

Further Education and Training Certificate: Generic Management

SAQA ID 57712 LP 74630

NQF Level: 4

Credits: 150

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 learners who achieve this qualification will be able to demonstrate competencies in management relating to Planning, Organising, Leading, Controlling and Ethics.

Learners will be able to:

- 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.

Qualification Unit Standards

No.	SAQA ID	SAQA Title	NQF Level	Credits	Learning Outcomes (Concepts/Content Covered)
1	242824	Apply leadership concepts in a work context	4	12	<ul style="list-style-type: none"> • Explaining the concept of leadership. • Differentiating between the concepts of leadership and management. • Applying leadership techniques to individuals and teams within the work context. • Evaluating the impact of leadership techniques applied.
2	242815	Apply the organisation's code of conduct in a work environment	4	5	<ul style="list-style-type: none"> • Explaining the concept of personal ethics in relation to the moral compass. • Describing the role of a code of conduct in a work environment, according to ethical principles. • Upholding the code of conduct within the work team.

No.	SAQA ID	SAQA Title	NQF Level	Credits	Learning Outcomes (Concepts/Content Covered)
3	242816	Conduct a structured meeting	4	5	<ul style="list-style-type: none"> • Preparing for a meeting. • Conducting a meeting. • Dealing with differing views in a meeting. • Distributing records of a meeting.
4	242822	Employ a systematic approach to achieving objectives	4	10	<ul style="list-style-type: none"> • Specifying objectives. • Formulating a plan. • Co-ordinating people and other resources. • Implementing the plan to meet objectives. • Evaluating results, making corrections and improvements
5	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6	<ul style="list-style-type: none"> • Explaining the role of a team leader. • Explaining the purpose of a team. • Contracting with a team to obtain commitment. • Monitoring the achievement of team objectives.
6	242810	Manage Expenditure against a budget	4	6	<ul style="list-style-type: none"> • Explain the concept of budgeting pertinent to an area of responsibility. • Determine the elements of a budget relevant to an area of responsibility. • Monitor and control actual expenses against projected budget.
7	242829	Monitor the level of service to a range of customers	4	5	<ul style="list-style-type: none"> • Identifying internal and external customers, where applicable. • Explaining standards of customer service expected by the organisation. • Measuring customer satisfaction on an ongoing basis. • Recommending corrective action.
8	242819	Motivate and Build a Team	4	10	<ul style="list-style-type: none"> • Explaining the importance of motivating a team. • Demonstrating an understanding of self and team members in a workplace. • Applying theories of motivation and group dynamics. • Implementing a plan of action to strengthen a team. • Providing feedback and recognising achievements.
9	242811	Prioritise time and work for self and team	4	5	<ul style="list-style-type: none"> • Create, implement & maintain a personal and team task list. • Using and maintaining a diary. • Prioritising personal and team tasks. • Implementing and maintaining a task list.

No.	SAQA ID	SAQA Title	NQF Level	Credits	Learning Outcomes (Concepts/Content Covered)
10	242817	Solve problems, make decisions and implement solutions	4	8	<ul style="list-style-type: none"> Defining a problem. Investigating the problem. Generating problem solutions. Implementing problem solution. Evaluating the effectiveness of the solution.
11	119472	Accommodate audience and context needs in oral/signed communication	3	5	<ul style="list-style-type: none"> Interact successfully in oral/signed communication Use strategies that capture and retain the interest of an audience Identify and respond to manipulative use of language
12	119457	Interpret and use information from texts	3	5	<ul style="list-style-type: none"> Use a range of reading and viewing strategies to understand the literal meaning of specific texts Use strategies for extracting implicit messages in texts Respond to selected texts in a manner appropriate to the context Explore and explain how language structures and features may influence a reader/viewer
13	119467	Use language and communication in occupational learning programmes	3	5	<ul style="list-style-type: none"> Access and use suitable learning resources Use learning strategies Manage occupational learning programme materials Conduct basic research, analyse and present findings Function in a team Reflect on how characteristics of the workplace and occupational context affect learning
14	119465	Write/present/sign texts for a range of communicative contexts	3	5	<ul style="list-style-type: none"> Write/sign for a specified audience and purpose Use language structures and features to produce coherent and cohesive texts for a wide range of contexts Draft own writing/signing and edit to improve clarity and correctness
15	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6	<ul style="list-style-type: none"> Critique and use techniques for collecting, organising and representing data. Use theoretical and experimental probability to develop models. Critically interrogate and use probability and statistical models.

No.	SAQA ID	SAQA Title	NQF Level	Credits	Learning Outcomes (Concepts/Content Covered)
16	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5	<ul style="list-style-type: none"> Respond critically yet sensitively as a listener/audience Analyse own responses to spoken/signed texts and adjust as required Use strategies to be an effective speaker/signer in sustained oral/signed interactions Evaluate spoken/signed discourse
17	119469	Read/view, analyse and respond to a variety of texts	4	5	<ul style="list-style-type: none"> Critically analyse texts produced for a range of purposes, audiences and contexts Identify and explain the values, attitudes and assumptions in texts Evaluate the effects of content, language and style on readers'/viewers' responses in specific texts.
18	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4	<ul style="list-style-type: none"> Measure, estimate, and calculate physical quantities in practical situations relevant to the adult with increasing responsibilities in life or the workplace Explore analyse and critique, describe and represent, interpret and justify geometrical relationships and conjectures to solve problems in two- and three-dimensional geometrical situations
19	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6	<ul style="list-style-type: none"> Use mathematics to plan and control financial instruments including insurance and assurance, unit trusts, stock exchange dealings, options, futures and bonds Use simple and compound interest to make sense of and define a variety of situations including mortgage loans, hire purchase, present values, annuities and sinking funds Investigate various aspects of costs and revenue including marginal costs, marginal revenue and optimisation of profit Use mathematics to debate aspects of the national and global economy, including tax, productivity and the equitable distribution of resources.
21	119459	Write/present/sign for a wide range of contexts	4	5	<ul style="list-style-type: none"> Write/sign effectively and creatively on a range of topics Choose language structures and features to suit communicative purposes Edit writing/signing for fluency and unity.

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20	12153	Use the writing process to compose texts required in the business environment	4	5	<ul style="list-style-type: none"> • Using textual features and conventions specific to texts • Identifying the intended audience for the communication • Identifying the purpose of a text • Selecting the appropriate text type, format and layout for the purpose • Organising and structuring a technical text appropriately • Using appropriate grammar conventions • Drafting and editing a technical text • Recognising errors and checking for accuracy • Presenting the same information in different ways • Using plain language in business
22	242818	Describe the relationship of junior management to other roles	4	5	<ul style="list-style-type: none"> • Explaining the relationship between the type, ownership and size of an organisation and its management structure. • Explaining the relationship between various management roles
23	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	4	5	<ul style="list-style-type: none"> • Understanding the overall strategy of an organisation. • Understanding how the activities of own area of responsibility align with the overall strategy of the organisation. • Communicating to the members of own team how its area of responsibility aligns to the overall organisational strategy.
24	11473	Manage individual and team performance	4	8	<ul style="list-style-type: none"> • Understand the work environment • Gather and use information relevant to managing individual and team performance • Apply basic negotiation, interviewing and interpersonal skills.
25	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	4	8	<ul style="list-style-type: none"> • Identifying legislation that regulates employment issues. • Understanding of the main aspects of the Labour Relations Act (LRA) as amended, that relate to the management of a business unit. • Explaining the requirements of the LRA in respect of interviews. • Understanding the main aspects applicable to labour legislation

