



LEADERSHIP LEARNERSHIPS



Leadership

**Generic Management
NQF Level 3**

**Generic Management
NQF Level 4**

**Generic Management
NQF Level 5**



National Certificate: **Generic Management**

SAQA ID: 83946 | NQF LEVEL: 3 | CREDITS: 120 | Entry Level Requirement: Grade10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

Purpose of this Qualification

The purpose of the qualification is to build the knowledge and skills required by employees in junior management who have had schooling below NQF level 3. It is intended to empower learners to acquire knowledge, skills, attitudes, and values required to operate confidently as junior managers in the South African community and to respond to the challenges of the economic environment and changing world of work.

Possible careers on completion

Qualifying learners could follow a career in:

- Anybody pursuing a career in management

Exit level Outcomes

On achieving this qualification, the learner will be able to:

- Coordinating with others
- Making significant choices from a wide range of procedures
- Operating in several contexts
- Making comparisons
- Performing junior management functions
- Maintaining records
- Carrying out simple research and tasks
- Interpreting current affairs related to a specific business sector
- Recognising the effect of HIV/AIDS on the specific workplace, business sub-sector, and own organisation
- Applying knowledge of self and team to enhance team performance
- Managing time and the work process
- Explaining the structure of an organisation
- Conducting a formal meeting
- Inducting a new member of a team
- Motivating a team
- Describing the management function of an organisation



Modules and Courses

Module 1: Communication

- Accommodate audience and context needs in oral communication
- Interpret and use information from texts
- Use language and communication in occupational learning programmes
- Write texts for a range of communicative contexts

Module 2: Mathematical Literacy

- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Investigate life and work-related problems using data and probabilities
- Use mathematics to investigate and monitor the financial aspects of personal, business, and national issues

Module 3: Basic Computer Skills

- Basic Computer Skills
- MS Excel Level 1
- MS Word Level 1
- MS PowerPoint Level 1
- MS Outlook

Module 4: Understanding the workplace

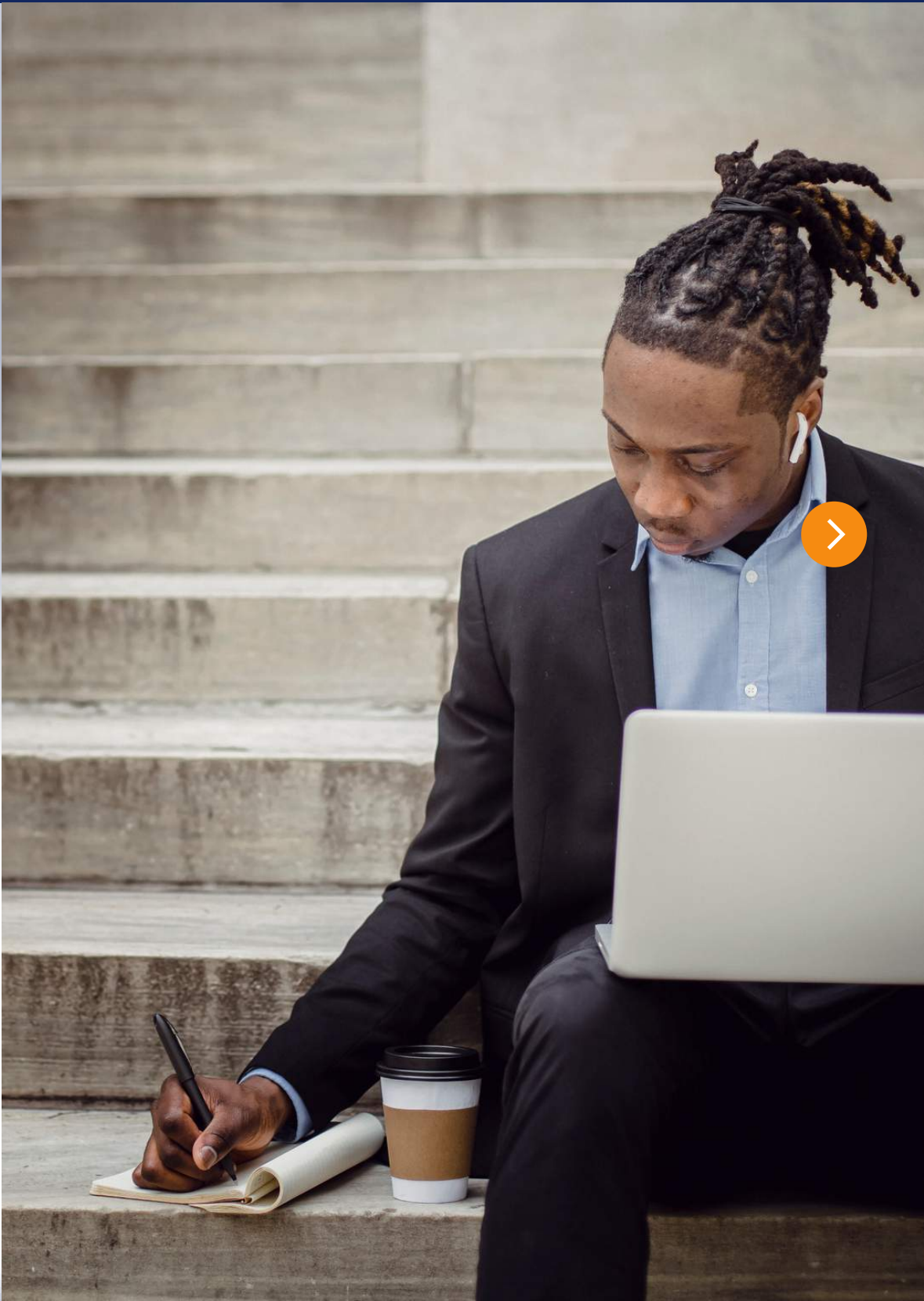
- Interpret current affairs related to a specific business sector
- Identify and explain the core and support functions of an organisation
- Describe and apply the management functions of an organisation

Module 5: Business Processes

- Conduct a structured meeting
- Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation, and a specific workplace
- Maintain records for a team
- Prioritise time and work for self and team

Module 6: Role of a team player

- Identify responsibilities of a team leader in ensuring that organisational standards are met
- Induct a new member into a team
- Motivate a team



National Certificate: **Generic Management**

SAQA ID: 57712 | NQF LEVEL: 4 | CREDITS: 150 | Entry Level Requirement: Grade11/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

Purpose of this Qualification

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

Possible careers on completion

Qualifying learners could follow a career in:

- Team Leaders
- Supervisors
- Foreman
- Section Heads

Exit level Outcomes

On achieving this qualification, the learner will be able to

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



Modules and Courses

Module 1: Work Orientation

- Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation, and a specific workplace

Module 2: Communication

- Accommodate audience and context needs in oral/signed communication
- Interpret and use information from texts
- Use language and communication in occupational learning programmes
- Write/present/sign texts for a range of communicative contexts
- Engage in sustained oral/signed communication and evaluate spoken/signed texts
- Read/view, analyse and respond to a variety of texts
- Use the writing process to compose texts required in the business environment
- Write/present/sign for a wide range of contexts

Module 3: Mathematical Literacy

- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
- Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues

Module 4: Improve Team Effectiveness

- Apply the organisation's code of conduct in a work environment
- Conduct a structured meeting
- Employ a systematic approach to achieving objectives
- Identify responsibilities of a team leader in ensuring that organisational standards are met
- Motivate and build a team
- Prioritise time and work for self and team
- Solve problems, make decisions and implement solutions
- Identify and explain the core and support functions of an organisation
- Induct a member into a team
- Maintain records for a team
- Describe and assist in the control of fraud in an office environment
- Develop administrative procedures in a selected organisation
- Manage administration records
- Manage service providers in a selected organisation
- Apply efficient time management to the work of a department/division/section

Module 5: Monitor Team Effectiveness

- Apply leadership concepts in a work context
- Monitor the level of service to a range of customers
- Manage individual and team performance

Module 6: Manage Finance

- Manage expenditure against a budget



Purpose of this Qualification

A person acquiring this qualification will be able to manage first-line managers in an organisational entity.

Possible careers on completion

Qualifying learners could follow a career in:

- Senior Managers
- Executives
- Directors



Exit level Outcomes

On achieving this qualification, the learner will be able to:

- Initiating, developing, implementing, and evaluating operational strategies, projects, and action plans, and where appropriate, recommending change within teams and/or the unit to improve the effectiveness of the unit
- Monitoring and measuring performance and applying continuous or innovative improvement interventions in the unit to attain its desired outcomes, including customer satisfaction, and thereby contributing towards the achievement of the objectives and vision of the entity
- Leading a team of first-line managers, by capitalising on the talents of team members and promoting synergistic interaction between individuals and teams, to enhance individual, team, and unit effectiveness to achieve the goals of the entity
- Building relationships using communication processes both vertically and horizontally within the unit, with superiors, and with stakeholders across the value chain to ensure the achievement of intended outcomes
- Applying the principles of risk, financial and knowledge management, and business ethics within internal and external regulatory frameworks to ensure the effectiveness and sustainability of the unit
- Enhancing the development of teams and team members through facilitating the acquisition of skills, coaching, providing career direction, and capitalising on diversity in the unit





Modules and Courses

Module 1: Communication Techniques

- Interpret and manage conflicts within the workplace
- Use communication techniques effectively

Module 2: Monitor Team Effectiveness

- Monitor and evaluate team members against performance standards
- Apply the principles of ethics to improve organisational culture

Module 3: Improve Team Effectiveness

- Create and manage an environment that promotes innovation
- Lead people development and talent management
- Select and coach first line managers
- Build teams to achieve goals and objectives
- Recruit and select candidates to fill defined positions
- Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks
- Apply the principles and concepts of emotional intelligence to the management of self and others

Module 4: Improve Workplace relationships

- Formulate recommendations for a change process
- Devise and apply strategies to establish and maintain workplace relationships
- Manage a diverse workforce to add value
- Analyse leadership and related theories in a work context

Module 5: Manage Finance

- Monitor, assess, and manage risk
- Apply the principles of knowledge management
- Apply a systems approach to decision making
- Apply mathematical analysis to economic and financial information.
- Manage the finances of a unit
- Identify brand mix elements

Module 5: Project Planning

- Develop, implement and evaluate an operational plan
- Develop, implement and evaluate a project plan

Wholesale and Retail Elective (63334)

- Manage stock holding procedures in a wholesale and retail unit
- Manage cold chain processes in a wholesale and retail unit
- Manage shrinkage and losses in a wholesale and retail unit
- Manage procedures that increase the net income of a wholesale and retail unit





All Learnerships



**Qualification
Categories**



**SETA
Accreditation**



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Qualification Categories

Administration

Entrepreneurship

Leadership

**Project
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Call Centre

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Manufacturing

**Information
Technology**

Agriculture

Logistics

**Education &
Social Work**



Accreditation

MICT SETA

TETA SETA

SERVICES SETA

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AGRI SETA

W&R SETA

QCTO





Contact details

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We will be moving in March 2022. Our new address will be:
Cambridge Office Park, Unit C
5 Bauhinia Street, Technopark
Highveld, Centurion