



# GENERIC MANAGEMENT

LEVEL 5

SAQA ID - 59201



ADDING VALUE  
CHANGING LIVES

WE SOLVE  
**BEE RELATED**  
SKILLS DEVELOPMENT CHALLENGES  
IN A MEANINGFUL WAY



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# NATIONAL CERTIFICATE: GENERIC MANAGEMENT

SAQA ID - 59201 LP 74512  
CREDITS - 163  
NQF LEVEL - 5

## ENTRY REQUIREMENTS:

It is assumed that the learner accessing this qualification is competent in:

- Communication at NQF Level 4.
- Mathematical Literacy at NQF Level 4.

## OBJECTIVE:

A person acquiring this qualification will be able to manage first line managers in an organisational entity. First line managers may include team leaders, supervisors, junior managers, section heads and foremen. The focus of this qualification is to enable learners to develop competence in a range of knowledge, skills, attitudes and values including:

- Initiating, developing, implementing and evaluating operational strategies, projects and action plans, and where appropriate, recommending change within teams and/or the unit so as to improve the effectiveness of the unit.
- Monitoring and measuring performance and applying continuous or innovative improvement interventions in the unit in order 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 in order 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 in order to ensure the effectiveness and sustainability of the unit.

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BEE Level 2

SSETA Accreditation #1135

VAT No. 4640189041

Reg No: 2017 / 349079 / 07



# NATIONAL CERTIFICATE: GENERIC MANAGEMENT

SAQA ID - 59201 LP 74512  
CREDITS - 163  
NQF LEVEL - 5

## OBJECTIVE:

- 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. The skills, knowledge and understanding demonstrated within this qualification are essential for the creation of a talent pool of experienced and effective middle managers that represents the demographics of the South African society. This qualification will create a leadership cadre for the South African society throughout multiple industries and sectors both private and public.

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## QUALIFICATION OUTCOME:

*On achieving this Qualification, the learner will be able to:*

1. Initiate, develop, implement and evaluate operational strategies, projects and action plans so as to improve the effectiveness of the unit.
2. Monitor and measure performance and apply continuous or innovative improvement interventions in the unit.
3. Lead and manage a team of first line managers to enhance individual, team and unit effectiveness.
4. Build relationships with superiors and with stakeholders across the value chain.
5. Apply the principles of risk, financial and knowledge management and business ethics within internal and external regulatory frameworks.
6. Enhance the development of teams and team members.

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## RESPONSIBILITIES:

### *Edge Training will provide:*

- Full project management of learnership
- Monthly progress reports, quarterly reports to the SETA and handling of SETA site visits and the external verification visit at the end of the learnership
- Course material, pens, and workbooks
- Training, using a Qualified Facilitator
- Assessments and moderation
- Uploading of learners on learner registration database and learner achievements
- Certificates of completion and competence
- SETA certificate of competence

### *The Client will provide:*

- Venue suitable for the number of delegates and required refreshments
- Email access for learners
- Workplace provision

### *Combined responsibilities of Edge Training and Client:*

- Ensure successful completion of the learnerships
- Quarterly project steering committee meeting

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## QUALIFICATION STRUCTURE AND OUTLINE:

### *Skills Programme 1: People Management*

US Type	NLRD	Unit Standard Title	L	CR
Core	252037	Build teams to achieve goals and objectives	5	6
Core	252029	Lead people development and talent management	5	8
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	5	6
Core	252043	Manage a diverse work force to add value	5	6
Fundamental	252042	Apply the principles of ethics to improve organisational culture	5	5
			5	31

### *Skills Programme 2: Workplace Management*

US Type	NLRD	Unit Standard Title	L	CR
Core	252032	Develop, implement and evaluate an operational plan	5	8
Core	252021	Formulate recommendations for a change process	5	8
Fundamental	120300	Analyse leadership and related theories in a work context	5	8
Fundamental	252036	Manage a diverse work force to add value	5	6
Fundamental	12433	Use communication techniques effectively	5	8
			5	38

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## QUALIFICATION STRUCTURE AND OUTLINE:

### *Skills Programme 3: Decision Making*

US Type	NLRD	Unit Standard Title	L	CR
Fundamental	252026	Apply a systems approach to decision making	5	6
Core	252044	Apply the principles of knowledge management	5	6
Core	252020	Create and manage an environment that promotes innovation	5	6
Core	252034	Monitor and evaluate team members against performance standards	5	8
Core	252025	Monitor, assess and manage risk	5	8
Core	252035	Select and coach first line managers	5	8
				42

### *Skills Programme 4: Unit Management*

US Type	NLRD	Unit Standard Title	L	CR
Fundamental	252022	Develop, implement and evaluate a project plan	5	8
Fundamental	252040	Manage the finances of a unit	5	8
Elective	15214	Recognize areas in need of change make recommendations and implement change in the team, department or division	5	3
Elective	15219	Develop and implement a strategy and action plans for a team, department or division	5	4
Elective	15236	Apply financial analysis	5	4
				27







## QUALIFICATION STRUCTURE AND OUTLINE:

### *Skills Programme 5: Strategic Management*

US Type	NLRD	Unit Standard Title	L	CR
Elective	264398	Evaluate and plan the role of self as leader in a function	6	5
Elective	264405	Manage relationships with strategic partners to improve the performance of a function	6	6
Elective	264406	Manage the information and institutional knowledge within a function	6	5
Elective	264408	Manage and improve communication processes in a function	6	3
Elective	264416	Appraise, develop and retain human capital for a function	6	8
				25

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## NOTIONAL HOURS MATRIX:

The roll out strategy below indicates the relationship between theory, practical, workplace and FSA component:

Skills Programmes	Credits	Notional Hours	Days	Contact Session 30% (Hours)		Experiential Learning 70%(Hours)		FSA Days	TOTAL Notional Hours
				Theory	Practical	WPE	Assesment Prep		
1	31	310	39	31	62	152	65	1	310
2	38	380	48	38	76	186	80	1	380
3	42	420	53	42	84	206	88	1	420
4	27	270	34	27	54	132	57	1	270
5	25	250	31	25	50	123	53	1	250
TOTALS	163	1630	204	163	326	799	342	30	1630

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