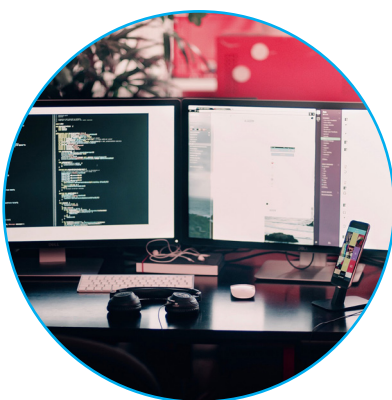


2017

BUSINESS

PROGRAMME HANDBOOK



NEW ZEALAND CERTIFICATE IN BUSINESS
(ADMINISTRATION AND TECHNOLOGY) (LEVEL 3)

Academy Hamilton Campus

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Hamilton East
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Academy Christchurch Campus

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Welcome

Academy New Zealand is one of New Zealand's most established private education providers and provides an extensive range of learning programmes at levels 1 - 7 on the New Zealand Qualifications Framework. It has been in operation for 30 years; with a consistent focus on achievement. On completion of any learning programme, Academy students will be awarded the appropriate NZQA Approved Qualifications, Unit Standards, New Zealand Certificates or Diploma, providing nationally recognised qualifications of the skills and standards achieved. We pride ourselves on our student achievements and we believe that it is Academy New Zealand's differences that make the difference.

Introduction to Staff

Phil Witteman - Tutor

I have previously worked for NZ Post as a Postshop Manager and trainer. I also worked in bookstores/ NZ Post Franchises in customer service and training staff. I have worked as a Retail tutor at Academy NZ, moving to Quantum Education Group as a Computing tutor and now work at Academy NZ as a Business and Administration tutor.

Margaret Buchanan - Tutor

I have been teaching Level 3 and 4 computing and business since October 2005. I achieved my bachelor of teaching in 2001. Prior to teaching I have worked in a variety of occupations, including Administration roles.

Business (Administration and Technology) Summary

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

Credits: 60

Duration: 20 weeks (including 2 holiday weeks)

Tuition Fees: \$3,300

Compulsory Course Costs: \$60 (guest speakers, site visits, pen drive, earphones, learning and assessment materials)

The purpose of this qualification is to develop graduates with entry level business administrative and technical skills, who will be able to operate a range of technology and devices in order to support New Zealand businesses in various cultural environments. Our graduates will have well developed communication skills and be able to perform numerous administrative tasks whilst improving performance and productivity of the business entity.

Graduate Profile

An Academy New Zealand graduate has relevant and current subject knowledge, real-world skills to put knowledge into practice, and personal and professional qualities to make a difference.

The graduates of this qualification will be able to:

- Provide administrative and general office services using business technologies, to support everyday operational activities.
- Perform financial calculations, process data and produce information for business purposes.
- Communicate effectively with stakeholders.
- Work cooperatively within a team, and contribute to the achievement of objectives.
- Select and apply customer service techniques, to meet stakeholder expectations.
- Apply effective problem-solving and decision making for business purposes.
- Demonstrate professional and ethical behaviour, in socially and culturally appropriate manner.
- Manage self-effectively to contribute to performance of the entity.
- Comply with internal policies and legislation and other external requirements for business entities.

Graduate Destination

Graduates of this qualification may progress to a New Zealand Certificate in Business (Administration and Technology) at Level 4 or can pathway into relevant industry certifications or other Level 3 or Level 4 qualifications. Graduates of this qualification will have the skills and knowledge to work or gain employment, in a wide range of supervised general office administration roles in a variety of sectors such as: receptionist, data entry operator, front line customer service roles, call or contact centre operators, secretary, office support workers etc.

Calendar

Date	Event
30 January 2017	Auckland Anniversary
23 January 2017	Intake
27 February 2017	Intake
3 April 2017	Intake
14 April 2017	Public holiday – Good Friday
17 April 2017	Public holiday – Easter Monday
25 April 2017	Public holiday – ANZAC Day
8 May 2017	Intake
5 June 2017	Public holiday – Queen's Birthday
12 June 2017	Intake
17 July 2017	Intake
21 August 2017	Intake
25 September 2017	Intake
23 October 2017	Public holiday – Labour Day
30 October 2017	Intake
17 November 2017	Canterbury Anniversary Day

Holiday dates can vary.

Your Campus Manager will inform you of your programme holiday dates at orientation.

Course Outlines

Course One: Administration Support (ASL3) 15 Credits

This course is designed for students to gain foundation level knowledge and skills that would be used on a regular basis in most administration roles in businesses. Learning in this course includes the purpose and need behind general office tasks, and ensures student are able to carry out these duties in an efficient manner. From here students will develop a wider understanding and appreciation of business administration services.

Course	Administration Support					
1	29024 L3 C15 Provide business administration services using business technologies to support operational activities					
Delivery	4.5 weeks					
Unit Standard	Delivery Mode				Assessment Mode	
	Classroom	On-Site Office	Research	Self-Directed	Written	Practical
29024	✓	✓	✓	✓	✓	✓

Course Two: Information and Communication (ICL3) 15 Credits

In this course students will learn how use a computer and other technologies to complete tasks such as arranging travel bookings, rental vehicles and other business services that might be expected in an administrative role. This course also ensures information is accurately communicated, for example booking confirmations are forwarded on. Students will also learn how to create and produce documents using business templates, for example meeting minutes and invoices.

Course	Administration Support					
2	29025 L3 C15 Obtain, communicate and reproduce information using business technologies to support business operations					
Delivery	4.5 weeks					
Unit Standard	Delivery Mode				Assessment Mode	
	Classroom	On-Site Office	Research	Self-Directed	Written	Practical
29025	✓	✓	✓	✓	✓	✓

Course Three: Data Processing (DPL3) 15 Credits

Students will focus on using a database (Microsoft Access) to store and manage customer details. Students will work with this data to create graphs, charts, queries and filters to breakdown client information into specific categories. Students will learn to import and export data to use in other software applications for different purposes (for example a mail merge).

Course	Data Processing					
3	29026 L3 C15 Process data to produce information for business purposes					
Delivery	4.5 weeks					
Unit Standard	Delivery Mode				Assessment Mode	
	Theory	On-Site Office	Research	Self-Directed	Written	Practical
29026	✓	✓	✓	✓	✓	✓

Course Four: Business Documents (BDL3) 15 Credits

This course builds on soft skills and technical administration skills students has gained in previous courses, in particular course three (Data Processing) and involves producing documents which are professionally produced and edited, and suitable for external use. The student will learn how to produce business documents with a number of software applications inclusive of a short presentation (Microsoft PowerPoint), a promotional flyer and newsletter (Microsoft Publisher) and a formal letter (Microsoft Word).

Course	Data Processing					
4	29026 L3 C15 Produce business documents using software applications					
Delivery	4.5 weeks					
Unit Standard	Delivery Mode				Assessment Mode	
	Theory	On-Site Office	Research	Self-Directed	Written	Practical
29027	✓	✓	✓	✓	✓	✓

Programme Delivery Schedule

New Zealand Certificate in Business (Administration and Technology) Level 3				
WEEK	COURSE 1 Administration Support	COURSE 2 Information and Communication	COURSE 3 Data Processing	COURSE 4 Business Documents
1	29024			
2				
3				
4				
5				
	Assessment			
6		29025		
7				
8				
9				
10				
		Assessment		
11			29026	
12				
13				
14				
15				
			Assessment	
16				29027
17				
18				
19				
20				
				Assessment

Work Placement

Work placement is an important part of Academy programmes, this gives students the opportunity to put learning into practice through real world experience

Training Agreement for Work Placement

ACADEMY NEW ZEALAND

Training Agreement for Work Placement

(Use this form for work experience)

Student	
Name	
Address	
Phone	

Employer	
Company	
Contact Name	
Site Address	
Postal address	
Phone	

Tutor	
Name	
Phone	

Terms of Agreement

Training

- Training shall commence on/...../..... and shall be completed on/...../..... or at such time as agreed by all parties as reasonable to allow the student to gain the skills outlined in the attached training plan.
- Hours of work shall be:
- The majority of the student's day shall be spent in training in accordance with the requirements of the Training Plan.
- Any major changes to the Training Plan must be made in consultation with all three signatory parties.
- The employer will promptly inform the tutor of any matters that may affect the delivery of the agreed training. This may include an offer of employment to the student, whether it is casual, temporary or full time employment.

Support

- The person training or supervising the student will be available at all times to support the student and to answer any questions that the student may have.
- The tutor will support the student by contacting the student weekly, if on a long term placement a site visit to the workplace must be completed fortnightly.
- The employer shall be aware of and allow for monitoring visits by the tutor, such visits to be subject to prior arrangement between the employer and tutor.
- It is the responsibility of the employer to provide the student with an adequate level of support and supervision to enable the Training Plan to be achieved. This includes regular feedback on the student's performance. Towards the end of the work placement, the employer will be asked to complete an evaluation report on the student's performance. This will be discussed with the student and be kept as a part of their student file.
- It is the responsibility of the tutor to provide an appropriate level of support to the employer and student to enable the training plan to be achieved.
- The employer and student should seek assistance and advice of the tutor on any matters affecting the training relationship between the parties.

General conditions of employment

- Other than wages and allowances, all other conditions of employment contained in the relevant collective agreement, award or other general conditions of employment of the work site shall apply.
- The employer shall provide a clean and safe working environment. The employer is responsible to ensure the provision of all necessary safety equipment and first aid facilities and to comply with appropriate employment and safety legislation.
- The student must abide by the rules, practices and instructions issued by the employer, including provisions that relate to employment and safety legislation.

Sickness

- It is the student's responsibility to notify the employer and Academy as soon as practicable (before normal start time) if he/she will be unable to attend work.
- Where a student is absent on account of sickness for more than two days, the employer and/or Academy may request a medical certificate.

I hereby accept and agree to abide by the terms and conditions of this Training Agreement:

Student	Date
Employer	Date
Tutor	Date

Programme Regulations

Topic	Programme Regulations (note these are programme specific but are also supported by Academy NZ's QMS)
1. Entry requirements	<p>The New Zealand Certificate in Business (Administration and Technology) (Level 3) is open entry and only available to domestic students. Note:</p> <ul style="list-style-type: none"> • Successful study at NQF Level 2 or equivalent is advisable • The student must have regular, reliable access to computer and internet connection
2. Selection criteria, if applicable	Enrolment places are on a first-come first-served basis, once enrolments reach capacity the student will be placed on a waiting list.
3. Credit for previous study and/or Recognition of prior learning	<ul style="list-style-type: none"> a. Cross-crediting Cross-credits are automatic for a student who achieves the same unit standard credits on another programme within Academy NZ. b. Credit transfer Credit transfers are permitted. Evidence of the NZQA record of learning will be considered with regard to the programme learning outcomes. c. Recognition of prior learning - RPL Recognition of prior learning (RPL) will be made available where there is no formal cross credit but appropriate work experience has occurred. d. Any limitations on credit awarded from cross-credit or RPL, and the reason for applying the limit No limitations, although applications for cross-credits, credit transfer or RPL must be made at the time of application for enrolment. Applications will not be considered after programme commencement.
4. Programme length and structure of the programme, including such details as:	<ul style="list-style-type: none"> a. Programme length Full-time only 18 teaching weeks + 2 recess weeks = 20 weeks duration b. Any pre- and co-requisites None c. Practical and/or work-based requirements, and their integration into the programme A minimum of one week (approx. 33hrs) recommended work experience will be built into the programme to give students real world experience in the industry. d. Any alternative entry and/or exit points N/A e. Compulsory and optional/elective components All courses are compulsory that make up the New Zealand Certificate in Business (Administration and Technology) (Level 3).
5. Progression through the programme, including:	<ul style="list-style-type: none"> a. Normal progression through the programme The programme is naturally progressive (see explanations at the start of each course outline). It would be preferable for this to be fixed however there is flexibility for the student. b. Completion All students have the opportunity to complete within the programme weeks. Also see 5d and 6e. c. Late entry policy If a student is unable to commence on agreed start date, the student can postpone until next available enrolment date, which is typically five-weeks later. d. Late completion allowable – post-course support provided Late completion is permitted. In exceptional circumstances students will be given the opportunity to repeat non-achieved assessments after the end date of the programme, with Tutor support. e. Any ability to repeat parts in a subsequent delivery/in-take Five-weekly intakes occur, therefore flexibility is available to students.

6. Assessment	<p>a. Provision for re-assessment All students will be given the opportunity to resit assessments with a maximum of three attempts at any one assessment prior to end date of the programme. Subsequent attempts will be after a sufficient period to allow for revision.</p> <p>b. Appeals procedure Students who disagree with the results of their assessment must first discuss their assessment concerns with their Tutor to ensure that they fully understand the nature of the comments and marking attached to their assessment. Wherever possible, assessment concerns should be resolved at this point. If there is no resolution, student can proceed with an Assessment Appeal.</p> <p>c. If and how grades are derived from assessments Assessments will be awarded an achieved or not-achieved result. All learning outcomes will need to be met to obtain an achieved result. No percentages or grades given.</p> <p>d. Authenticity – Academic honesty All assessments contain an authentication for all students to declare that the work is their own. Student submissions are monitored for cheating, copying and plagiarism at campus level and during internal moderation. If plagiarism is identified the Campus Manager works with the student to arrange a full re-submission.</p> <p>e. Provision for impaired and/or aegrotat performance A student may make an application in writing for an aegrotat pass at the time or just before the assessment is due, where they have evidence their performance was impaired or they were unable to sit an assessment because of significantly adverse circumstances and there is evidence that they would have passed the assessment under normal circumstances. (Note item 5d, 6a and 6b).</p> <p>f. Availability of assessment through te reo Maori Students may request their assessments to be in te reo Maori. A minimum notice period of two weeks is required for all students to notify their Tutor should they wish for their assessment to be translated into te Reo Maori. Marking of the assessment will be completed and returned within three weeks.</p>
7. Pass Requirements	<p>a. Minimum standard/s of achievement, and All assessments must be completed in full with all answers correct for an achieved result.</p> <p>b. Any other requirements for the award of the qualification There are no other requirements.</p> <p>c. If and how course grades are reflected in the qualification award (align to qualification's requirements for grade endorsements) There are no grade endorsements.</p>
8. Procedures to identify & remedy impaired performance	Monthly student progress monthly meetings between Tutor and student.
9. Attendance and leave	Campus attendance is required for all scheduled classes. No leave is permitted during the duration of the programme, unless circumstances occur beyond the student's control. Programme duration includes two weeks recess, allocated throughout the duration as appropriate, based on internal group-wide recess and/or Tutor only days.
10. Health and Safety Risk Management	All students will be informed of relevant health and safety requirements when they are in attendance at an Academy campus and with regard to any related visits or events. Students must comply with all health and safety and risk management requirements and instructions of staff at all times. Academy NZ will provide a Risk Management Plan which sets the processes to follow in the event of an identified risk.
11. Any other regulations	N/A