



Purpose and rationale

The National Certificate: Generic Management, NQF Level 5 forms part of a learning pathway of management qualifications across various sectors and industries and is specifically designed to develop management competencies required by learners in any occupation. Learners will typically be managers who have other junior managers or team leaders reporting to them...

Learning assumed to be in place

Communication and Mathematical Literacy at NQF Level 4.

Modules covered

1 – Leading Organisations

- Analyse leadership and related theories in a work context (SAQA: 120300)
- Monitor, assess and manage risk (SAQA: 252025)
- Create and manage an environment that promotes innovation (SAQA: 252020)
- Formulate recommendations for a change process (SAQA: 252021)
- Apply a systems approach to decision making (SAQA: 252026)
- Apply the principles of ethics to improve organisational culture (SAQA: 252042)

2 – Customer Management

Establish customer needs and relationships (SAQA: 10066)

Develop customer needs and relationships (SAQA: 10067)

3 – Relationship Management

- Devise and apply strategies to establish and maintain workplace relationships (SAQA:252027)
- Use communication techniques effectively (SAQA: 12433)

4 – Managing People

- Lead people development and talent management (SAQA: 252029)
- Monitor and evaluate team members against performance standards (SAQA: 252034)
- Select and coach first line managers (SAQA: 252035)
- Build teams to achieve goals and objectives (SAQA: 252037)
- Manage a diverse work force to add value (SAQA: 252043)

5 – Plans and Systems

- Develop, implement and evaluate a project plan (SAQA: 252022)
- Develop, implement and evaluate an operational plan (SAQA: 252032)
- Evaluate current practices against best practice (SAQA: 252024)
- Apply the principles of knowledge management (SAQA: 252044)

6 – Managing Finances

- Apply mathematical analysis to economic and financial information (SAQA: 252036)
- Manage the finances of a unit (SAQA: 252040)