



# National Certificate: Generic Management

Level 4

SAQA ID – 57712



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## **National Certificate: Generic Management SAQA ID – 57712**

**Credits – 150**

**NQF Level -- 4**

### **ENTRY REQUIREMENTS:**

Applicants must have a minimum of a Grade 11 or be competent in Communication at NQF Level 3, Mathematical Literacy at NQF Level 3, and Computer Literacy at NQF Level 3.

### **OBJECTIVE:**

This qualification is intended for junior managers of small organisations, business units in medium and large organisations, or those aspiring to these positions. The focus of this qualification has been designed to enable learners to be competent in a range of knowledge, skills, attitudes and values needed to fulfil the position of management. The qualification lays the foundation for the development of management qualifications across various sectors and industries. It specifically develops management competencies required by learners in any occupation, particularly those who are currently operating as junior managers. The qualification introduces key terms, rules, concepts, principles and practices of management that will enable learners to be informed managers in any occupation. This qualification will equip learners with generic competencies, thereby enabling learning programmes to be contextualised for specific sectors and industries.

Ultimately, this qualification is aimed at improving the productivity and efficiency of managers within all occupations in South Africa.

### **OUTCOME:**

The learners who achieve this qualification will be able to demonstrate competencies in management relating to *Planning, Organising, Leading, Controlling and Ethics*.

Overall, this qualification will ensure that learners are capable of:

#### *Planning*

- Develop plans to achieve defined objectives.

#### *Organising*

- Organise resources in accordance with developed plan.

#### *Leading*

- Lead a team to work co-operatively to achieve objectives.

#### *Controlling*

- Monitor performance to ensure compliance to a developed plan.

#### *Ethics*

- Make decisions based on a code of ethics.

## **COURSE OUTLINE:**

### ***Skills Programme 1: Team Management***

- Identify responsibilities of a team leader in ensuring that organisational standards are met.
- Motivate and Build a Team
- Prioritise time and work for self and team
- Solve problems, make decisions and implement solutions
- Use the writing process to compose texts required in the business environment
- Write/present/sign for a wide range of contexts.

### ***Skills Programme 2: Individual Management***

- Employ a systematic approach to achieving objectives
- Accommodate audience and context needs in oral/signed Communication
- Engage in sustained oral/signed communication and evaluate spoken/signed texts
- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
- Induct a member into a team
- Manage individual and team performance
- Manage time productively.

### ***Skills Programme 3: Workplace Management***

- Apply leadership concepts in a work context
- Use language and communication in occupational learning Programmes
- Represent analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts
- Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace
- Supervise customer service standards
- Supervise P.O.S. Operations
- Supervise sales performance
- Analyse external factors influencing people who have special needs



### ***Skills Programme 4: Operations Management***

- Apply the organisation`s code of conduct in a work environment
- Conduct a structured meeting
- Manage Expenditure against a budget
- Monitor the level of service to a range of customers
- Interpret and use information from texts
- Write/present/sign texts for a range of communicative contexts
- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
- Read/view, analyse and respond to a variety of texts

### **RESPONSIBILITIES:**

#### ***Edge Training will provide:***

- Full project management of learnership,
- (Monthly progress reports, quarterly reports to the SETA and handling of SETA site visits and the external verification visit at the end of the learnership)
- Course material, pens, and workbooks.
- Training, using a Qualified Facilitator
- Assessments and moderation
- Uploading of learners on learner registration database and learner achievements.
- Certificates of completion and competence
- SETA certificate of competence

#### ***The Client will provide***

- Venue suitable for the number of delegates and required refreshments
- Email access for learners
- Workplace provision

#### ***Combined responsibilities of Edge Training and Client:***

- Ensure successful completion of the learnerships
- Quarterly project steering committee meeting



## QUALIFICATION STRUCTURE:

### Skills Programme 1: Team Management

US Type	NLRD	US Title	Level	Cr
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6
Core	242819	Motivate and Build a Team	4	10
Core	242811	Prioritise time and work for self and team	4	5
Core	242817	Solve problems, make decisions and implement solutions	4	8
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Elective	242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	4	4
Elective	242814	Identify and explain the core and support functions of an organisation	3	6
			<b>49</b>	

### Skills Programme 2: Individual Management

US Type	NLRD	US Title	Level	Cr
Core	242822	Employ a systematic approach to achieving objectives	4	10
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	3	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
Elective	242812	Induct a member into a team	3	4
Elective	11473	Manage individual and team performance	4	8
			<b>38</b>	

### Skills Programme 3: Workplace Management

US Type	NLRD	US Title	Level	Cr
Core	242824	Apply leadership concepts in a work context	4	12
Fundamental	119467	Use language and communication in occupational learning programmes	3	5
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Elective	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	3	4
Elective	242814	Identify and explain the core and support functions of an organisation	3	6
			<b>27</b>	

### Skills Programme 4: Operations Management

US Type	NLRD	US Title	Level	Cr
Core	242815	Apply the organisation`s code of conduct in a work environment	4	5
Core	242816	Conduct a structured meeting	4	5
Core	242810	Manage Expenditure against a budget	4	6
Core	242829	Monitor the level of service to a range of customers	4	5
Fundamental	119457	Interpret and use information from texts	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	3	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
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## NOTIONAL HOURS MATRIX

The roll out strategy below indicates the relationship between theory, practical, workplace and FSA component:

Skills Programmes	Credits	Notional Hours	Days	Contact Session 30% (Hours)		Experiential Learning 70% (Hours)		FSA Days	TOTAL Notional Hours
				Theory	Practical	WPE	Ass Prep		
1	49	490	82	54	109	217	109	1	490
2	38	380	63	42	84	168	85	1	380
3	27	270	45	30	60	120	60	1	270
4	42	420	70	47	93	186	94	1	420
<b>TOTALS</b>	<b>156</b>	<b>1560</b>	<b>260</b>	<b>173</b>	<b>347</b>	<b>692</b>	<b>348</b>	<b>7</b>	<b>1560</b>

