



## NATIONAL CERTIFICATE: GENERIC MANAGEMENT

### COURSE INFORMATION

**SAQA ID:** 59201 (Learning Programme ID 63334)

**NQF Level:** 5

**Learnership Duration:** 12 months

**Credits:** 162

**Contact Sessions:** Minimum Contact Session, including remediation (if required) and POE Building, for this Qualification, is **61 days**.

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

### 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, attitudes, and values

### ENTRY CRITERIA

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

### 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.

### COURSE INFORMATION

- **Mentor Requirements:** Mentor must have at least 5 years experience in a Management Position.
- **Workplace Approval:** Not Applicable
- **Workplace Requirements:** Learners must be exposed to all Outcomes related to this qualification.

### SKILLS OUTCOMES

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



## GENERAL INFORMATION

**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: Strategic Management

Fundamental	12433	Use communication techniques effectively	Level 5	8
Fundamental	252042	Apply the principles of ethics to improve organisational culture	Level 5	5
Fundamental	252026	Apply a systems approach to decision making	Level 5	6
Fundamental	252022	Develop, implement and evaluate a project plan	Level 5	8
Core	252032	Develop, implement and evaluate an operational plan	Level 5	8
Core	252021	Formulate recommendations for a change process	Level 5	8

### Module 2: Risk Management

Core	252025	Monitor, assess, and manage risk	Level 5	8
Fundamental	252040	Manage the finances of a unit	Level 5	8
Fundamental	252036	Apply mathematical analysis to economic and financial information.	Level 5	6
Core	252044	Apply the principles of knowledge management	Level 5	6

### Module 3: Team Management

Fundamental	120300	Analyse leadership and related theories in a work context	Level 5	8
Core	252043	Manage a diverse workforce to add value	Level 5	6
Core	252037	Build teams to achieve goals and objectives	Level 5	6
Core	252034	Monitor and evaluate team members against performance standards	Level 5	8
Core	252029	Lead people development and talent management	Level 5	8
Core	252035	Select and coach first-line managers	Level 5	8
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	Level 5	6
Core	252020	Create and manage an environment that promotes innovation	Level 5	6



#### Module 4: - Wholesale and Retail Management

Elective	243948	Monitor and maintain health, safety and security	Level 5	4
Elective	255500	Manage procedures that increase the net income of a wholesale and retail unit	Level 5	8
Elective	255499	Manage shrinkage and losses in a wholesale and retail unit	Level 5	12
Elective	255497	Manage stock holding procedures in a wholesale and retail unit	Level 5	6
Elective	335917	Manage productivity in a wholesale and retail unit	Level 5	8



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