



Level: 4
Credits: 60

Certificate in First Line Management for the Social, Health and Hygiene sectors

Programme overview

The aim of this new business programme is to respect and recognise your experienced first line managers and to expand their knowledge and leadership skills within their roles. This programme supports team leaders, supervisors and coordinators to develop key leadership skills including managing tasks or projects, supporting teams and developing leadership styles. This programme achieves the New Zealand Certificate in Business (First Line Management) (Level 4).

A programme for your aspiring first line managers is being developed.

The programme includes recognising and/or developing the following competencies in your staff:

- identify the resources required to complete tasks and understand impacts.
- develop the team to contribute to the task, manage conflict and recognise diversity.
- develop and plan using goals to grow own skills and knowledge.
- understand leadership styles and how you can use them.
- complete the task and demonstrate communication and coaching skills.

Fees

The qualification fee is \$390 (GST inclusive). If you have your own workplace assessor, the qualification fee is all you'll pay.

An independent contracted assessor costs \$775 (GST inclusive) per trainee. This includes the qualification fee.

How long will it take?

It is estimated that an inexperienced staff member will take twelve months to complete alongside their normal work. An experienced staff member may take four to six months.

MyPath

Trainees and assessors will have access to MyPath. This is where the assessments are located. We plan to add learning resources to this programme as a future development.

MyPath provides learning support but is not a substitute for the coaching and guidance that occurs within workplaces on a weekly basis.

Contact us

Your Careerforce Workplace Advisor can answer any questions.

Phone: 0800 277 486

Email: info@careerforce.org.nz

Visit: www.careerforce.org.nz

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Level 4, 60 credits

Programme structure

Topic 1: Analyse task requirements

Assessment available on MyPath with questions, practical observations or attestations, and workplace evidence or examples of work

This topic supports your trainee to develop the skills and knowledge to identify a task and plan for steps to successfully complete the task including goal setting, identifying skills needed, identifying stakeholders and the risks involved.

Topic 2: Analyse team member requirements

Assessment available on MyPath with questions, practical observations or attestations, and workplace evidence or examples of work

This topic builds on Topic 1 as your trainee develops skills and knowledge to analyse the team's capabilities to complete the task including identifying additional skills required, identifying potential areas of conflict and promoting diversity within the team.

Topic 3: Analyse own requirements

Assessment available on MyPath with questions, practical observations or attestations, and workplace evidence or examples of work

This topic assesses your trainee's ability to consider their own strengths and weaknesses and allow them to identify the gaps in their skills and knowledge, develop a plan to meet the gaps, and identify their own leadership style to fit any situation.

Topic 4: Complete the task

Assessment available on MyPath with questions, practical observations or attestations, and workplace evidence or examples of work

Following on from the work completed in the previous topics, your trainee now manages their team to complete the task. This topic assesses your trainee's ability to introduce and explain the task, allocate tasks, track the team's progress against the plan, and provide coaching and support to team members.

Topic 5: Review progress

Assessment available on MyPath with questions, practical observations or attestations, and workplace evidence or examples of work

This final topic assesses your trainee's ability to review and reflect on their own and the team's performance in completing the task. The trainee will review the identified risks and how well they were mitigated and identify successes and areas of improvement.