

CREDITS:
120

AVERAGE
DURATION:
18-24 months

COST: \$2000
(incl GST)

IDEAL FOR:

- **Operational Managers**



New Zealand Diploma in Business (Level 5) *Leadership and Management*

Qualification and programme overview

This leadership and management programme is for current leaders and operational managers with direct reports. It has been developed specifically for those working in the health, mental health, aged support, disability, social services, youth work, cleaning and urban pest management industries.

This programme was developed in direct response to demand from the sectors that Careerforce represents. It was developed in consultation with the sector and reflects the skills, knowledge and competencies that the sector identified as required.

The programme recognises the following competencies in the manager and leader:

- Motivating and developing self and others to improving employee engagement and productivity.
- Applying knowledge of the principles and practices of operations, accounting, sales/marketing, HR and risk management, to support operational efficiency and effectiveness.
- Analysing the impact of internal and external environments on the organisation.
- Contributing to innovation and change.
- Developing and maintaining business relationships with internal and external stakeholders.
- Applying problem-solving and decision-making skills.
- Applying professional and ethical behaviour, in a socially and culturally appropriate manner.
- Analysing how the origin and nature of the bi-cultural partnership (as embedded in the Treaty of Waitangi) can be applied to business activities and relationships.

Programme structure

Module 1: Apply business knowledge

This module assesses a leader or manager's contributions to the efficient and effective achievement of the organisation's operational objectives.

Module 2: Internal and external influences

This module assesses the ability to analyse the impact of internal and external influences, including Te Tiriti o Waitangi, and evaluate their consequences for the organisation.

Module 3: Innovation and change

Building on the previous two modules, this module assesses the employee's ability to contribute to innovation and organisational change within the boundaries of their role. It includes putting new ideas into action to achieve positive change or improvement in results.

Module 4: Lead and manage

This module assesses the employee's ability to lead and manage people to achieve the organisation's operational objectives. The employee is also encouraged to reflect on the essentials of leadership to build high-performing teams.

Learning and assessment resources

Online learning and assessments can be done through Aka Toi, the Careerforce online learning platform. Access to interactive learning activities, theory content and assessment is now available for this qualification.

Supporting you

Careerforce is the Industry Training Organisation (ITO) for the growing health and wellbeing, social and community, cleaning and urban pest management sectors. We support employers to implement workplace-based training, enabling employees to achieve nationally recognised qualifications and deliver positive outcomes.

Every year we help thousands of trainees to get recognised qualifications and progress their knowledge and skills to improve their practice. With the right training programme, staff are able to contribute to their organisations and provide quality support to many people.

We are there every step of the way: from workforce development planning, to helping you establish a training culture, including training your workplace assessors, to providing rich and relevant resources and connections with the wider sector.

Get in touch with your regional Workplace Advisor:

Across New Zealand, we have Careerforce Workplace Advisors ready to help. Tap into their expertise to find a suitable qualification for your staff at different levels, and ask about the grants and funding available. We'll work together to develop your workforce.

Phone: 0800 277 486

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