricing	
Folder & CD	CD Only
\$3,208	\$2,583

*Examples prices only – prices will vary according to the units chosen. All prices exclude postage and GST.**Please Note: Assessment only items are less expensive than units that include both Teaching and Assessment resources. Ask your customer representative for a quote once you know exactly which units you require.*