

A young woman with long, straight blonde hair and blue eyes is smiling warmly at the camera. She is wearing a light-colored, possibly white, top under a grey and white striped blazer. The background is a blurred office or workshop environment with a red cabinet and some papers visible. The entire image is framed by a teal border.

**THE NEW ZEALAND CERTIFICATE IN
BUSINESS (FIRST LINE MANAGEMENT)
(LEVEL 4)**


mito

Designed for current and aspiring managers, supervisors and administrators, this training programme will help you progress your knowledge and skills in team management and development.

Programme Outline

This Level 4 programme is made up of 61 credits and is expected to take 9 months to complete.

QUALIFICATION OUTCOMES	
OUTCOME 1	Manage work flows in an operational context to achieve team objectives.
OUTCOME 2	Assess against agreed criteria and respond appropriately to achieve operational objectives.
OUTCOME 3	Motivate and involve a team to achieve the team's objectives and contribute to the entity's objectives.
OUTCOME 4	Communicate to develop relationships with team members and stakeholders.
OUTCOME 5	Manage relationships within a team to sustain a productive workplace environment.
OUTCOME 6	Promote an inclusive environment to value diversity for positive performance for the entity.
OUTCOME 7	Demonstrate professional and ethical behavior, in a socially and culturally appropriate manner in leading a team.
OUTCOME 8	Adapt leadership styles for effectiveness in different environments.
OUTCOME 9	Comply with internal policies, legislation and other external requirements for the entity.

This programme combines online training resources and three two-day workshops. These workshops are determined by regional demand, however, locations may be added where there is sufficient interest. Workshops are subject to minimum numbers.

To view a full schedule of our current workshop dates, visit mito.nz/business.

Entry Requirements

You must be employed full-time in one of our industries to enrol in this programme.

2019 Programme Fee

\$1,215 (ex GST and before prompt payment discount).

Enrol Now

If you're ready to take your career to the next level, enrol now at mito.nz/business.

“ MITO's training is fantastic. Being able to take what you've learned and implement it into the workplace is invaluable and a great aspect of the programme. ”

Bevan Crawford, Wholesale Parts Consultant

MITO is the industry training organisation for the New Zealand automotive, transport, logistics, industrial textile fabrication and extractive industries. Thousands of business professionals have qualified and built successful careers with MITO's on-the-job training programmes.

Enrol at **mito.nz/business**

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