

NATIONAL CERTIFICATE: GENERIC MANAGEMENT



NQF LEVEL 5 | CREDITS: 166 | SAQA ID: 59201

PROGRAMME OVERVIEW

This qualification will train learners to 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, attitudes, and values. This includes initiating, developing, implementing and evaluating operational strategies, projects and action plans, monitoring and measuring performance and building relationships using communication processes both vertically and horizontally. It also includes applying the principles of risk, financial and knowledge management and business ethics and enhancing the development of teams and team members.

DURATION AND MODE OF DELIVERY

- The programme is offered over a period of 12 months
- Online, blended or face-to-face
- All options include self-study, assignment writing as well as examinations and group presentations and assessments

ENTRY REQUIREMENTS

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

ACCREDITATION

- National Certificate in Generic Management, NQF Level 5, Credits 166
- Accredited with SSETA – Services Sector Education and Training Authority

EXIT LEVEL OUTCOMES

- Initiate, develop, implement, and evaluate operational strategies, projects, and action plans so as to improve 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

UNIT STANDARDS

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MODULE	UNIT STANDARD TITLE	LEVEL	CREDITS
Module 1: Personal Master (12 Credits)	120300: Analyse leadership and related theories in a work environment	5	8
	252031: Apply the principles and concepts of emotional intelligence to the management of self and others	5	4
Module 2: Planning for Excellence (14 Credits)	252026: Apply a systems approach to decision making	5	6
	252021: Formulate recommendations for a change process	5	8
Module 3: Innovation (14 Credits)	252020: Create and manage an environment that promotes innovation	5	6
	252024: Evaluate current practices against best practices	5	4
	7388: Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	5	4
Module 4: Lead Change (18 Credits)	15230: Manage a diverse work force to add value	5	4
	15214: Apply the principles of ethics to improve organisational culture	5	3
	252042: Monitor team members and measure effectiveness of performance	5	5
	252043: Recognize areas in need of change make recommendations and implement change in the team, department or division	5	6
Module 5: Build Teams (20 Credits)	12433: Build teams to achieve goals and objectives	5	8
	252027: Use communication techniques effectively	4	6
	252037: Devise and apply strategies to establish and maintain workplace relationships	5	6
Module 6: Conflict Management (20 Credits)	114226: Interpret and manage conflicts within the workplace	5	8
	117853: Conduct negotiations to deal with conflict situations	5	8
	252030: Analyse compliance to legal requirements and recommend corrective actions	5	4
Module 7: Coaching and Performance (24 Credits)	252029: Monitor and evaluate team members against performance standards	5	8
	252021: Formulate recommendations for a change process	5	8
	252035: Select and coach first line managers	5	8
	252029: Monitor and evaluate team members against performance standards	5	8
	252021: Formulate recommendations for a change process	5	8
	252035: Select and coach first line managers	5	8
Module 8: Financial Management (14 Credits)	252036: Manage the finances of a unit	5	6
	252040: Apply mathematical analysis to economic and financial information	5	8
Module 9: Knowledge Management (14 Credits)	252032: Apply the principles of knowledge management	5	8
	252044: Develop, implement and evaluate an operational plan	5	6
Module 10: Project Management (16 Credits)	252022: Develop, implement and evaluate a project plan	5	8
	252025: Monitor, assess and manage risk	5	8