Qualification details

Qualification number/Te nama o te tohu mātauranga	2459
English title/Taitara Ingarihi	New Zealand Diploma in Business (Level 5) with strands in Accounting, Administration and Technology, Human Resource Management, Leadership, Management, Marketing, Sales, and Project Management
Māori title/Taitara Māori	

Version number/Te putanga	4	**Qualification type/Te momo tohu**		Diploma	
Level/Te kaupae	4	**Credits/Ngā whiwhinga**		120	

NZSCED/Whakaraupapa	080301 Management and Commerce>Business and Management>Business Management
Qualification developer/Te kaihanga tohu	Ringa Hora Services Workforce Development Council
Review Date /Te rā arotake	31/08/2030

Outcome statement/Te tauāki ā-hua

Strategic Purpose statement/ Te rautaki o te tohu
The purpose of this qualification is to provide Aotearoa New Zealand with people who have business knowledge and skills that can be applied across various operational functions within an entity. Graduates will be able to contribute to the achievement of business operational objectives by applying their knowledge and skills in an ethical and inclusive manner, recognise how Te Tiriti o Waitangi applies in their operational function, and operate in multi-cultural environments. The qualification includes strands that allow graduates to apply knowledge and skills in a range of specialised business operational contexts. Some strands can lead to further credentialing by professional bodies.

Graduate Profile/Ngā hua o te tohu
Graduates of this qualification will be able to: - Analyse the operational impact of internal and external environments on an entity to inform decision-making. - Apply broad knowledge of business principles and practices and contribute operationally to support innovation, performance, and organisational change in an entity. - Develop and maintain operational business relationships with stakeholders to support the performance of an entity. - Communicate clear and concise business information with internal and external stakeholders to meet operational objectives of an entity

- Apply knowledge of te Tiriti o Waitangi to analyse how the resulting bi-cultural partnership can be applied to an entity's operational activities and relationships.

- Apply ethical and inclusive practices with integrity, to contribute to the growth and sustainability of an entity.

Graduates of the Accounting strand will also be able to:

- Record and process a wide range of financial transactions, including the use of appropriate dedicated accounting software.

- Apply tax rules for individuals and small businesses to ensure compliance.

- Apply accounting concepts and standards to prepare financial statements and reports.

- Interpret and communicate financial and non-financial information to a variety of internal and external stakeholders to assist them in making decisions.

- Prepare and communicate budgets to internal stakeholders and monitor the business's performance against them.

- Evaluate financial and business risk of an entity and identify the internal controls that could be applied to minimise or mitigate the risk.

- Act in accordance with the accounting profession's Code of Ethics.

Graduates of the Administration and Technology strand will also be able to:

- Manage business administration functions, operations, and/or projects, to support the entity's operational goals.

- Select, apply and support a broad range of current and emerging business technologies to enhance the entity's performance.

- Manage and evaluate administrative systems and processes and recommend improvements.

Graduates of the Human Resource Management strand will also be able to:

- Apply knowledge of the principles and practices of HR functions for recruitment, development, performance management, and health and safety within an entity.

- Adapt to changes in given organisational context/s with effective HR strategies.

- Communicate effectively with stakeholders to provide HR-specific information and advice within a recognised industry ethical framework.

Graduates of the Leadership strand will also be able to:

- Lead with kaitiakitanga to identify operational challenges and apply techniques for continuous improvement to support an entity's performance.

- Lead others to implement activities, including change processes, within an entity's plans to support its performance.

- Implement strategies for a positive workplace culture and team engagement to value diversity to support an entity.

- Apply communication, interpersonal, and influencing techniques to support an entity's performance

Graduates of the Management strand will also be able to:

- Manage human resource and management processes for an entity's performance.

- Contribute to business planning to support an entity's performance.

- Implement and manage sustainable practices for an entity's performance.

- Evaluate business decisions and decision-making processes to contribute to an entity's performance.

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Graduates of the Marketing strand will also be able to:

- Apply marketing principles and processes, including consideration of the role of the entity's brand.

- Advise management on existing and emerging marketing issues, based on secondary research.

- Use existing technology, and show awareness of emerging technology, in a range of marketing contexts and/or delivery platforms.

Graduates of the Sales strand will also be able to:

- Apply sales principles and processes, including consideration of the role of the entity's brand.

- Advise management on existing and emerging sales issues, based on secondary research.

- Use existing technology, and show awareness of emerging technology, in a range of sales contexts and/or delivery platforms

- Communicate persuasively and purposefully, using buyer decision-making process and negotiation, with customers and prospects to achieve marketing and sales outcomes.

Graduates of the Project Management strand will also be able to:

- Manage projects throughout their life cycle, including change, using project management knowledge, tools, and techniques.

- Collaborate with teams across different contexts throughout the project's life cycle.

- Manage stakeholder engagement throughout the project's life cycle.

- Communicate information with diverse audiences throughout the project's life cycle.

- Complete closing processes including evaluating the success of the project, and identifying improvements for personal, professional, and entity development in project management.

Education Pathway/ Ngā huarahi mātauranga

This qualification may build on from:
-   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 (Small Business) (Level 4) [Ref: 2457]
-   New Zealand Certificate in Leadership (Level 4) [Ref: 5306]
-   New Zealand Certificate in Māori Business and Management (Level 4) [Ref: 3502]
-   New Zealand Certificate in Māori Business and Management (Level 5) [Ref: 2712]
-   New Zealand Certificate in Project Management (Level 4) [Ref: 2462].

This qualification may lead to:
-   New Zealand Diploma in Business (Level 6) with strands in Accounting, Administration and Technology, Human Resource Management, Māori Business and Management [Ref: 2460],
-   relevant industry or professional qualifications at Level 6 or above.

Achievement of this qualification with the Accounting strand may equip graduates to meet the academic entry requirements for Chartered Accountants Australia and New Zealand's Accounting Technician (AT) College.

Achievement of this qualification with the Administration and Technology strand may equip graduates towards certification by the Association of Administrative Professionals New Zealand's (AdmiNZ).

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Achievement of this qualification with the Project Management strand may equip graduates towards credentials from the Project Management Institute and other professional bodies in Project Management.

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 with the Accounting strand will be able to apply in-depth accounting and finance knowledge and skills to inform operational business decisions in a variety of entities in accounting and business roles. Graduates may also be able to contribute to community groups in volunteer accounting functions.   Graduates of the Administration and Technology strand may be employed in a wide range of administration roles in a variety of sectors. Graduates may also be able to contribute to community groups.   Graduates of the Human Resource Management strand may be employed in a variety of entities in entry-level Human Resource roles. Graduates may also be able to contribute to community groups.   Graduates of the Leadership strand may be employed in leadership operational roles in a variety of entities. Graduates may also be able to contribute to community groups.   Graduates of the Management strand may be employed in managerial operational roles in a variety of entities. Graduates may also be able to contribute to community groups.   Graduates of the Marketing strand may be employed in marketing entry-level roles in a variety of entities. Graduates may also be able to contribute to community groups.   Graduates of the Sales strand may be employed in sales entry-level roles in a variety of entities. Graduates may also be able to contribute to community groups.   Graduates of the Project Management strand may be employed in operational project management roles in a variety of entities. Graduates may also be able to contribute to community groups.

Qualification Specifications/ Ngā tauwhāititanga o te tohu

Qualification Award/ Te whakawhiwhinga o te tohu	This qualification can be awarded by any education organisation with an approved programme of study or accreditation to deliver an approved programme.
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

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	- 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 must be in the context which allows for all assessment to 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. Programmes delivery must reflect Te Tiriti o Waitangi. Additional guidance and recommendations for programme development can be found on the Ringa Hora website at Business, Professional and Personal Services - Ringa Hora. Programmes leading to the Administration and Technology strand, should refer to the World Administrators Alliance's Global Skills Matrix at Level 4. **Definitions** Aotearoa's unique and diverse contexts refers to inclusion of Te Tiriti o Waitangi, Māori culture, 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 for profit, or a community organisation. An entity can also be self-managed, a small team or separate business unit within a larger organisation. *Ethical and inclusive practices* relates to professionalism, inclusivity, tikanga, values of an entity, personal values, industry conduct. **Programme Endorsement** Providers are advised to refer to the [Ringa Hora Services Workforce Development Council 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 learner
		• Tangata Whaikaha – Disabled people.

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

	Qualification outcomes/ Ngā hua	Credits/Ngā whiwhinga	Conditions/Ngā tikanga
1.	Analyse the operational impact of internal and external environments on an entity to inform decision-making.	10	
2.	Apply broad knowledge of business principles and practices and contribute operationally to support innovation, performance and organisational change in an entity.	15	
3.	Develop and maintain operational business relationships with stakeholders to support the performance of an entity.	10	
4.	Communicate clear and concise business information with internal and external stakeholders to meet operational objectives of the entity.	5	
5.	Apply knowledge of Te Tiriti o Waitangi to analyse how the resulting bi-cultural partnership can be applied to an entity's operational activities and relationships.	10	
6.	Apply ethical and inclusive practices with integrity, to contribute to the growth and sustainability of an entity.	10	
	Elective Strand - Accounting		
7.	Record and process a wide range of financial transactions, including the use of appropriate dedicated accounting software.	18	

8.	Apply tax rules for individuals and small businesses to ensure compliance.	10	
9.	Apply accounting concepts and standards to prepare financial statements and reports.	5	
10.	Interpret and communicate financial and non-financial information to a variety of internal and external stakeholders to assist them in making decisions.	10	
11.	Prepare and communicate budgets to internal stakeholders and monitor the business's performance against them.	10	
12.	Evaluate financial and business risk of an entity and identify the internal controls that could be applied to minimise or mitigate the risk.	5	
13.	Act in accordance with the accounting profession's Code of Ethics.	2	
	Elective Strand - Administration and Technology		
14.	Manage business administration functions, operations, and/or projects, to support the entity's operational goals	25	
15.	Select, apply and support a broad range of current and emerging business technologies to enhance the entity's performance.	20	
16.	Manage and evaluate administrative systems and processes and recommend improvements.	15	
	Elective Strand - Human Resource Management		
17.	Apply knowledge of the principles and practices of HR functions for recruitment, development, performance management, and health and safety within an entity.	40	Programmes must include the following context and impact: business impact; legal framework; technological, including HRIS.

18.	Adapt to changes in given organisational context/s with effective HR strategies.	10	
19.	Communicate effectively with stakeholders to provide HR-specific information and advice within a recognised industry ethical framework.	10	
	Elective Strand - Leadership		
20.	Lead with kaitiakitanga to identify operational challenges and apply techniques for continuous improvement to support the entity's performance.	15	
21.	Lead others to implement activities, including change processes, within the entity's plans to support its performance.	15	
22.	Implement strategies for a positive workplace culture and team engagement to value diversity to support an entity.	15	
23.	Apply communication, interpersonal, and influencing techniques to support an entity's performance.	15	
	Elective strand - Management		
24.	Contribute to business planning to support an entity's performance.	15	
25.	Manage human resource and management processes for an entity's performance.	15	
26.	Implement and manage sustainable practices for an entity's performance.	15	
27.	Evaluate business decisions and decision-making processes to contribute to an entity's performance.	15	
	Elective Strand - Marketing		
28.	Apply marketing principles and processes, including consideration of the role of the entity's brand.	20	
29.	Advise management on existing and emerging marketing issues, based on secondary research.	20	

30.	Use existing technology, and show awareness of emerging technology, in a range of marketing contexts and/or delivery platforms.	20	
	Elective Strand - Sales		
31.	Apply sales principles and processes, including consideration of the role of the entity's brand.	15	
32.	Advise management on existing and emerging sales issues, based on secondary research.	15	
33.	Use existing technology, and show awareness of emerging technology, in a range of sales contexts and/or delivery platforms.	15	
34.	Communicate persuasively and purposefully, using a buyer-focused approach and negotiation, with customers and prospects to contribute towards sales outcomes.	15	
	Elective Strand - Project Management		
35.	Manage projects throughout their life cycle, including change, using project management knowledge, tools, and techniques.	15	
36.	Collaborate with teams across different contexts throughout the project's life cycle.	10	
37.	Manage stakeholder engagement throughout the project's life cycle	15	
38.	Communicate information with diverse audiences throughout the project's life cycle	10	
39.	Complete closing processes including evaluating the success of the project, and identifying improvements for personal, professional, and entity development in project management	10	

Transition information/ He kōrero whakawhiti

Replacement information/ He kōrero mō te whakakapi	This qualification replaced the:

	National Diploma in Business (Level 5) with optional strands in Accounting, Finance, Finance - Māori, Health and Safety Management, Human Resource Management, Māori Business and Management, Marketing, People Development and Coordination, Project Management, Quality Management, and Systems and Resources Management [Ref: 1498] National Diploma in Business Administration (Level 5) [Ref: 0370] National Diploma in Project Management (Level 5) [Ref: 1501]. These national qualifications have now been discontinued.
Additional transition information/ Kō ētahi atu kōrero mō te whakakapi	Republication information Version 3 of this qualification was republished to extend the last date for assessment of version 2 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 4 of this qualification was published in August 2025 following scheduled review. Please refer to Qualifications and Assessment Standards Approvals for further information. The last date for assessment of version 3 of this qualification is 31 December 2027. 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