

FURTHER EDUCATION AND TRAINING
CERTIFICATE: 57712 – GENERIC
MANAGEMENT (NQF 4)



Accreditation
No. 0417

SSETA ACCREDITED 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



PROGRAMME CONTENTS

Module 1: Management Skills					
	ID	UNIT STANDARD TITLE	LEVEL	CREDITS	DURATION
Core	242822	Employ a systematic approach to achieving objectives	NQF 4	10	4 Days
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	NQF 4	6	2 Days
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	NQF 4	5	2 Days
Elective	242814	Identify and explain the core and support functions of an organisation	NQF 4	6	2 Days
Module 2: Problem Solving Skills					
	ID	UNIT STANDARD TITLE	LEVEL	CREDITS	DURATION
Core	242817	Solve problems, make decisions and implement solutions	NQF 4	8	3 Days
Elective	264403	Apply problem-solving techniques to make decisions on a multi-faceted problem	NQF 6	5	2 Days
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	NQF 4	6	2 Days
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	NQF 4	4	2 Days
Module 3: Time Management Skills					
	ID	UNIT STANDARD TITLE	LEVEL	CREDITS	DURATION
Core	242811	Prioritise time and work for self and team	NQF 4	5	2 Days
Module 4: Meeting Skills					
	ID	UNIT STANDARD TITLE	LEVEL	CREDITS	DURATION
Core	242816	Conduct a structured meeting	NQF 4	5	2Days
Module 5: Leadership Skills					
	ID	UNIT STANDARD TITLE	LEVEL	CREDITS	DURATION
Core	242824	Apply leadership concepts in a work context	NQF 4	12	4 Days
Core	242819	Motivate and Build a Team	NQF 4	10	4 Days
Core	242815	Apply organisation's code of conduct in a work environment	NQF 4	5	2 Days
Module 6: Communication Skills: Written and Spoken					
	ID	UNIT STANDARD TITLE	LEVEL	CREDITS	DURATION
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	NQF 4	5	2 Days
Fundamental	119467	Use language and communication in occupational learning programmes	NQF 4	5	2 Days
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	NQF 4	5	2 Days

Elective	242840	Make oral presentations	NQF 4	2	1 Day
Module 7: Customer Service Skills					
	ID	UNIT STANDARD TITLE	LEVEL	CREDITS	DURATION
Core	242829	Monitor the level of service to a range of customers	NQF 4	5	2 Days
Module 8: Performance Management Skills					
	ID	UNIT STANDARD TITLE	LEVEL	CREDITS	DURATION
Elective	11473	Manage individual and team performance	NQF 4	8	3 DAYS
Elective	242812	Induct a member into a team	NQF 4	4	2 Days
Elective	242820	Maintain records for a team	NQF 4	4	2 Days
Elective	242818	Describe the relationship of junior management to other roles	NQF 4	5	2 Days
Module 9: Business Writing Skills					
	ID	UNIT STANDARD TITLE	LEVEL	CREDITS	DURATION
Fundamental	119457	Interpret and use information from texts	NQF 4	5	2Days
Fundamental	119465	Write / present /sign texts for a range of communicative contexts	NQF 4	5	2 Days
Fundamental	119469	Read/view, analyse and respond to a variety of texts	NQF 4	5	2 Days
Fundamental	12153	Use the writing process to compose texts required in the business environment	NQF 4	5	2 Days
Fundamental	119459	Write / present / sign for a wide range of contexts	NQF 4	5	2 Days
Module 10: Financial Management Skills					
	ID	UNIT STANDARD TITLE	LEVEL	CREDITS	DURATION
Core	242810	Manage Expenditure against a budget	NQF 4	6	2 Days
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	NQF 4	6	2Days
Module 11: Health and Safety					
	ID	UNIT STANDARD TITLE	LEVEL	CREDITS	DIRATION
Elective	113852	Apply occupational safety, and environmental principles	NQF 3	10	4 Days
Elective	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace and its effects on a business, sub sector, own organisation and a specific workplace	NQF 3	4	2 Days
Elective	242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 1993 (OSHA) (as amended) and the responsibilities of management in terms of the Act	NQF 4	4	2 Days
Module 12: Labour Relations					
	ID	UNIT STANDARD TITLE	LEVEL	CREDITS	DIRATION
Elective	13952	Demonstrate basic understanding of the Primary Labour Legislation that impacts on the business unit	NQF4	8	3 Days
Elective	251960	Identify and describe disaster related risks and threatening situations utilizing basic disaster management concepts and indigenous knowledge	NQF 3	5	2 Days

ENTRY REQUIREMENTS

- **Entry Requirements:** Grade 11 & 12 school leavers, junior managers including team leaders, supervisors, Line Managers, Middle Management, foremen and section heads together with staff needing to be upskilled.
- **Programme level:** The level of the programme is at NQF Level 4
- **Minimum Qualifying Criteria:** Communication at NQF Level 3, Computer Literacy and Mathematical Literacy at NQF level 3.

QUALIFICATION ALIGNMENT

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

TRAINING METHODOLOGY

The programme is Assessed by competent subject matter experts who utilise the following techniques to ensure that the session is practical: Discussions, Role Plays, Videos/DVDs, Learner Guides, Formative Assessments and Summative Assessments.

TO FACILITATE THIS PROCESS, WE OFFER:

- **Coaching Support:** The Career Skills appointed Assessor is available to the learners for support and coaching in class while learners compile their 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, retains 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 US

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