

A young woman with long blonde hair is smiling warmly at the camera. She is wearing a grey and white striped blazer over a white top. The background is a workshop or office environment with a red cabinet and a whiteboard with various papers and sticky notes.

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

**mito**

  
Te Pūkenga

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**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.**

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## 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](https://mito.nz/business).

### Entry Requirements

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

### 2022 Programme Fee

This programme has a fixed non-refundable fee of \$1,327 incl GST. No further charges apply.

### Enrol Now

If you're ready to take your career to the next level, enrol now at [mito.nz/business](https://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 a business division of Te Pūkenga  
Work Based Learning Limited. We support  
on-job learning and career development  
for the New Zealand automotive, transport,  
logistics and extractive industries.

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Enrol at **[mito.nz/business](https://mito.nz/business)**

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