



Your future our business

TRAINING METHODOLOGY

The programme is facilitated and assessed by competent subject matter experts who utilise the following techniques to ensure that the session is practical and experiential.

Coaching, Discussions, Role Plays, Videos/DVDs, Learner Guides, Formative Assessments and Summative Assessments.

PROGRAMME OUTCOMES

At the end of this qualification learners will:

- Develop plans to achieve defined objectives
- Organise resources in accordance with a development plan
- Lead a team to work co-operatively to achieve objectives
- Monitor performance to ensure compliance
- Make decisions based on a code of ethics



Career Skills SSETA Accreditation No. 017

Your life Your education Your future

PROGRAMME CONTENT

MODULE 1
Management Skills

MODULE 2
Problem Solving Skills

MODULE 3
Time Management

MODULE 4
Leadership Skills

MODULE 5
Communication & Customer Service Skills

MODULE 6
Performance Management Skills

MODULE 7
Business Writing Skills

MODULE 8
Financial Management Skills



Accreditation No: 0417



Are you not coping with Matric, but want to study further? We have the solution!

Career Skills is offering NQF4 Generic Management Studies which is on a Gr12 level through Services Seta.

This course is fully accredited and enables each learner to continue studying towards an NQF7 in Management which is equivalent to a degree for specific sectors and industries.

We are committed to your success!

Generic Management Studies

FURTHER EDUCATION AND TRAINING CERTIFICATE NQF LEVEL 4

SERVICES SETA Accredited Programmes

WHO SHOULD ATTEND

- School managers of small leavers, junior organisations, junior managers of business units in medium and large organisations, or those aspiring to these positions. Junior managers include team leaders, supervisors and foremen.
- This qualification also enables school leavers who were not able to complete Grade 12 but have completed Grade 11 to study towards a Management Diploma.
- Any person who wishes to enhance their career or those who need a gateway to Higher Education Studies.

ADMISSION REQUIREMENTS

- **Entry Requirements:** School Leavers with a Grade 11, Matric Leavers, Junior Managers, Line Managers and Supervisors.
- **Programme level:** The level of the programme is at NQF Level 4
- **Minimum Qualifying Criteria:** Communication, Mathematical and Computer Literacy at NQF Level 3 (Grade 11).

ABOUT THIS QUALIFICATION

This qualification lays the foundation for the development of management qualifications across various sectors and industries i.e. Wholesale and Retail, Risk Management, Logistics Management, Financial Management, Customer Service Management to name a few.

This qualification introduces key terms, rules, concepts, principles and practices of management that will enable learners to be informed managers in any occupation.

The scope of management covers four domains: **leadership, self-management, people management and management practices.** This qualification addresses each of these domains with generic competencies, thereby enabling learning programmes to be contextualised for specific sectors and industries. This will therefore enable management competencies to be strengthened, and enable managers to better manage systems, processes, resources, self, teams and individuals in various occupations.

It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently as individuals in business environment and changing world.

This qualification has been developed to enable managers or prospective managers to access higher education and provide flexible access to life-long learning should they wish to do so.

TYPE OF QUALIFICATION

- Full-time
- National Qualification Certificate, NQF Level 4
- This qualification is accredited by SERVICES SETA and allows further studies toward a National Management Diploma, NQF Level 6.
These studies can then be taken to NQF 10 which equates to a Doctorate.

DURATION

- Qualification Duration: Six (6) months full-time and twelve (12) months part-time.

QUALIFICATION ALIGNMENT

- Qualification 57712: Further Education and Training Certificate: Generic Management NQF 4: Accredited with Services SETA (SSETA)

WHAT WE OFFER

- **Coaching Support:** The Career Skills appointed assessor is available to the learners for support and coaching in class while learners compile their Portfolios of Evidence (POE's).
- **Additional Coaching:** Support will be scheduled, as required, to assist with the building of POE's
- **Credits:** Learners exiting this qualification before completion, retain the credits for Unit Standards successfully completed. Learners can build their Credits by attending skills programmes aligned to The Qualification 57712 Generic Management (NQF 4).

CONTACT CAREER SKILLS NOW AND KICKSTART YOUR CAREER

Tel: 011 822 2112

Email: info@careerskillset.co.za

www.careerskillset.co.za



Generic Management Studies

FURTHER EDUCATION AND TRAINING CERTIFICATE NQF LEVEL 4

SERVICES SETA Accredited Programmes

MANAGEMENT

Leadership

Apply leadership concepts in a work context

Planning

Employ a systematic approach to achieving objectives

Supervisory

Identify responsibilities of a team leader in ensuring that organisational standards are met

Team Development

Motivate and build a team

Problem Solving

Solve problems, make decisions and implement solutions

Time Management

Prioritise time and work for self and team

51 Credits

COMMUNICATION

Oral Communication

Accommodate audience and context needs in oral communication

Understanding Written Communication

Interpret and use information from texts

Learning Resources

Use language and communication in occupational learning programmes

Written Reports

Write, present, sign texts for a range of communicative contexts

Conflict Management

Engage in sustained oral and signed communication and evaluate spoken signed texts

Written Communication—Emails

Read, view, analyse and respond to a variety of texts

Effective Written Communication

Use the writing process to compose texts required in the business environment

Presentation Skills

Write, present, sign for a wide range of contexts

40 Credits

MATHS

Stats Data Gathering

Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems

Practical Calculations

Represent analyse and calculate shape and motion in 2-and-3 dimensional space in difference contexts

Financial Instruments

Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues

Time Management

Prioritise time and work for self and team

16 Credits

OTHERS

Budgeting

Manage expenditure against a budget

Customer Care

Monitor the level of service to a range of customers

Labour Relations

Apply the organisations code of conduct in a work environment

Meetings

Conduct a structured meeting

Organisational Structure

Describe the relationship of junior management to other roles

26 Credits



CONTACT CAREER SKILLS NOW AND KICKSTART YOUR CAREER

Tel: 011 822 2112

Email: info@careerskillset.co.za

www.careerskillset.co.za

