

GENERIC MANAGEMENT LEVEL 5

SAQA Qualification ID:59201 LP 60269
Qualification Title: Further Education and Training Certificate: Generic Management
NQF Level 05 Minimum Number of Credits: 162

PRICE
R30000

PURPOSE AND RATIONALE OF THE QUALIFICATION

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.
- 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.

SPECIFIC OUTCOMES



- 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.**