



**Further Education and  
Training Certificate:  
Generic Management 57712**

**Specialisation  
Programme 74630  
Generic Management**

# Further Education and Training Certificate: Generic Management 57712

## Qualification Details

This qualification is **intended for serving and potential junior managers**, junior managers of business units in medium and large organisations, or those aspiring for these positions. Junior managers include team leaders, supervisors, foremen and section heads.

This qualification lays the **foundation for the development of management qualifications** across various sectors and industries. It specifically develops management competencies required by learners in any occupation, particularly those who are currently operating as junior managers.

The qualification **introduces key terms, rules, concepts, principles and practices** of management that will enable learners to be informed managers in any occupation. It has also been developed to enable managers or prospective managers to access higher education and provide flexible access to life-long learning.

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. Provides opportunities for people to transfer between various specialisations within management.

Accredited by	SERVICES SETA (SAQA ID : 57712)
Admission Requirements	Communication at NQF Level 3, Mathematical Literacy at NQF Level 3, Computer Literacy at NQF Level 3.
Duration	1 Year
Vertical Articulation:	The FETC: Management articulates with the National Certificate: Management at NQF Level 5
Horizontal Articulation:	This qualification articulates horizontally with the following qualifications: FETC: New Venture Creation, SAQA ID: 23953 FETC: Leadership Development, SAQA ID: 50081 FETC: Business Systems Operations: End User (ERP), SAQA ID: 49176 FETC: Small Business Advising (Information Support), SAQA ID: 48883
Assessment of Programme:	Assessment is conducted as both Formative Assessment & Summative Assessments. The Formative Assessment is covered as Continuous Assessment Tests and compilation of a Portfolio of Evidence by the learner. The Summative Assessment takes place as a National Summative exam for the 1st & 2nd Semesters. It is compulsory for all learners to complete WIL for completion of the programme.

## Qualification

A Qualification is made up of unit standards that are grouped together to become a learning achievement that is specific to the industry or business sector and is also specific to the job and the level of the job. The purpose is to ensure that you, the learner, have the specific skills and knowledge required to do your job effectively.

All unit standards have a specific number of credits, which enable you to accumulate credits towards a national qualification. Each of these credits amounts to 10 hours of notional learning. The term notional hours refers to the time it would take the average learner to acquire the skills and knowledge required for that unit of learning. This includes classroom learning, self-study, research, completion of assignments and projects, group and individual activities.

## Unit Standards

Unit standards form the basis of all learning in South Africa.

A unit standard is the description of the expected end points or outcomes of learning for which a learner will get credit. The unit standard tells us **what** it is we want to give recognition for, as well as **how well** the learner must be able to perform that for which we want to give credit.

When various unit standards are grouped together, they describe the skills and knowledge required to make up a qualification.

A unit standard is the smallest unit that can be credited to a learner and describes the **outcomes** in which a learner must prove their competence in order to gain credit on the NQF.

A qualification is made up of the following unit standard categories:

### Fundamental Unit Standards

Basic life skills such as communication –reading, writing, speaking in a business environment, mathematics, conflict handling, problem solving, HIV AIDS awareness, etc. needed to function effectively in any working environment.

### Core unit standards

These are unit standards that are required in order for you, the learner, to get the specific skills and knowledge needed in order to effectively do your job in the workplace

### Elective unit standards

These unit standards represent the area of specialisation in the specific industry.

To obtain the **National Certificate: Management, Level 4** you must achieve a minimum of 150 credits which are made up as follows:

- Core unit standards: 72 credits
- Fundamental unit standards 56 credits
- Elective unit standards: 22 credits

# Layout according to exit level outcomes (Curriculum)

## 1. Develop plans to achieve defined objectives

### Assessment criteria

- Information is analysed and presented according to organisational objectives and requirements.
- A plan is developed by using a systematic process.
- Tasks, resources, timeframes, and measurement criteria are defined and aligned to meet organisational objectives

### Module 1

Fundamental	<a href="#">119472</a>	Accommodate audience and context needs in oral/signed communication	Level 3	NQF Level 03	5
Fundamental	<a href="#">119457</a>	Interpret and use information from texts	Level 3	NQF Level 03	5
Fundamental	<a href="#">119467</a>	Use language and communication in occupational learning programmes	Level 3	NQF Level 03	5
Fundamental	<a href="#">119465</a>	Write/present/sign texts for a range of communicative contexts	Level 3	NQF Level 03	5

### Level 3 fundamentals provided in Afrikaans and English

### Module 2

Core	<a href="#">242822</a>	Employ a systematic approach to achieving objectives	Level 4	NQF Level 04	10
Core	<a href="#">242816</a>	Conduct a structured meeting	Level 4	NQF Level 04	5

## 2. Organise resources in accordance with developed plan

### Assessment criteria

- Methods, procedures and techniques to organise a work unit are applied in accordance with organisational requirements.
- The activities of the work unit are analysed and adjusted in order to align to the organisational strategies.
- Resources are allocated to achieve the developed plan

### Module 3

Fundamental	<a href="#">119462</a>	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	NQF Level 04	5
Fundamental	<a href="#">119469</a>	Read/view, analyse and respond to a variety of texts	Level 4	NQF Level	5

				04	
Fundamental	<a href="#">12153</a>	Use the writing process to compose texts required in the business environment	Level 4	NQF Level 04	5
Fundamental	<a href="#">119459</a>	Write/present/sign for a wide range of contexts	Level 4	NQF Level 04	5

#### Module 4

Core	<a href="#">242811</a>	Prioritise time and work for self and team	Level 4	NQF Level 04	5
Core	<a href="#">242821</a>	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	NQF Level 04	6

### 3. Lead a team to work co-operatively to achieve objectives

#### Assessment criteria

- The principles of leadership are explained and applied within a work unit.
- The organisation's objectives and Standard Operating Procedures (SOPs) are analysed in order to determine the direction of work units.
- Knowledge of group dynamics is applied to build a team

#### Module 5

Core	<a href="#">242824</a>	Apply leadership concepts in a work context	Level 4	NQF 04	Level	12
Core	<a href="#">242819</a>	Motivate and Build a Team	Level 4	NQF 04	Level	10

### 4. Monitor performance to ensure compliance to a developed plan.

#### Assessment criteria

- Work unit performance is measured against organisational objectives.
- Corrective action is taken in response to performance variances in accordance with Standard Operating Procedures (SOPs).

#### Module 6

Fundamental	<a href="#">9016</a>	Represent analyses and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	NQF 04	Level	4
Fundamental	<a href="#">7468</a>	Use mathematics to investigate and monitor the financial aspects	Level 4	NQF	Level	6

		of personal, business, national and international issues		04	
Fundamental	<a href="#">9015</a>	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	NQF Level 04	6

### Module 7

Core	<a href="#">242810</a>	Manage Expenditure against a budget	Level 4	NQF Level 04	6
Core	<a href="#">242829</a>	Monitor the level of service to a range of customers	Level 4	NQF Level 04	5

## 5. Make decisions based on a code of ethics

### Assessment criteria

- The concept of ethics is explained in terms of its influence on the activities of a work unit.
- The value of a code of ethics is explained in terms of its impact on decision making.
- Ethical decisions are made in the workplace

### Module 8

Core	<a href="#">242815</a>	Apply the organisation's code of conduct in a work environment	Level 4	NQF Level 04	5
Core	<a href="#">242817</a>	Solve problems, make decisions, and implement solutions	Level 4	NQF Level 04	8

## Elective unit standards

The Elective Component consists of Unit Standards in a number of specializations each with its own set of Unit Standards. Learners are to choose a specialization area and Elective Unit Standards at least to the value of 22 credits.

### Administration (Learning Programme ID 58344):

- ID 242812: Induct a member into a team, Level 3, 4 credits.
- ID 13915: Demonstrate understanding of HIV/AIDS and its impact on the workplace, Level 3, 4 credits.
- ID 242820: Maintain records for a team, Level 3, 4 credits.
- ID 242814: Identify and explain the core and support functions of an organisation, Level 3, 6 credits.
- ID 242813: Explain the contribution made by own area of responsibility to the overall organisational strategy, Level 4, 5 credits.
- ID 242818: Describe the relationship of junior management to other management roles, Level 4, 5 credits.

### General Management (Learning Programme ID 74630):

- ID 242812: Induct a member into a team, Level 3 , 4 credits.
- ID 13915: Demonstrate understanding of HIV/AIDS and its impact on the workplace, Level 3, 4 credits.
- ID 242814: Identify and explain the core and support functions of an organisation, Level 3, 6 credits.
- ID 242813: Explain the contribution made by own area of responsibility to the overall organisational strategy, Level 4, 5 credits.
- ID 242818: Describe the relationship of junior management to other management roles, Level 4, 5 credits.

**The selection will constitute modules 9 and 10.**

### **Critical Cross-Field Outcomes:**

**The learner will be expected to demonstrate the ability to:**

- Identify and solve problems and make responsible ethical decisions within own limit of authority.
- Work effectively with others as a member of a team, group, organisation or community to achieve work unit objectives.
- Organise and manage oneself and one's activities responsibly and effectively to plan, lead, organise and control towards achievement of work unit objectives.
- Collect, organise and critically evaluate information in order to measure performance.
- Communicate effectively using visual, mathematics and language skills in the modes of oral and/or written presentations to lead a team.
- The learner will be required to demonstrate an understanding of the world as a set of related systems by aligning work unit objectives to organisational strategy.
- Be culturally and aesthetically sensitive across a range of social contexts in managing and interacting with diverse people in the workplace.
- Use science and technology effectively in researching, recommending and implementing management solutions, showing responsibility towards the environment and health of others.

**The above CCFO's are covered in the different modules, and will be tested through an end of training integrated final assessments.**