

National Certificate: Generic Management



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SAQA ID: 59201 | NQF level: 5 | Credits: 162 | Accrediting body:



Purpose of the qualification

This NQF level 5 qualification flows seamlessly and logically from the Generic Management 4 Further Education and Training Certificate, although some learners may elect to start at NQF 5 if they have sufficient experience to do so. The focus of this qualification is to enable learners to develop competence in a range of knowledge, skills, attitudes and values, while emphasising the importance of people management. An added benefit is that this qualification has been approved by the Financial Services Board (FSB) to fulfill the generic Category 1 qualification requirements for Fit and Proper (FAIS) compliance – both for representatives and Key Individuals.

Flexibility

Chartall Business College believes in flexibility. We have an in-house team of professionals who are able to customise the training curriculum to the needs of your organisation. This may include the addition of job-specific unit standards, the selection of particular elective unit standards or even the inclusion of non-unit standard based content. In addition, we ensure that the content of the qualification does not conflict with the values and standard operating procedures prescribed by your company.

Support

Although the programme is scheduled to include the specified contact days, it does not mean that the learners will not have access to additional support. Each learner will have access to assistance via email, as well as access to a tutor who is able to provide extra assistance should the need arise. This tutor support can be used to assist students who are not progressing at the same pace as the rest of the class or miss a session. We also have experienced facilitators who can manage projects involving learners with disabilities.

Administration

Chartall Business College will assist with SETA contracting, learnership preparation [if required], briefing of workplace coaches and the SETA reporting.

Delivery methodology

Chartall Business College can either deliver this qualification as a learnership, which will qualify the sponsoring employer for an additional tax deduction, or it can be offered as a training programme without the learnership requirements. The duration of the training will be approximately 18 full days, all of which can be scheduled to suit the employers' schedule. Alternatively, the qualification can be acquired by experienced candidates through Recognition of Prior Learning (RPL). RPL is an assessment process that captures a candidate's existing knowledge and skills and matches them to the qualification requirements. With RPL there is no formal training, but the RPL adviser will spend time with the learners to assist them to match their workplace learning to the requirements of the qualification.

Programme curriculum

There are four different elective streams that can be selected depending on the job focus of the learners. In each case the core and fundamental unit standards are the same. The four elective streams are: general management, skills development management, customer management and strategic management.

These unit standards are common to all 4 streams

252020	Create and manage an environment that promotes innovation
252021	Formulate recommendations for a change process
252025	Monitor, assess and manage risk
252026	Apply a systems approach to decision making
252032	Develop, implement and evaluate an operational plan
252036	Apply mathematical analysis to economic and financial information
252040	Manage the finances of a unit
252042	Apply the principles of ethics to improve organizational culture
252044	Apply the principles of knowledge management
12433	Use communication techniques effectively
120300	Analyse leadership and related theories in a work context
252022	Develop, implement and evaluate a project plan
252027	Devise and apply strategies to establish and maintain workplace relationships
252029	Lead people development and talent management
252034	Monitor and evaluate team members against performance standards
252035	Select and coach first line managers
252037	Build teams to achieve goals and objectives
252043	Manage a diverse work force to add value

Elective specialisation 1: General management (Learning Programme ID: 96100)

114226	Interpret and manage conflicts in the workplace
117853	Conduct negotiations to deal with conflict situations
252024	Evaluate current practices against best practice
252030	Analyse compliance to legal requirements and recommend corrective actions
252033	Develop ways of dealing with the impact of dreaded diseases
252039	Develop a plan to combat corruption

Elective specialisation 2: Skills development management (Learning Programme ID: 96101)

11911	Manage individual careers
15219	Develop and implement a strategy and action plans for a team
15220	Set, monitor and measure the achievement of goals and objectives for a team
15232	Coordinate planned skills development interventions in an organisation
116926	Implement skills development as workplace learning to support transformation
252041	Promote a learning culture in an organisation

Elective specialisation 3: Customer management (Learning Programme ID: 96099)

10045	Identify product features, advantages and benefits to the customer
10047	Close a deal with a customer
10070	Develop and implement marketing plan in line with marketing strategy

Elective specialisation 4: Strategic management (Learning Programme ID: 96102)

264395	Formulate a strategy and an implementation plan for a function
264398	Evaluate and plan the role of self as leader in a function
264400	Apply the principles of corporate governance and ethics in a function
264403	Apply problem-solving techniques to make decisions on a multi-faceted problem
264405	Manage relationships with strategic partners to improve performance
264406	Manage the information and institutional knowledge within a function
264407	Analyse the strategy and external environment of the entity in relation to a function



Chartall Business College (Pty) Ltd
Chartall Campus
Corner Cedar Road and Cedar Boulevard
Broadacres, Johannesburg, 2191
Tel: 011 467 3215