

GENERIC MANAGEMENT - (Further Education and Training Certificate: Generic Management (SAQA ID: 57712) – Level 4)

This course is intended for junior managers of small organisations, junior managers of business units in medium and large organisations, or those aspiring to these positions. Junior managers include team leaders, supervisors, foremen and section heads.

The focus of this qualification has been designed to enable learners to be competent in a range of knowledge, skills, attitudes and values including:

- Gathering and analysing information.
- Analysing events that impact on a business and its competitive environment.
- Complying with organisational standards.
- Motivating an individual or team.
- Negotiating in a work situation.
- Understanding the role of business strategy as it applies to junior management.
- Managing the budget within a specific area of responsibility.
- Applying management principles and practices within a specific area of responsibility.
- Managing work unit performance to achieve goals.
- Behaving ethically and promoting ethical behaviour in a work situation.
- Demonstrating understanding of the consequences in a work unit of HIV/AIDS.

The learners who achieve this qualification will be able to demonstrate competencies in management relating to Planning, Organising, Leading, Controlling and Ethics. Overall, this qualification will ensure that learners are capable of:

- Developing plans to achieve defined objectives.
- Organising resources in accordance with a developed plan.
- Leading a team to work co-operatively to achieve objectives.
- Monitoring performance to ensure compliance to a plan.
- Making decisions based on a code of ethics.

This qualification lays the foundation for the development of management qualifications across various sectors and industries. It specifically develops management competencies required by learners in any occupation, particularly those who are currently operating as junior managers. The qualification introduces key terms, rules, concepts, principles and practices of management that will enable learners to be informed managers in any occupation. It has also been developed to enable managers or prospective managers to access higher education and provide flexible access to life-long learning.

The scope of management covers four domains: leadership, self-management, people management and management practices. This qualification addresses each of these domains with generic competencies, thereby enabling learning programmes to be contextualised for specific sectors and industries. Provides opportunities for people to transfer between various specialisations within management. This will therefore enable management competencies to be strengthened, and enable managers to better manage systems, processes, resources, self, teams and individuals in various occupations. It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently as individuals in the South African community and to respond to the challenges of the economic environment and changing world of work. Ultimately, this qualification is aimed at improving the productivity and efficiency of managers within all occupations in South Africa.

Learners with Compass Academy of Learning can specialise in the following:

- General Management
- School Governing Bodies

How long will it take to complete the course?

1 year

What do you need to be able to register?

- Communication and Mathematical Literacy at NQF level 3 or equivalent.
- Computer literacy at NQF level 3.

Type of learning:

- Distance learning (with individual learner support via e-mail) or
- Classroom sessions
 - Module 1 – 10 classroom days
 - Module 2 – 5 classroom days
 - Module 3 – 4 classroom days
 - Module 4 – 4 classroom days
 - Module 5 – 4 classroom days
 - Module 6 – 4 classroom days

The course is divided in modules.

Practical component:

Throughout the course, it is compulsory that you perform the practical tasks within a business or school environment

Assessment:

Assessment of your competency is based on the evidence you will submit in a Portfolio of Evidence (PoE) as well as a practical observation towards the end of training.

Your PoE will include theoretical tasks and evidence of the practical tasks done at a business or school. It is therefore important that you know and understand that you must identify and arrange access to a business or a school at the start of your studies, in order to complete the practical tasks required, without which you will not be able to complete your studies.

Fees

Full qualification

R16 675 (once-off payment) – VAT included

R17 675 (instalments) – VAT included

Compass Academy of Learning Head Office
Polokwane Office

15 Geyser Street, Mokopane, 0601
30 Grobler Street, Polokwane, 0699

Associates in Cape Town and Pretoria

Includes a tablet preloaded with all your course material or printed learning material.



Cost per module:

Module 1: Leadership concepts	R6 750.00
Module 2: Team development	R4 350.00
Module 3: Financial best practices	R3 150.00
Module 4: Service excellence	R2 400.00
Module 5: Performance management	R3 900.00
Module 6: Employee assistance	R2 100.00

PROGRAMME LAYOUT

MODULE 1- LEADERSHIP CONCEPTS

EXPLAIN THE CONTRIBUTION MADE BY OWN AREA OF RESPONSIBILITY TO THE OVERALL ORGANISATIONAL STRATEGY (242813) – 5 CREDITS

- Understanding the overall strategy of an organisation.
- Understanding how the activities of own area of responsibility align with the overall strategy of the organisation.
- Communicating to the members of own team how its area of responsibility aligns to the overall organisational strategy.

CONDUCT A STRUCTURED MEETING (242816) – 5 CREDITS

- Preparing for a meeting.
- Conducting a meeting.
- Dealing with differing views in a meeting.
- Distributing records of a meeting.

SOLVE PROBLEMS, MAKE DECISIONS AND IMPLEMENT SOLUTIONS (242817) – 8 CREDITS

- Defining a problem.
- Investigating the problem.
- Generating problem solutions.
- Implementing problem solution.
- Evaluating the effectiveness of the solution.

APPLY LEADERSHIP CONCEPTS IN A WORK CONTEXT (242824) – 12 CREDITS

- Explaining the concept of leadership.
- Differentiating between the concepts of leadership and management.
- Applying leadership techniques to individuals and teams within the work context.
- Evaluating the impact of leadership techniques applied.

ENGAGE IN SUSTAINED ORAL/SIGNED COMMUNICATION AND EVALUATE SPOKEN/SIGNED TEXTS (119462) – 5 CREDITS

- Respond critically yet sensitively as a listener/audience
- Analyse own responses to spoken/signed texts and adjust as required
- Use strategies to be an effective speaker/signer in sustained oral/signed interactions
- Evaluate spoken/signed discourse

READ/VIEW, ANALYSE AND RESPOND TO A VARIETY OF TEXTS (119469) – 5 CREDITS

- Critically analyse texts produced for a range of purposes, audiences and contexts
- Identify and explain the values, attitudes and assumptions in texts
- Evaluate the effects of content, language and style on readers`/viewers` responses in specific texts.

ACCOMMODATE AUDIENCE AND CONTEXT NEEDS IN ORAL/SIGNED COMMUNICATION (119472) – SECOND LANGUAGE – 5 CREDITS

- Interact successfully in oral/signed communication
- Use strategies that capture and retain the interest of an audience
- Identify and respond to manipulative use of language

MODULE 2- TEAM DEVELOPMENT

PRIORITISE TIME AND WORK FOR SELF AND TEAM (242811) – 5 CREDITS

- Creating, implementing and maintaining a personal and team task list.
- Using and maintaining a diary.
- Prioritising personal and team tasks.
- Implementing and maintaining a task list.

INDUCT A MEMBER INTO A TEAM (242812) – 4 CREDITS

- Preparing to receive a member on a team.
- Introducing a new member.
- Explaining how performance is monitored.
- Creating awareness of career opportunities in an organisation.

USE LANGUAGE AND COMMUNICATION IN OCCUPATIONAL LEARNING PROGRAMMES (119467) – SECOND LANGUAGE – 5 CREDITS

- Access and use suitable learning resources
- Use learning strategies
- Manage occupational learning programme materials
- Conduct basic research, analyse and present findings
- Function in a team
- Reflect on how characteristics of the workplace and occupational context affect learning

MOTIVATE AND BUILD A TEAM (242819) – 10 CREDITS

- Explaining the importance of motivating a team.
- Demonstrating an understanding of self and team members in a workplace.
- Applying theories of motivation and group dynamics.
- Implementing a plan of action to strengthen a team.
- Providing feedback and recognising achievements.

APPLY THE ORGANISATION'S CODE OF CONDUCT IN A WORK ENVIRONMENT (242815) – 5 CREDITS

- Explaining the concept of personal ethics in relation to the moral compass.
- Describing the role of a code of conduct in a work environment, according to ethical principles.
- Upholding the code of conduct within the work team.

MODULE 3-FINANCIAL BEST PRACTICES

MANAGE EXPENDITURE AGAINST A BUDGET (242810) – 6 CREDITS

- Explaining the concept of budgeting pertinent to an area of responsibility.
- Determining the elements of a budget relevant to an area of responsibility.
- Monitoring and controlling actual expenses (and revenue), against projected budget.

USE MATHEMATICS TO INVESTIGATE AND MONITOR THE FINANCIAL ASPECTS OF PERSONAL, BUSINESS, NATIONAL AND INTERNATIONAL ISSUES (7468) – 6 CREDITS

- Use mathematics to plan and control financial instruments including insurance and assurance, unit trusts, stock exchange dealings, options, futures and bonds
- Use simple and compound interest to make sense of and define a variety of situations including mortgage loans, hire purchase, present values, annuities and sinking funds
- Investigate various aspects of costs and revenue including marginal costs, marginal revenue and optimisation of profit
- Use mathematics to debate aspects of the national and global economy, including tax, productivity and the equitable distribution of resources.

REPRESENT, ANALYSE AND CALCULATE SHAPE AND MOTION IN 2- AND 3-DIMENSIONAL SPACE IN DIFFERENT CONTEXTS (9016) - 4 CREDITS

- Measure, estimate, and calculate physical quantities in practical situations relevant to the adult with increasing responsibilities in life or the workplace
- Explore analyse and critique, describe and represent, interpret and justify geometrical relationships and conjectures to solve problems in two and three dimensional geometrical situations

INTERPRET AND USE INFORMATION FROM TEXTS (119457) – SECOND LANGUAGE – 5 CREDITS

- Use a range of reading and viewing strategies to understand the literal meaning of specific texts
- Use strategies for extracting implicit messages in texts
- Respond to selected texts in a manner appropriate to the context
- Explore and explain how language structures and features may influence a reader/viewer

MODULE 4-SERVICE EXCELLENCE

APPLY KNOWLEDGE OF STATISTICS AND PROBABILITY TO CRITICALLY INTERROGATE AND EFFECTIVELY COMMUNICATE FINDINGS ON LIFE RELATED PROBLEMS (9015) – 6 CREDITS

- Critique and use techniques for collecting, organising and representing data.
- Use theoretical and experimental probability to develop models, make predictions and study problems.
- Critically interrogate and use probability and statistical models in problem solving and decision making in real-world situations.

WRITE/PRESENT/SIGN TEXTS FOR A RANGE OF COMMUNICATIVE CONTEXTS
(119465) – SECOND LANGUAGE – 5 CREDITS

- Write/sign for a specified audience and purpose
- Use language structures and features to produce coherent and cohesive texts for a wide range of contexts
- Draft own writing/signing and edit to improve clarity and correctness

MONITOR THE LEVEL OF SERVICE TO A RANGE OF CUSTOMERS (242829) – 5 CREDITS

- Identifying internal and external customers, where applicable.
- Explaining standards of customer service expected by the organisation.
- Measuring customer satisfaction on an ongoing basis.
- Recommending corrective action.

MODULE 5-PERFORMANCE MANAGEMENT

IDENTIFY AND EXPLAIN THE CORE AND SUPPORT FUNCTIONS OF AN ORGANISATION (242814) – 6 CREDITS

- Explaining the various core functions of an organisation.
- Explaining the support functions of an organisation.
- Explaining the role of a selected work unit in an organisation, in relation to the core business.
- Investigating and explaining the difference between line and support functions in an organisation.

MAINTAIN RECORDS FOR A TEAM (242820) – 4 CREDITS

- Explaining why organisations record and keep information.
- Identifying and describing the type of records a team leader is required to keep.
- Recording team performance against agreed targets.
- Recording performance data.

IDENTIFY RESPONSIBILITIES OF A TEAM LEADER IN ENSURING THAT ORGANISATIONAL STANDARDS ARE MET (242821) – 6 CREDITS

- Explaining the role of a team leader.
- Explaining the purpose of a team.
- Contracting with a team to obtain commitment.
- Monitoring the achievement of team objectives.

**EMPLOY A SYSTEMATIC APPROACH TO ACHIEVING OBJECTIVES (242822) -
10 CREDITS**

- Specifying objectives.
- Formulating a plan.
- Co-ordinating people and other resources.
- Implementing the plan to meet objectives.
- Evaluating results and making corrections and improvements.

MODULE 6-EMPLOYEE ASSISTANCE

**DEMONSTRATE KNOWLEDGE AND UNDERSTANDING OF HIV/AIDS IN A
WORKPLACE, AND ITS EFFECTS ON A BUSINESS SUB-SECTOR, OWN
ORGANISATION AND A SPECIFIC WORKPLACE (13915) - 4 CREDITS**

- Understanding the effects of HIV/AIDS on the immune system.
- Knowing how HIV/AIDS is transmitted.
- Knowing what behaviour is safe and what behaviour carries the risk of HIV/AIDS transmission.
- Knowing what guidelines and assistance are available to support workers with HIV/AIDS and recognise own role in creating a caring work environment.
- Understanding the implications of the HIV/AIDS pandemic for society, the economy, a business sub-sector, an organisation and a specific workplace.

**USE THE WRITING PROCESS TO COMPOSE TEXTS REQUIRED IN THE
BUSINESS ENVIRONMENT (12153) - 5 CREDITS**

- Using textual features and conventions specific to texts
- Identifying the intended audience for the communication
- Identifying the purpose of a text
- Selecting the appropriate text type, format and layout for the purpose
- Organising and structuring a technical text appropriately
- Using appropriate grammar conventions
- Drafting and editing a technical text
- Recognising errors and checking for accuracy
- Presenting the same information in different ways
- Using plain language in business

**READ/VIEW, ANALYSE AND RESPOND TO A VARIETY OF TEXTS (119459) - 5
CREDITS**

- Critically analyse texts produced for a range of purposes, audiences and contexts
- Identify and explain the values, attitudes and assumptions in texts
- Evaluate the effects of content, language and style on readers'/viewers' responses in specific texts.

Award:

Upon successful completion of your studies, you will receive a Further Education and Training Certificate: Generic Management NQF 4 SAQA ID 57712, which is awarded by the ETDP SETA.

Accreditation:

The ETDP SETA granted CAL (Compass Academy of Learning) full accreditation for the Further Education and Training Certificate: Generic Management NQF 4 SAQA ID 57712 with 151 credits. Your learner details are uploaded to the ETDP SETA database upon enrolment. An ETDP SETA verification site visit concludes and confirms your successful achievement of the unit standards linked to the qualification. This achievement record will then be uploaded to the NLRD (National Learner Record Database) via the ETDP database.

