

Business Admin





'Day to day we learn about real things that you do when you work in a business. Sometimes I'll spend my morning creating data bases on Excel, preparing agendas and meeting notes or drafting formal letters and invitations.'

Valenitina



Business Admin

When Valenitina moved from New Zealand to Samoa, she knew right away that she wanted to push herself to grow. Studying the New Zealand Certificate in Business (Administration and Technology) at Whitireia and WelTec gave her the opportunity to further her knowledge and skills in business.

Business is something Valenitina has always been passionate about. She understands and respects the hard work that goes into keeping a business running and making it successful – it's what fascinates her.

Day to day, she learns hands-on business operation skills – from crafting formal letters, running excel sheets, or just taking agenda notes – Valenitina knows that everything she's learning at Whitireia and WelTec will help her get a job in the industry.





"Communication skills is something we work on here, it helps me communicate with clients, team members and it also helps me manage conflict in the workforce".

Every day she goes to class is just like going to work. Her goal is to find a job as an Office Manager when she graduates, but she eventually wants to run her own small business helping new New Zealanders get settled in..

Follow the QR code below to read the full story.



New Zealand Certificate in Business (Administration and Technology) (Level 3)

 Level 3
 17 weeks, full-time
 21 Jul 2025 (Petone)
 \$3,548 (indicative for 2025 intake)

Gain the skills to be a front-line superstar in any office. Build confidence with business basics no matter what your experience level is. Learn with like-minded individuals in a practical environment.

Programme outline

Gain a broad range of business skills, including workplace communication, customer service and administration systems, in a simulated business environment. Learn and apply computing skills using a variety of applications.

More detail about this qualification

Study with Hyflex

Hyflex learning enables you to choose how you study. Whether you're already working or are studying full-time, you have the power to choose the balance between study and life. If you're a student who is already working in a relevant workplace, you may have the opportunity to choose the courses that align to your skills and work.

You'll also get the choice in how you engage with the programme. Hyflex offers options for learning on-campus in-person, remotely while the classes are in session, or retrospectively, whenever you get the time throughout the day. You can choose to study partly online, or fully online. There are also practical leaning workshops if you prefer to study in person. We tailor the programme to suit how you learn best.

[Explore our flexible learning options →](#)

Customer Services

Develop the knowledge, skills and attributes to provide administrative services in a business context. Gain

valuable reception and customer service skills, contribute to a team to achieve business objectives, and discover how to deliver professional and ethical behaviours expected in a business environment.

Business Technologies

Develop knowledge and skills to use business technologies to produce documents for the workplace. Use Microsoft Word and other software/technology to produce a range of business documents and gain an understanding of document design.

Financial Information

Develop the knowledge, skills and attributes to perform financial calculations and process data for business purposes. Learn how to use Microsoft Excel to produce business information suitable for the workplace.

Business Communication

Gain skills in written communication. Learn how to respond to complaints, email and display documents. You will learn how to use databases for reports and how to interpret and collate data.

Workplace Practice

Gain knowledge, skills and attributes to apply appropriate technologies to support business performance, work cooperatively in a team to provide administration services in a business context, and apply personal and interpersonal skills needed for the workplace.

Entry requirements

10 credits NCEA Level 1 Literacy and 10 credits NCEA Level 1 Numeracy or equivalent. Or evidence of relevant study/work experience.

International students

International: IELTS (no band lower than 5.0), or equivalent.

Related study options

Disclaimer: The information contained in this document is correct at the time of print. Whitireia and WelTec | Te Pūkenga reserves the right to cancel or postpone any of the programmes, and shall not be liable for any claim other than the proportion of programme fees that the cancelled portion bears. Some programmes may be dependent upon formal approval from NZQA (New Zealand Qualifications Authority), TEC (Tertiary Education Commission) funding allocation, and the number of enrolments. As part of the NZQA targeted review of all Level 1-6 New Zealand qualifications, there may still be changes to some programmes starting in 2024. Fees, programmes, entry and selection criteria, and dates, are subject to change. Please check the relevant programme pages at whitireiaweltec.ac.nz for up-to-date information and full entry regulations before applying to enrol. Information regarding English language requirements is available on each course page at whitireiaweltec.ac.nz.

New Zealand Certificate in Business (Administration and Technology) (Level 4)

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