



## 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. It is specifically designed to develop management competencies required by learners in any occupation, particularly those who manage first line managers. The qualification builds on the FETC: Generic Management. 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 – 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)
- Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks (SAQA: 15224)
- Recruit and select candidates to fill defined positions (SAQA: 12140)

### 3 – Relationship Management

- Devise and apply strategies to establish and maintain workplace relationships (SAQA:252027)
- Use communication techniques effectively (SAQA: 12433)
- Conduct negotiations to deal with conflict situations (SAQA: 117853)
- Interpret and manage conflicts in the workplace (SAQA: 114226)
- Apply the principles and concepts of emotional intelligence to the management of self and others (SAQA: 252031)

### 4 – 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)

### 5 – Managing Finances

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