

National Certificate: Generic Management

SAQA ID: 59201

NQF Level 5: 169 Credits

The purpose of the qualification is to equip managers with the skills and knowledge to manage first line managers, including team leaders, supervisors, junior managers, section heads and foremen.

Skills Programmes	Exit Level Outcomes	Unit Standards
1. Initiate, develop, implement and evaluate operational strategies, projects and action plans so as to improve the effectiveness of the unit.	<ul style="list-style-type: none"> Analyse the information from the stakeholder session and consider the possible solutions for the problem. Prioritise the possible solutions and select the best solution to solve the problem. Priorities are identified by considering a broad range of factors in solving problems and making decisions on operational strategies. The need for and the benefits of change are explained and recommendations are made to achieve intended results. The initiatives to be undertaken by the unit are linked to organisational goals and objectives. Operational strategies, projects and action plans are initiated and developed. Operational strategies, projects and action plans are implemented and evaluated. 	<p>252032</p> <p>252020</p> <p>252026</p> <p>252022</p> <p>252031</p>
2. Monitor and measure performance and apply continuous or innovative improvement interventions in the unit.	<ul style="list-style-type: none"> The performance of the teams and the unit is monitored and measured according to the entity's systems and procedures. Innovative and/or continuous improvement strategies are applied according to generally accepted theory and practice. Results are evaluated in relation to intended outcomes. Promote a learning culture Negotiate to deal with conflict situations 	<p>252034</p> <p>252021</p> <p>252041</p> <p>117853</p>
3. Lead and manage a team of first line managers to enhance individual, team and unit effectiveness.	<ul style="list-style-type: none"> Recruit and select candidates to fill defined positions The talents of each team member are evaluated according to the needs and operational requirements of the unit. The team is provided with direction towards fulfilment of organisational goals. Empower teams through delegations. Resources are identified and used by the leader to accomplish the objectives of the unit. 	<p>12140</p> <p>252029</p> <p>120300</p> <p>15224</p>
4. Build relationships with superiors and with stakeholders across the value chain.	<ul style="list-style-type: none"> Relationships are built through the provision and solicitation of unit-relevant information. Communication processes that contribute towards building relationships are implemented both vertically and horizontally. Team effectiveness and desired outcomes are achieved through partnership and information sharing. Customer needs are interpreted and distilled through effective communication processes in order to ensure that relationships are sustained. 	<p>252027</p> <p>12433</p> <p>114226</p>



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National Certificate: Generic Management (continued)

<p>5. Apply the principles of risk, financial and knowledge management and business ethics within internal and external regulatory frameworks.</p>	<ul style="list-style-type: none"> • Risk in the unit is managed by considering the impact and likelihood of a variety of internal and external factors. • The intended outcomes of the unit are achieved by applying accepted principles and practices of financial management. • The intellectual assets of the unit are identified, developed and protected through the application of the principles of knowledge management. • The desired outcomes of the unit are achieved within an individual ethical framework and according to the value system of the entity. 	<p>252044 252025 252036 252042 252040</p>
<p>6. Enhance the development of teams and team members.</p>	<ul style="list-style-type: none"> • The acquisition and enhancement of skills is facilitated through people development processes. • Direction is given to first line managers on their possible career progression within the entity through coaching and other personal interaction. • The diversity in the team is recognised and harnessed in order to add value to team effectiveness. 	<p>252037 252043 252035</p>

ENTRY REQUIREMENTS

It is assumed that the learner accessing this qualification is competent in: • Communication at NQF Level 4 • Mathematical Literacy at NQF Level 4

DURATION

Training Program Duration: 27 Contact days spaced over 12 months

TARGET GROUP

The skills, knowledge and understanding demonstrated within this qualification are essential for the creation of a talent pool of experienced and effective middle managers that represents the demographics of the South African society. This qualification will create a leadership cadre throughout multiple industries and sectors both private and public. The target group therefore is anyone already employed in middle management but lacking the knowledge and skills, or anyone being considered for promotion to middle management.

BENEFITS

This qualification aims to empower learners to acquire the knowledge, skills, attitudes and values required to operate confidently as individuals in South African communities and to respond to the challenging economic environment and constantly changing world of work. Ultimately, this qualification will improve the effectiveness and leadership abilities of middle managers in various occupations in private and public business entities as well as non-governmental organisations.



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