



# NATIONAL CERTIFICATE: GENERIC MANAGEMENT

## NQF



5

## SAQA



59201

## TRAINING DAYS



29

## DURATION



12 months

## CREDITS



162

## SETA



Services SETA

## AVAILABLE DELIVERY METHODOLOGY



### Online

Online interface training with occasional support



### Instructor Led

100% Trainer led methodology in order for learners to achieve applied competence



### Blended

Variety of learning methodologies used for learners to achieve applied competence

## PURPOSE

A person acquiring this qualification will be able to manage first line managers in an organisational entity. First line managers may include team leaders, supervisors, junior managers, section heads and foremen. The focus of this qualification is to enable learners to develop competence in a range of knowledge, skills and attributes.

### Rules regarding Fundamental, Core and Electives:

- Core unit standards totaling 78 credits are compulsory. They must be contextualised according to the specialisation or selected learning programme.
- Fundamental unit standards totaling 49 credits are compulsory.
- The elective component of the qualification consists of a number of unit standards, divided into specialisations totalling a minimum of 35 credits.

## ENTRY CRITERIA

- Communication at NQF Level 4.
- Mathematical Literacy at NQF Level 4.

## SKILLS OUTCOMES

- Initiate, develop, implement and evaluate operational strategies, projects and action plans so as to improve the effectiveness of the unit.
- Monitor and measure performance and apply continuous or innovative improvement interventions in the unit.
- Lead and manage a team of first line managers to enhance individual, team and unit effectiveness.
- Build relationships with superiors and with stakeholders across the value chain.
- Apply the principles of risk, financial and knowledge management and business ethics within internal and external regulatory frameworks.
- Enhance the development of teams and team members.

## MARKET INFORMATION

**Target Market:** • Junior Managers • Supervisors • Line Managers • Functional Managers • Individuals who do not Possess Formal Qualifications.

**Target Industries:** All industries that have a managerial structure.

## GENERAL INFORMATION

Credit Accumulation Transfer (CAT):	:	FISA Requirements: Final	:	Recognition of Prior Learning:
CAT exemption is not applicable for this qualification.	:	Integrated Summative	:	Application for RPL is not available for this qualification.
	:	Assessment is a requirement for the successful completion of this learnership.	:	

For more information on how your organisation can benefit, contact Training Force:

# BUSINESS

## Cluster 1 - Leadership

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	252037	Build teams to achieve goals and objectives.	6
Elective	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks.	4
Fundamental	120300	Analyse leadership and related theories in a work context.	8

Recommended training days for Cluster 1 = 4 days.

## Cluster 2 - Relationship Management

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	252027	Devise and apply strategies to establish and maintain workplace relationships.	6
Elective	252031	Apply the principles and concepts of emotional intelligence to the management of self and others.	4
Elective	12433	Use communication techniques effectively.	8

Recommended training days for Cluster 2 = 4 days.

## Cluster 3 - Diversity and Conflict Management

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	252043	Manage a diverse work force to add value.	6
Elective	117853	Conduct negotiations to deal with conflict situations.	8
Elective	114226	Induct a new member into a team.	8

Recommended training days for Cluster 3 = 4 days.

## Cluster 4 - People Management

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	252029	Lead people development and talent management.	8
Core	252034	Monitor and evaluate team members against performance standards.	8
Elective	12140	Recruit and select candidates to fill defined positions.	9
Core	252035	Select and coach first line managers.	8

Recommended training days for Cluster 4 = 5 days.

# BUSINESS

## Cluster 5 - Financial Management

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	252036	Apply mathematical analysis to economic and financial information.	6
Fundamental	252040	Manage the finances of a unit.	8

Recommended training days for Cluster 5 = 2 days.

## Cluster 6 - Best Practice Management

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	252044	Apply the principles of knowledge management.	6
Elective	252024	Evaluate current practices against best practice.	4
Fundamental	252042	Apply the principles of ethics to improve organisational culture.	5

Recommended training days for Cluster 6 = 3 days.

## Cluster 7 - Change Management

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	252021	Formulate recommendations for a change process.	8
Core	252020	Create and manage an environment that promotes innovation.	6
Fundamental	252026	Apply a systems approach to decision making.	6

Recommended training days for Cluster 7 = 3 days.

## Cluster 8 - Results-Based Management

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	252032	Develop, implement and evaluate an operational plan.	8
Core	252025	Monitor, assess and manage risk.	8
Fundamental	252022	Develop, implement and evaluate a project plan.	8

Recommended training days for Cluster 8 = 4 days.