



FURTHER EDUCATION AND TRAINING CERTIFICATE: GENERIC MANAGEMENT

COURSE INFORMATION

SAQA ID: 57712 (Learning Programme ID 63333)

NQF Level: 4

Learnership Duration: 12 months

Credits: 150

Contact Sessions: Customised to client strategic needs and learners experience. This Qualification is for **49** days.

Accrediting SETA: Wholesale & Retail Sector Education and Training Authority (W&RSETA)

PURPOSE

This qualification is intended for junior managers of small organisations, junior managers of business units in medium and large organisations, or those aspiring to these positions. Junior managers include team leaders, supervisors, foremen and section heads.

The focus of this qualification has been designed to enable learners to be competent in a range of knowledge, skills, attitudes and values including:

- Gathering and analysing information.
- Analysing events that impact on a business and its competitive environment.
- Complying with organisational standards.
- Motivating an individual or team.
- Negotiating in a work situation.
- Understanding the role of business strategy as it applies to junior management.
- Managing the budget within a specific area of responsibility.
- Applying management principles and practices within a specific area of responsibility.
- Managing work unit performance to achieve goals.
- Behaving ethically and promoting ethical behaviour in a work situation.
- Demonstrating understanding of the consequences in a work unit of HIV/AIDS.

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:

- Developing plans to achieve defined objectives.
- Organising resources in accordance with a developed plan.
- Leading a team to work co-operatively to achieve objectives.
- Monitoring performance to ensure compliance to a plan.
- Making decisions based on a code of ethics.



ENTRY CRITERIA

- Communication at NQF Level 3.
- Mathematical Literacy at NQF Level 3
- Computer Literacy at NQF Level 3.

MARKET INFORMATION

Target Market: Those persons involved in the following activities: • Cashier • Administration • Merchandising • Stock control • Customer service • Petrol attendants

Target Industries: Wholesale and Retail

COURSE INFORMATION

- **Mentor Requirements:** Mentor must have at least 3 years of experience in a Wholesale and Retail Environment.
- **Workplace Approval:** Not Applicable
- **Workplace Requirements:** Learners must be exposed to all Outcomes related to this qualification.

SKILLS OUTCOMES

Planning

1. Develop plans to achieve defined objectives.

Organising

2. Organise resources in accordance with developed plan.

Leading

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

Controlling

4. Monitor performance to ensure compliance to a developed plan.

Ethics

5. Make decisions based on a code of ethics.

GENERAL INFORMATION

Credit Accumulation Transfer (CAT): CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days. Learners who do not meet the CAT requirements will be required to complete Module 1, Module 2, and Module 3 of this qualification.

FISA Requirements: Final Integrated Summative Assessment is the requirement for the successful completion of this learnership.

Recognition of Prior Learning (RPL): RPL is available for this qualification



UNIT STANDARDS

Module 1: Workplace Communication Skills

Fundamental	119462	Engage in sustained oral / signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Fundamental	119459	Write/ present / sign for a wide range of contexts	Level 4	5

Module 2: Second Language Component

Fundamental	119472	Accommodate audience and context needs in oral communication	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes.	Level 3	5
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5

Module 3: Mathematical concepts in the Workplace

Fundamental	9015	Apply knowledge of statistics & probability to critically interrogate & effectively communicate findings on life-related problems	Level 4	6
Fundamental	9016	Represent analyse & calculate shape & motion in 2- and 3-dimensional space in different contexts	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6

Module 4: - Management Planning Skills

Core	242817	Solve problems, make decisions and implement solutions	Level 4	8
Core	242822	Employ a systematic approach to achieving objectives	Level 4	10
Elective	114589	Manage time productively	Level 4	4
Core	242816	Conduct a structured meeting	Level 4	5

Module 5: Management Organisation Skills

Core	242811	Prioritise time and work for self and team	Level 4	5
Core	242821	Identify responsibilities of a team leader in ensuring that organizational standards are met	Level 4	6
Elective	242820	Maintain records for a team	Level 3	4
Elective	188028	Supervise customer service standards	Level 4	8



Module 6: Management Leadership Skills

Core	242824	Apply leadership concepts in a work context	Level 4	12
Elective	188037	Supervise sales performance	Level 4	8
Core	242819	Motivate and build a team	Level 4	10

Module 7: Management Controlling Skills

Core	242829	Monitor the level of service to a range of customers	Level 4	5
Core	242810	Manage expenditure against a budget	Level 4	6

Module 8: Management Ethical Skills

Core	242815	Apply the organisation's code of conduct in a work environment	Level 4	5
------	--------	--	---------	---



Academy