



	Duration: 8 Months <i>Split into 2-4 days a month</i>		Accreditation Body: SERVICES SETA		SAQA ID: 59201	162 Credits		NQF Level 5
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Overview

The NQF level 5 Generic Management qualification forms part of a learning pathway of management qualifications across various sectors and industries. It is specifically designed to develop management competencies required by learners in any occupation, particularly those who manage first line managers. The qualification further develops the key concepts, principles and practices of management that will enable learners to lead, manage, organise and control first line managers and team leaders. The learners will typically be managers who have other junior managers or team leaders reporting to them. In smaller organisations or entities, the managers could primarily be responsible for managing the supervisors and staff within their section, division or business unit.

The scope of generic management covers five domains: leadership, managing the environment, managing relations, managing knowledge and the practice of management. It provides opportunities for learners to transfer between various specialisations within management. This leads to the strengthening of management competencies and will enable managers at this level to manage successfully systems, processes, resources, managers and teams in their various occupations and contexts.

Who should attend?

- Senior Managers
- Middle Managers
- Line Managers
- Section Heads
- Business Owners

Outline

- 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.
- 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.

Delivery Methodology

Online or in-person, depending on client requirements

Entry Requirements

1. Matric OR English & Mathematical Literacy both at NQF level 4
2. Certified copy of a South African ID or passport
3. Certified copy of Matric/Grade 12 certificate (if applicable)
4. Certified copy of highest qualification (if higher than Matric/Grade 12)
5. Updated CV
6. Letter from the learner's employer or hosting company, confirming that the learner is employed or hosted by the company: Must be on the company letterhead
 - Must include the learner's names and surname (as per their ID or passport copy)
 - Must include the learner's ID/passport number
 - Must state the learner's job title and start date of employment
7. If the learner is self-employed then business registration certificates need to be submitted

