



NQF Level 5 | Services SETA



# National Certificate: Generic Management

Advance your management career with this comprehensive qualification designed for managers who lead first-line managers. Develop strategic planning, performance monitoring, team leadership, and relationship building competencies.

**162**

Credits

**12**

Months

**NQF 5**

Level



## Qualification Overview

The National Certificate: Generic Management provides advanced training for managers who manage first-line managers in organisational entities. This qualification develops competence in strategic planning, performance monitoring, team leadership, relationship building, risk management, and team development across various industries and sectors.

### Exit Level Outcomes

Upon completion of this qualification, learners will be able to:

- ✔ Initiate and evaluate operational strategies
- ✔ Monitor and measure performance effectively
- ✔ Lead and manage first-line managers
- ✔ Build relationships with stakeholders
- ✔ Apply risk, financial, and knowledge management principles

## Programme Modules

### 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 by 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: Improving 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 Finances

- 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 the brand mix elements

## Module 6: Project Planning

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

### Qualification Details

SETA	Services SETA
NQF Level	Level 5
Credits	162 Credits
Duration	12 Months
SAQA ID	59201

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### Career Opportunities

-  Project Manager
-  Junior Manager
-  First-time Manager
-  Team Leader
-  Management Consultant

 Product Manager

 Logistics and Distribution Manager

### Need Help?

Contact our qualification specialists for guidance.

[help@speccon.co.za](mailto:help@speccon.co.za)

## Related Qualifications

Explore other Services SETA qualifications

NQF Level 4



### FET Certificate: Generic Management

Foundation management skills for junior managers and team leaders.

NQF Level 4



### Business Administration

Advanced business administration for professional environments.

NQF Level 5



### Project Manager

Lead projects from initiation to completion with professional expertise.



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