

**LEARN TO EFFECTIVELY
MANAGE AND TAKE
RESPONSIBILITY FOR THE
PROCESSES AND PRACTICES
THAT CONTRIBUTE TO THE
PRODUCTION OF GOODS
AND SERVICES**

ENTRY REQUIREMENTS

The learner must:

- Have a national senior certificate with a minimum of 30% in English
- Be competent in Mathematics/Mathematical Literacy at NQF Level 4
- Or
- Have a NC(V) with Higher Certificate admission at Level 4 with a minimum of 40% in English on either First Additional Language or Home Language level and a minimum of 30% in Maths or Maths Literacy and a minimum of 40% in Life Orientation and a minimum of 50% in four vocational subjects
- Be familiar with a manufacturing/operations environment either through his/her employment in such an environment or through successful completion of an appropriate qualification at NQF Level 4

CERTIFICATION

Learners who successfully complete the programme will be awarded a Higher Certificate in Operations Management from PMI.

WHO WILL BENEFIT FROM THIS PROGRAMME?

This qualification is designed for junior management who want a holistic understanding of the activities within an organisation that contribute to the effective production of goods and services. Current or aspiring general, line, logistics, operations, production, or project managers, business owners and entrepreneurs will benefit from the skills learnt in completing this programme.

DURATION

The Higher Certification in Operations Management must be completed in a minimum of 1 year or a maximum of 4 years.

ACCREDITATION

This programme is accredited by the Council on Higher Education

MODULES COVERED

OPERATIONS MANAGEMENT I

- The operations function and its management in the context of the organisation as a whole
- How operations performance can affect the success of the organisation
- The principles, techniques and uses of work study
- A basic understanding of lean synchronisation
- The basic principles and techniques for developing a suitable layout
- The principles and methods of planning and control in the management of operations
- The factors that determine capacity and their impact on available capacity

PURCHASING AND INVENTORY MANAGEMENT I

- The nature of the purchasing function
- Planning, organisation, coordinating and control within the purchasing function
- The characteristics and selection of a good supplier
- How purchasing prices are determined and controlled
- The role and importance of inventory planning and control
- The role of negotiation in purchasing management

QUALITY MANAGEMENT I

- The ability to apply the theoretical concepts denoting the elements of the communication process

BUSINESS MANAGEMENT

- The role of the business organisation within the context of the business world
- The concept of entrepreneurship and the role that it plays in business management
- How a business is established
- The role of management in the business organisation
- The theories relating to employee motivation and the principles of various motivational theories
- The legal environment in which a business operates
- The role of the finance function in business

APPLIED MATHEMATICS I

- Recognise, describe, represent and work confidently with numbers and their relationships to estimate, calculate and check solutions
- Investigate, analyse and describe a wide range of algebraic expressions and equations, solving related problems
- Investigate, analyse, describe and represent a wide range of functions and solve related problems
- Collect, organise, analyse and interpret data to establish probability models to solve related problems

BUSINESS COMMUNICATION

- The ability to apply the theoretical concepts denoting the elements of the communication process

- The basic channels of communication within an organisation and be able to communicate effectively within an organisation
- Present effectively in front of an audience
- Communicate effectively with people from different cultures
- Identify the core ideas arising from any communication and write a précis in a known number of words
- Use simple graphic illustrations to communicate
- Evaluate a situation and prepare an accurate report
- Write business letters and e-mails effectively

INTEGRATED APPLICATION PROJECT

- Understand the characteristics of research
- Steps in the research process
- Define the problem/question and the research topic
- Legitimate evidence and support
- Research purpose
- Devise an appropriate work plan
- Methods of data collection
- Write a basic research report

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ACADEMIC LITERACY

- The demands of academic study in Higher Education
- Develop vocabulary in order to use words effectively and appropriately in an academic context and in the workplace
- Improve reading techniques that are used for study purposes
- Demonstrate an understanding of the elements that constitute academic argument, including main claims and supporting evidence
- Paraphrasing and summarising
- Write paragraphs in academic assignments
- Development of academic writing skills in assignments
- Develop planning and preparation skills in order to improve performance in examinations
- Workplace based research project