



Further Education and Training Certificate: Generic Management NQF 4

PURPOSE

This qualification provides a comprehensive introduction to the principles, theories, and practices of modern management. It is designed for junior managers of small organisations, junior managers of business units in medium and large organisations, or those aspiring to these positions.

COURSE CONTENT

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
- 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: Improving 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
- 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

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^COURSE CONTENT

Module 4: Improving Team Effectiveness (Continuation)

- 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

^DELIVERY

- Duration: 12 Months
- Delivery: Classroom/Online/Blended

^ENTRY LEVEL REQUIREMENTS

- Communication at NQF Level 3
- Mathematical Literacy at NQF Level 3
- Computer Literacy at NQF Level 3

^CAREER POSSIBILITIES

- Team Leaders
- Supervisors
- Foreman
- Section Heads

^ACCREDITATION

- National Certificate: Generic Management
- Accreditation: Services Seta
- SAQA ID: 57712
- NQF Level: 4
- Duration: 12 Months
- Credits: 150

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