

# **FURTHER EDUCATION AND TRAINING CERTIFICATE (FETC): GENERIC MANAGEMENT (NQF LEVEL 4)**

**Qualification ID 57712 – 150 Credits**

## **INTRODUCTION**

This qualification lays the foundation for the development of management qualifications across various sectors and industries. It specifically develops management competencies required by learners in any occupation, particularly those who are currently operating as junior managers. The qualification introduces key terms, rules, concepts, principles and practices of management that will enable learners to be informed managers in any occupation. It has also been developed to enable managers or prospective managers to access higher education and provide flexible access to life-long learning.

The scope of management covers four domains: leadership, self-management, people management and management practices. This qualification addresses each of these domains with generic competencies, thereby enabling learning programmes to be contextualised for specific sectors and industries.

The learners who achieve this qualification will be able to demonstrate competencies in management relating to Planning, Organising, Leading, Controlling and Ethics. Overall, this qualification will ensure that learners are capable of:

- Developing plans to achieve defined objectives.
- Organising resources in accordance with a developed plan.
- Leading a team to work co-operatively to achieve objectives.
- Monitoring performance to ensure compliance to a plan.
- Making decisions based on a code of ethics.

## **TARGET AUDIENCE**

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

**DURATION:** 12 Months / 34 Contact Days

**ENTRY LEVEL REQUIREMENTS:** Communication NQF Level 3, Mathematical Literacy NQF Level 3 and Computer Literacy at NQF Level 3. Learners should have proof of having passed a second language in Grade 11.

## LEARNING PROGRAMMES

<b>The Role of the Manager (4 days)</b>	
242818	Describe the relationship of junior management to other roles. NQF4, 5 Credits
242821	Identify responsibilities of a team leader in ensuring that organisational standards are met. NQF4, 6 Credits
13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit. NQF4, 8 Credits

<b>Occupational Learning &amp; Second Language Communication (4 days)</b>	
119467	Use language and communication in occupational learning programmes (second language). NQF3, 5 Credits
119472	Accommodate audience and context needs in oral/signed communication (second language). NQF3, 5 Credits
119457	Interpret and use information from texts (second language). NQF3, 5 Credits
119465	Write/present/sign texts for a range of communicative contexts (second language). NQF3, 5 Credits

<b>Problem Solving (4 days)</b>	
242817	Solve problems, make decisions and implement solutions. NQF4, 8 Credits
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems. NQF4, 6 Credits
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts. NQF4, 4 Credits

<b>Leading and Motivating a Team (5 days)</b>	
242824	Apply leadership concepts in a work context. NQF4, 12 Credits
242819	Motivate and Build a Team. NQF4, 10 Credits

<b>Performance Management (3 days)</b>	
242813	Explain the contribution made by own area of responsibility to the overall organisational strategy. NQF4, 5 Credits
11473	Manage individual and team performance. NQF4, 8 Credits

<b>The Code of Conduct &amp; Customer Service Standards (3 days)</b>	
242816	Conduct a structured meeting. NQF4, 5 Credits
242815	Apply the organisation's code of conduct in a work environment. NQF4, 5 Credits
242829	Monitor the level of service to a range of customers. NQF4, 5 Credits

<b>Written Communication (4 days)</b>	
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts. NQF4, 5 Credits
119469	Read/view, analyse and respond to a variety of texts. NQF4, 5 Credits
119459	Write/present/sign for a wide range of contexts. NQF4, 5 Credits
12153	Use the writing process to compose texts required in the business environment. NQF4, 5 Credits

<b>Budgeting (3 days)</b>	
242810	Manage expenditure against a budget. NQF4, 6 Credits
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues. NQF4, 6 Credits

<b>Time Management (3 days)</b>	
242811	Prioritise time and work for self and team. NQF4, 5 Credits
242822	Employ a systematic approach to achieving objectives. NQF4, 10 Credits

## OPTIONAL SERVICES



### RECRUITMENT UNEMPLOYED LEARNERS

Let Kwelanga take the stress out of sourcing, screening and nominating suitable candidates for your learnership. Our service includes:

- Sourcing candidates.
- Collect required documents.
- Verify disability (if applicable).
- Screen for suitability.
- shortlist top-matched candidates.
- Scheduling of interviews/assessments



### WELLNESS PROGRAMMES PEOPLE WITH DISABILITIES (PWD)

This involves meeting identified candidates to ensure they are adapting well to the new programme and environment. We will provide guidance on how to better settle in and flag potential concerns to the Client.

Sessions can be booked as and when deemed necessary. However, we have made the following recommendation as a guideline: *1 hour per learner every second month.*

The rate will depend on the number of Learners accommodated in a day. Ask your Kwelanga relationship manager for further details.



## Kwelanga | TRAINING

### OUR COMMITMENT TO YOU

***To develop and inspire each individual to be the best that they can be.***

***To assist clients in the transfer of skills and positive behaviour change.***



### WORKPLACE READINESS

Learners need to understand exactly what the organisation expects from them. They need to develop a highly professional image and positive attitude, learning to be consistent and dependable. Select any number of the following modules to ensure learners are optimally integrated into their work environment:

- The Workplace Professional
- Managing Time for Results
- Modern Business Writing
- WOW Service – Adding Value
- E-mail Etiquette
- Essential Assertiveness Skills
- Managing Workplace Relationships
- Powerful Presentations
- The Administration Architect
- Competency Based Interviewing Skills (unemployed learners)



### GRADUATION CEREMONY

Never underestimate the significance of your role in developing South Africa's talent. The importance of the graduation for our delegates signifies the recognition of their hard work and achievement in improving and growing their skills.

This is your opportunity to recognise and celebrate with all the successful candidates and establish a firm foundation in their future development. Don't miss out on this meaningful opportunity!

**For more information contact us on:**

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