

## NQF 4: GENERIC MANAGEMENT

SAQA REGISTERED ID 57712 (58345)



FETC: Generic Management

**THIS IS OUR FLAGSHIP PRODUCT**

### 1. OVERVIEW

The ultimate attraction of this qualification is the adaptability to a wide variety of industries, positions, careers and business imperatives.

The qualification provides learners with the range of learning and skills required to be able to perform a series of activities that are vital to the management and leadership processes. This qualification contributes to the management and leadership function and related fields which will allow learners who achieve the qualification to contribute and function in areas such as leadership, motivation, delegation, problem solving, performance management, planning organizing leading and controlling, and a range of other disciplines. Learners who will

typically embark on this qualification are individuals who have an interest in a career in management, and although the qualification is aimed at first-line and junior to middle managers, it is just as suitable for sharpening the skills of senior management.

The benefits to the business of running this programme include contribution to the NSDS, grants and tax rebates, but above all access to competent learners who are able to contribute to achieving business targets in a constructive and meaningful way. After completion of the programme, learners will possess the required competence to be eligible for employment in permanent positions as per company needs.

### 2. STRUCTURE

The qualification is Unit Standard (US) based, like any other qualification, is divided into three (3) main clusters, namely Fundamental Unit Standards (the numeracy and literacy element), Core Unit Standards (which are specific to the management function) and Elective Unit Standards (which indicate the job specialization). The Elective US are specifically chosen to align to the unique needs of the specialization area and these are indicated in the various streams within the qualification rules.

Typically the programme is divided into eight (8) clusters or modules for easy completion. Results are uploaded

to the SETA database upon completion of modules. The Fundamental US can be assessed on a RPL (Recognition of Prior Learning) basis whereby learners are screened beforehand to determine compatibility to the programme. In this process, their communication skills, written and mathematical skills are assessed through various exercises during a week-long classroom based training intervention. Bridging workshops for candidates that do not meet RPL requirements can also be arranged.

### 3. DELIVERY

The qualification is offered over a period of six to eighteen months. The qualification can be delivered as a registered Learnership or learners can complete the various modules to ultimately achieve the full qualification.

Delivery includes facilitation, on the job coaching and mentoring and practical assessments whilst the learners are integrated into functional areas in the workplace with defined roles, goals and responsibilities.

### 4. ASSESSMENT

Knowledge assessments are conducted in the classroom under assessment conditions. Assignments and comprehensive logbooks compliment practical observations in the workplace environment. Some of the practical observations can be conducted in simulated

environments. The assessments are designed in a way that integrate activities, thus demonstrating the learner's competence against the exit level outcomes and purpose of the qualification on an integrated basis.

## 5. MODULES

### MODULE 1 – MANAGEMENT COMMUNICATION

*This module covers the business communication skills required by managers and includes reading, comprehension and presentation skills.*

### MODULE 2 – MANAGEMENT CALCULATIONS

*This module covers the business calculation skills required by managers and includes calculation profits, margins and various forms of interest .*

### MODULE 3 - BASIC MANAGEMENT

*This module covers the leadership and management responsibilities. **This module can be offered as a skills programme.***

### MODULE 4 - FINANCIAL BUDGETING

*This module covers managing the finances through a budget, identify income and expenses, applying various budgeting functions.*

### MODULE 5- CONDUCT MEETINGS

*This covers how to conduct meetings of any kind in the organization and covers planning, conducting and recording meetings.*

## 6. FOLLOW UP

For a needs analysis, detailed scoping exercise and comprehensive quote or simply to meet us and ask further questions, please contact:

Debbie Turner on **021 858 1226 / 082 783 9330**  
or e-mail **debbie@cpctrain.co.za**

### MODULE 6 - DEAL WITH CUSTOMERS

*This module covers dealing with customers and visitors to the organisation either in person, over the telephone or via electronic media.*

### MODULE 7 - PERFORMANCE EVALUATIONS

*This module addresses the skills required for setting performance goals and assigning tasks, communicating the objectives, and getting buy-in and evaluating the performance of the team you deal with every day.*

### MODULE 8 - MANAGE STOCK

*This module covers the necessary skills to manage the ordering, receiving and counting of stock under your control. You will also be able to oversee the merchandising and promotion activities in your department. This course will also equip with knowledge of how the profitability in your department can be controlled and feed into the overall profitability of the store.*

### GROUP SIZES

A minimum of 6 learners per group is required to run this programme on a cost effective basis.