



**NEW ZEALAND DIPLOMA IN BUSINESS  
(LEADERSHIP AND MANAGEMENT) (LEVEL 5)  
DEPARTMENTAL LEADERSHIP PROGRAMME**

**sewells**  
group



**msx**  
INTERNATIONAL

**mito**

Help futureproof your automotive business with the

## **NEW ZEALAND DIPLOMA IN BUSINESS (LEADERSHIP AND MANAGEMENT) (LEVEL 5)**

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**Provided by MITO, in partnership with Sewells MSX International, the world's largest automotive retail solutions provider, this training programme will provide current and future managers with an increased knowledge of automotive retail management practices and principles.**

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If you're a Departmental Manager in a car, motorcycle, truck, plant and equipment, materials handling, or agricultural machinery business, this programme is designed to equip you with the skills and strategic tools to effectively drive departmental performance. It includes a balanced approach to leading and directing retail operations to achieve optimum market penetration, provide exceptional levels of service and generate superior returns for your business.

The programme covers core knowledge and skills in the areas of Leadership, Operations, Human Resource Management, Marketing and Sales, Systems and Processes, Strategic Management and Continuous Improvement.



## Programme Outline

The programme is made up of 120 credits and is expected to take 12 months to complete. Throughout the programme, you will be supported by your MITO Industry Training Advisor and Sewells MSX International tutors. The programme includes a mix of practical training and assessment, undertaken in the workplace, and theory assessment. There are also four 2-day workshops based on specific modules:

MODULE ONE: DEPARTMENT MANAGEMENT AND LEADERSHIP		
DAY 1	DEPARTMENT MANAGEMENT CONSIDERATIONS	The role of departmental management, fundamentals of departmental management, management priorities, considerations and expectations in the automotive retail environment, business planning fundamentals.
	LEADERSHIP	Developing a performance based culture, leadership versus management, leadership styles and principles, managing people and teams, leading from the front.
DAY 2	PROFESSIONAL RELATIONSHIPS	Self-management and relationship management in the context of the workplace. Developing and using emotional intelligence to maximise team outcomes and resolve conflict. Gaining the trust and confidence of others while supporting and promoting organisational values, ethics, goals and cultural diversity.
MODULE TWO: HUMAN RESOURCE AND PERFORMANCE MANAGEMENT		
DAY 3	RECRUITMENT AND SELECTION	Developing and implementing an effective and efficient recruitment strategy, attracting the right candidates, interviewing techniques and tips, letters of appointment and the induction process.

DAY 4	PERFORMANCE MANAGEMENT	Implementing a performance management system, building and motivating the team, fundamentals of Human Resource Management (developing, coaching, inducting, terminating, managing, disciplining and counselling).
MODULE THREE: MARKETING AND BUSINESS PLANNING		
DAY 5	MARKETING	Automotive marketing fundamentals, consumer behaviour, brand management, marketing segmentation, targeting and positioning, developing a 'portfolio management' and 'segment development' mindset.
DAY 6	BUSINESS PLANNING	Business planning, strategic planning, budgeting, cost analysis, dealership economics and influencing factors. Building the business case.
MODULE FOUR: DEPARTMENTAL PERFORMANCE IMPROVEMENT		
DAY 7	FINANCIAL PERFORMANCE	Business health and benchmarking, mastering the key performance indicators that drive your business, managing the key drivers of automotive retail performance.
DAY 8	DEPARTMENTAL OPERATIONS	<p><b>Service management:</b> workshop processes and standards leading to fix-right-first-time, managing productivity and efficiency.</p> <p><b>Sales management:</b> institutionalising, structuring and monitoring the sales process, managing the showroom floor and the sales team.</p> <p><b>Parts management:</b> inventory control, staffing and productivity, ordering parameters, parts marketing, merchandising, retailing and trade activities.</p>

## Units of Competency

	TITLE
<b>COMPULSORY (25 CREDITS)</b>	Apply knowledge of the principles and practices of operations, accounting, sales/marketing, HR, and risk management, to support the operational efficiency and effectiveness of the entity
	Contribute in operational contexts to innovation and organisational change within a business entity
	Develop and maintain operational business relationships with stakeholders for efficient and effective performance of the entity
	Research and communicate information for efficient and effective performance of the entity
<b>CORE COGNITIVE (5 CREDITS)</b>	Apply problem-solving and decision-making in operational contexts for efficient and effective performance of the entity
<b>CORE AFFECTIVE (8 CREDITS)</b>	Manage own and others' learning and performance within an operational context for efficient and effective performance of the entity
	Apply professional and ethical behaviour, in a socially and culturally appropriate manner
<b>CORE BUSINESS (12 CREDITS)</b>	Analyse the impact of internal and external environments on entities
	Analyse 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

	TITLE
<b>LEADERSHIP AND MANAGEMENT (70 CREDITS)</b>	Identify operational issues and challenges and apply techniques for continuous improvement for efficient and effective performance of the entity
	Contribute to the business planning for efficient and effective performance of the entity
	Lead others to implement activities within the entity's plans, including change, for efficient and effective performance of the entity
	Manage projects within scope, resources, and time
	Negotiate and positively influence others to achieve the entity's outcomes
	Develop a positive workplace culture and team engagement, for efficient and effective performance of the entity
	Promote compliance with internal and external requirements

## Entry Requirements

You must be employed full-time in the automotive industry to enrol in this programme.

## 2020 Programme Fee

\$3495 ex GST

This training programme is eligible for fees free industry training.

Visit [mito.nz/fees-free](https://mito.nz/fees-free) for details on eligibility.

## Enrol now

If you're ready to take your career to the next level, enrol now at [mito.nz/dipbus](https://mito.nz/dipbus).

MITO is the industry training organisation for the New Zealand automotive industry. Thousands of automotive professionals have qualified and built successful careers with MITO's on-the-job training programmes.

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