

**Purpose and rationale**

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

**Learning assumed to be in place**

Communication; Mathematical Literacy; and Computer Literacy at NQF Level 3

**Modules covered****1 – Communication**

- Write/present/sign for a wide range of contexts (SAQA 119459)
- Use the writing process to compose texts required in the business environment (SAQA 12153)
- Read/view, analyse and respond to a variety of texts (SAQA 119469)
- Engage in sustained oral/signed communication and evaluate spoken/signed texts (SAQA 119462)

**2 – Communication 2<sup>nd</sup> Language**

- Use language and communication in occupational learning programmes (SAQA 119467)
- Accommodate audience and context needs in oral communication (SAQA 119472)
- Interpret and use information from texts (SAQA 119457)
- Write texts for a range of communicative contexts (SAQA 119465)

**3 – Numeracy**

- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems (SAQA 9015)
- Represent, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts (SAQA 9016)
- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues (SAQA 7468)

**4 – Planning**

- Demonstrate an understanding of manufacturing principles, methodologies and processes (SAQA 10631)
- Prioritise time and work for self and team (SAQA 242811)
- Employ a systematic approach to achieving objectives (SAQA 242822)

**5 – Organising**

- Apply the organisation's code of conduct in a work environment (SAQA 242815)
- Maintaining occupational health, safety and general housekeeping (SAQA 8016)
- Conduct a structured meeting (SAQA 242816)

**6 – Leading**

- Apply leadership concepts in a work context (SAQA 242824)
- Motivate and Build a Team (SAQA 242819)
- Solve problems, make decisions and implement solutions (SAQA 242817)

**7 – Control**

- Monitor the level of service to a range of customers (SAQA 242829)
- Manage Expenditure against a budget (SAQA 242810)
- Monitor and control quality assurance procedures in a food or sensitive consumer product environment (SAQA 119796)
- Identify responsibilities of a team leader in ensuring that organisational standards are met (SAQA 242821)