

CI 214 Crown Certificate in Business Skills

Course summary

This qualification aims to equip students with the desired skills to operate a small business enterprise. The modules cover the various facets of business management from human resource management, marketing activities, financial as well as communication skills.

Course content

Small Business Operations	Unit	Level	Credit
Describe taxation, financial, and insurance responsibilities for small business owner-operators	20078	3	4
Apply scope controls to a project	25212	4	5
Demonstrate knowledge of income, taxation and other deductions for personal financial management	24695	2	3
Analyse a human resource management issue in a business organisation and evaluate potential solutions	22859	3	3
Control and evaluate small business operations	1992	4	5
Communication and Marketing	Unit	Level	Credit
Provide customer service for international visitors	378	3	3
Demonstrate and apply knowledge of communication process theory	9694	3	5
Apply skills and qualities of a salesperson in a retail or distribution environment	11831	3	6
Analyse a marketing issue in a business organisation and evaluate potential solutions	22857	3	3
Develop and use customer satisfaction measurement tools	11826	4	4

Course achievement

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Course length

14 weeks (1 term of 14 weeks)

Course times

20 hours per week from 8.30 am -12.45 pm or from 1.00 pm - 5.15 pm

2012 Course dates

7 Feb - 11 May 2012, 26 Mar - 6 July 2012, 21 May - 24 Aug 2012, 9 Jul - 19 Oct 2012, 3 Sep - 7 Dec 2012

Entry requirements

Domestic Students

You should be 16 years of age or over on the date you start your course. You must have NCEA Level 2 or pass the Crown entry test and attend a personal interview. You may need to provide your school report and/or current resume.

International Students

Intermediate, TOEIC 550, IELTS 5.0 or Crown entry test

Further study

If you pass this course and you have the required English level, you may wish to work towards your New Zealand Diploma in Business by enrolling on CI 320 NZ Dip.Bus (Semester A)