

# Qualification details

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| **Qualification number/Te nama o te tohu mātauranga** | 2452 | | |
| **English title/Taitara Ingarihi** | New Zealand Certificate in Business (Administration and Technology) | | |
| **Māori title/Taitara Māori** |  | | |
| **Version number/Te putanga** | 3 | **Qualification type/Te momo tohu** | Certificate |
| **Level/Te kaupae** | 3 | **Credits/Ngā whiwhinga** | 60 |
| **NZSCED/Whakaraupapa** | 080901 Management and Commerce>Office Administration>General Office Administration | | |
| **Qualification developer/Te kaihanga tohu** | Ringa Hora Services Workforce Development Council | | |
| **Review Date /Te rā arotake** | 31/07/2030 | | |

# Outcome statement/Te tauāki ā-hua

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| **Strategic Purpose statement/ Te rautaki o te tohu** |
| The purpose of this qualification is to provide Aotearoa New Zealand with people who have business administration and technology skills to work in a range of supervised general office administration roles.  Graduates of this qualification will be able to operate business technologies and perform a range of administrative tasks, in accordance with ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi), and in a multi-cultural environment. |

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| **Graduate Profile/Ngā hua o te tohu** |
| Graduates of this qualification will be able to:   * Provide business support services to support everyday operational activities. * Process data and information for business purposes. * Select and apply good practice techniques to engage with customers and stakeholders. * Behave professionally and culturally responsible and contribute to organisational values and goals. |

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| **Education Pathway/ Ngā huarahi mātauranga** |
| This qualification may build on from:  - National Certificate of Educational Achievement (Level 1) [Ref: 0928]  - National Certificate of Educational Achievement (Level 2) [Ref: 0973]  - National Certificate of Educational Achievement (Level 3) [Ref: 1039]  - New Zealand Certificate in Foundation Skills (Level 1) [Ref: 2861]  - New Zealand Certificate in Foundation Skills (Level 2) [Ref: 2862]  - New Zealand Certificate in Computing (Foundation User) (Level 2) [Ref: 4132].    Graduates of this qualification may progress to:  - New Zealand Certificate in Business (Administration and Technology) (Level 4) [Ref: 2461]  - New Zealand Certificate in Business (Accounting Support Services) (Level 4) [Ref: 2455]  - New Zealand Certificate in Business (First Line Management) (Level 4) [Ref: 2456]  - New Zealand Certificate in Business (Small Business) (Level 4) [Ref: 2457]  - New Zealand Certificate in Business (Introduction to Small Business) (Level 3) [Ref: 2454]  - New Zealand Certificate in Business (Introduction to Team Leadership) (Level 3) [Ref: 2453]  - or relevant industry qualifications at a higher level. |

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| **Employment, Cultural, Community Pathway/ Ko ngā huarahi ā-mahi, ā-ahurea, ā-whānau, ā-hapū, ā-iwi, ā-hapori anō hoki** |
| Graduates of this qualification may be employed in a wide range of supervised general office administration roles in a variety of sectors, and in a wide range of roles in cultural and community settings |

Qualification Specifications/ Ngā tauwhāititanga o te tohu

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| **Qualification Award/ Te whakawhiwhinga o te tohu** | This qualification can be awarded by any education organisation with an approved programme of study or industry training leading to the qualification. |
| **Evidence requirements for assuring consistency/ Ngā taunaki hei whakaū i te tauritenga** | Evidence requirements should include:   * an overview of the mapping of the programme learning outcomes and assessments to the graduate profile outcomes * analysis and interpretation of graduate performance relative to the graduate profile outcomes in their next role: study and/or employment * analysis and interpretation of graduate self-assessment * analysis and interpretation of external and internal moderation. |
| Minimum standard of achievement and standards for grade endorsements/ Te pae o raro e tutuki ai, ngā paerewa hoki hei whakaatu i te taumata o te whakatutukinga | Achieved |
| Other requirements for the qualification (including regulatory body or legislative requirements)/ Kō ētahi atu here o te tohu (tae atu hoki ki ngā here ā-hinonga whakamarumaru, ki ngā here ā-ture rānei) | None |
| General conditions for programme/ Ngā tikanga whānui o te hōtaka | Programme delivery and all assessment must be conducted in real business context(s) and/or based on scenario(s) which must reflect the requirements and practicalities for conducting business in Aotearoa New Zealand. Aotearoa’s unique and diverse contexts refers to inclusion of Te Tiriti o Waitangi, Māori, multiculturalism, the recognition, celebration, and integration of diverse cultural backgrounds and perspectives within the country.    An entity can be a commercial or other enterprise, Iwi organisation, Incorporated Society, Schools, not necessarily for profit, a community organisation, and can be a discretely managed team or business unit within a larger organisation.  Professional, ethical, and inclusive manner considers ngā kaupapa o te Tiriti o Waitangi; multi-culturalism in Aotearoa New Zealand; Diversity, Equity and Inclusion; industry conduct, in the context of this qualification.  Additional guidance and recommendations for programme development can be found on the Ringa Hora website at Business, Professional and Personal Services - Ringa Hora.  **Programme Endorsement**  Providers are advised to refer to the [Ringa Hora Services Workforce Development Council programme endorsement](https://ringahora.nz/qualifications-and-assurance/programme-endorsement/) considerations:   * Ngā Whakamārama - Programme content * Mana ōrite mō te hunga ako - Equity for learners * Torotoronga me te kimi whakairo - Programme engagement and consultation * Te ao Māori * Te akoako me ngā reo o Te Moana-nui-a-Kiwa - Pacific languages and learners * Tangata Whaikaha - Disabled people. |

Conditions relating to the Graduate Profile /Ngā tikanga e hāngai ana ki nga hua o te tohu

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| Qualification outcomes/ Ngā hua | | Credits/Ngā whiwhinga | Conditions/Ngā tikanga |
|  | Provide business support services to support everyday operational activities. | 25 |  |
|  | Process data and information for business purposes. | 15 |  |
|  | Select and apply good practice techniques to engage with customers and stakeholders. | 10 |  |
|  | Behave professionally and culturally responsible and contribute to entity’s values and goals. | 10 |  |

Transition information/ He kōrero whakawhiti

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| **Replacement information/ He kōrero mō te whakakapi** | This qualification replaced the:  National Certificate in Business Administration and Computing (Level 3) [Ref: 0633] which has now been discontinued. |
| **Additional transition information/ Kō ētahi atu kōrero mō te whakakapi** | Republication information  Version 2 of this qualification was republished to extend the last date for assessment of version 1 of this qualification from 31 December 2022 to 31 December 2023. Please refer to the July 2022 Change Report published at Qualifications and Assessment Standards Approvals for further information.  Version Information  Version 3 of this qualification was published in July 2025 following scheduled review. Please refer to Qualifications and Assessment Standards Approvals for further information.  The last date for assessments to take place for version 2 of this qualification is 31 December 2026. It is the intention of Ringa Hora Services Workforce Development Council that no existing learner should be disadvantaged by these transition arrangements. Any person who considers they have been disadvantaged may contact:  Ringa Hora Services Workforce Development Council  PO Box 445  Wellington 6140  Telephone: 04 909 0306  Email: qualifications@ringahora.nz |