



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This broad FETC qualification gives individuals a solid foundation in Generic Management. It provides insights into management thinking and innovation and it lays the foundation for managerial productivity, efficiency and excellence.

Delegates will gain theoretical knowledge and practical skills in four key areas of management namely Leadership, Self Management, People Management and Managerial Practices. This generic approach allows for transfer between different areas of specialisation within management. It is designed to develop competent and multi-skilled junior managers.

Target Audience

The qualification is aimed primarily at junior managers and those wanting a career in management in any industry and across different types and sizes of organisations.

It is suitable for those managing systems, processes and resources in diverse positions such as Team Leaders, Supervisors and Section Heads.

Entry Requirements

- A senior certificate (NQF Level 4) with two South African languages.
- To be a competent communicator and demonstrate mathematical literacy at NQF level 4.
- To be competent in Computer Literacy at NQF Level 3 or have Basic Microsoft Office Suite certification.

Workplace Requirements

- Access to and be performing management functions such as staff inductions, performance management, meetings and other management functions.
- An allocated Workplace Mentor or Supervisor.
- Access to a PC, software, telecommunication.

Management & Leadership

Certificate: Generic Management

SERVICES SETA Certification

SAQA ID: 57712

NQF Level: 4

Credits: 150

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive facilitated training sessions, group discussions, assignments and self study to embed skills.

You will need to:

- Attend all lectures and sessions.
- Demonstrate theoretical and practical understanding of programme content.
- Undergo workplace learning, on-the-job coaching and mentoring, theoretical assessment and workplace observation.
- Compile and submit a Portfolio of Evidence (PoE).

To receive the FETC: Generic Management, you will need to compile, submit and be found competent by constituent Assessors, Moderators and Verifiers on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the programme, you will have developed a solid grounding in general management theory and practise as well as fundamental skills such as:

- Gathering and analysing information.
- Analysing events and the impact they have 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 work situations.



Course Content

FETC: Generic Management
Accreditation Body: SERVICES SETA

SAQA ID: 57712 | **Learning Programme ID: 74630**
NQF Level: 4 | **Credits : 150**

Module 1: Organise Resources according to a Development Plan

- Use a systematic approach to achieving objectives
- Conduct structured meetings
- Prioritise time and work for oneself and a team
- Identify team leader responsibilities to ensure organisational standards are met

Module 2: Lead a Team Cooperatively to Achieve Objectives

- Leadership concepts for work
- Motivate and build a team
- Manage expenditure against a budget

Module 3: Make Decisions based on a Code of Ethics

- Monitor service levels to a range of customers
- Apply organisational Codes of Conduct
- Solve problems, make decisions and implement solutions

Module 4: General Management

- Inducting members into a team
- HIV/AIDS and its impact on the workplace
- Core and support functions of an organisation
- Own responsibilities and contribution to overall organisation strategy
- The relationship of junior management to other management roles

Module 5: Communication Skills

- Accommodate audience and context in oral and written communication
- Interpret and use written communication and spoken language in a variety of contexts
- Evaluate and engage in sustained spoken and written communication
- Read, view, analyse and respond to a variety of written texts
- Use the writing process to write and present for the business environment and a wide range of contexts

Module 6: Numeracy Skills

- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
- Represent, analyse and calculate shape and motion in 2-dimensional and 3-dimensional space in different contexts
- Use statistics and probability to critically interrogate and effectively communicate findings on life-related problems



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