Generic Management Certificate Programme (5)

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. 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.

Programme Outcomes

At the end of this qualification learners will:

- Initiate, develop, implement and evaluate operational strategies, projects and action plans, and recommend change within teams and/or the unit so as to improve the effectiveness of the unit.
- Monitor and measure performance and apply 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.
- Lead 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.
- Build 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.
- Apply 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.
- Enhance the development of teams and team members through facilitating the acquisition of skills, coaching, providing career direction, and capitalising on diversity in the unit.

Programme Content

<table>
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<tr>
<th>Module 1: Communication Techniques</th>
<th>ID</th>
<th>UNIT STANDARD TITLE</th>
<th>NEW LEVEL</th>
<th>CREDITS</th>
<th>DURATION</th>
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<tbody>
<tr>
<td>Fundamental</td>
<td>12433</td>
<td>Use communication techniques effectively</td>
<td>NQF 5</td>
<td>8</td>
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<tr>
<td>Elective</td>
<td>114226</td>
<td>Interpret and manage conflicts within the workplace</td>
<td>NQF 5</td>
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<td>Elective</td>
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<td>Conduct negotiations to deal with Conflict situations</td>
<td>NQF 5</td>
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<td>Elective</td>
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<td>Manage and improve communication processes in a function</td>
<td>NQF 6</td>
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<table>
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<tr>
<th>Module 2: Monitor Team Effectiveness</th>
<th>ID</th>
<th>UNIT STANDARD TITLE</th>
<th>NEW LEVEL</th>
<th>CREDITS</th>
<th>DURATION</th>
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<tbody>
<tr>
<td>Core</td>
<td>252034</td>
<td>Monitor and evaluate team members against performance standards</td>
<td>NQF 5</td>
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<td>Elective</td>
<td>252024</td>
<td>Evaluate current practices against best practise</td>
<td>NQF 5</td>
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Course Outline: Generic Management (5) Certificate Programme © Primeserv HR Solutions (v1 22.01.2011) Pg 2
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Target Audience:
- **Target Audience**: 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.
- **Programme level**: The level of the programme is at NQF Level 5
- **Minimum Qualifying Criteria**: Communication at NQF Level 4 and Mathematical Literacy at NQF level 4.

Duration:
- **Qualification Duration**: Twelve (12) months.
- **Pre-Assessment**: Pre-assessment of proposed learners is undertaken to identify current qualifications and experience, and may result in reduced contact training sessions.
Contact Training Sessions: Six (6) contact training sessions of approx. Five (5) days each = 32 days, for comprehensive training – either inexperienced learners or those who do not qualify for RPL.

RPL: Learners may qualify for RPL on specified unit standards – as per SAQA & SETA regulations.

Non Contact Duration: Learners will be required to invest the necessary additional hours per module on additional reading, on job practical assignments, and POE building, with the support of the supervisor and/or coach. A workplace log will be completed in this regard.

Qualification Alignment

Qualification: 59201: National Certificate: Generic Management (NQF 5)

Training Methodology

The programme is facilitated by a competent subject matter specialist/s, who utilises the following techniques to ensure that the session is practical and experiential: Discussion; Role Plays; Exercises & Case Studies; Videos/DVDs; and Formative Assessments. To facilitate this process we offer:

Coaching Support: The Primeserv appointed assessor and project co-ordinator are available to the learners for telephonic support and coaching while learners compile their POE’s. Additional coaching support will be scheduled, as required, to assist with the building of POE’s.

Credits: Learners exiting this qualification before completion, retain the credits for Unit Standards successfully completed. Learners can build their credits by attending skills programmes aligned to the Qualification 59201 Generic Management (NQF5).

Contact Us

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