

SAQA ID
59201

DURATION
12 Months

CREDITS
162

QCTO
Bank SETA

National Certificate:

**GENERIC
MANAGEMENT**

Level 5



WHO SHOULD STUDY THIS COURSE?

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 and further develops the key concepts, principles and practices of management that will enable learners to lead, manage, organise and control first line managers and team leaders. The learners will typically be managers who have other junior managers or team leaders reporting to them. In smaller organisations or entities, the managers could primarily be responsible for managing the supervisors and staff within their section, division, or business unit.

The scope of generic management covers five domains: leadership, managing the environment, managing relations, managing knowledge and the practice of management. This qualification addresses each of these domains with generic competencies, so that it allows learning programmes to be contextualised for specific sectors and industries. It reflects a similar design to the FETC: Generic Management, in that it provides opportunities for learners to transfer between various specialisations within management. This leads to the strengthening of management competencies and will enable managers at this level to successfully manage systems, processes, resources, managers and teams in their various occupations and context.

This qualification is further intended to empower learners to acquire the knowledge, skills, attitudes, and values required to operate confidently as individuals in South African communities and to respond to the challenging economic environment and constantly changing world of work. Ultimately, this qualification is aimed at improving the effectiveness and leadership abilities of middle managers in various occupations in South Africa, in private and public business entities as well as non-governmental organisations. For this reason, the word 'entity' includes a company, business unit, public institution, small business, or non-profit organisation.

Exit Level Outcomes

- Initiate, develop, implement, and evaluate operational strategies, projects and action plans so as to improve the effectiveness of the unit.
- Monitor and measure performance and apply continuous or innovative improvement interventions in the unit.
- Lead and manage a team of first line managers to enhance individual, team, and unit effectiveness.
- Build relationships with superiors and with stakeholders across the value chain.
- Apply the principles of risk, financial and knowledge management, and business ethics within internal and external regulatory frameworks.
- Enhance the development of teams and team members.
- Gathering, analysing, synthesising, and evaluating information, manipulating, and interpreting data and identifying trends, communicating information coherently in writing and verbally, and showing insight into current affairs in the Financial Services sector.
- Apply knowledge of economics, investment practices, tax, and other financial information to match the needs of clients to financial products.
- Applying knowledge of legislation, ethics, and compliance in the context of the financial services sector in South Africa.

ASSOCIATED ASSESSMENT CRITERIA

Exit Level Outcome 1:

- Priorities are identified by considering a broad range of factors in solving problems and making decisions on operational strategies.
- The need for and the benefits of change are explained and recommendations are made to achieve intended results.
- The initiatives to be undertaken by the unit are linked

to organisational goals and objectives.

- Operational strategies, projects and action plans are initiated and developed.
- Operational strategies, projects and action plans are implemented and evaluated.

Exit Level Outcome 2:

- The performance of the teams and the unit is monitored and measured according to entity's systems and procedures.
- Innovative and/or continuous improvement strategies are applied according to generally accepted theory and practice.
- Results are evaluated in relation to intended outcomes.

Exit Level Outcome 3:

- The talents of each team member are evaluated according to the needs and operational requirements of the unit.
- The team is provided with direction towards fulfilment of organisational goals.
- Resources are identified and used by the leader to accomplish the objectives of the unit.

Exit Level Outcome 4:

- Relationships are built through the provision and solicitation of unit-relevant information.
- Communication processes that contribute towards building relationships are implemented both vertically and horizontally.
- Team effectiveness and desired outcomes are achieved through partnership and information sharing.
- Customer needs are interpreted and distilled through effective communication processes in order to ensure that relationships are sustained.

Exit Level Outcome 5:

- Risk in the unit is managed by considering the

impact and likelihood of a variety of internal and external factors.

- The intended outcomes of the unit are achieved by applying accepted principles and practices of financial management.
- The intellectual assets of the unit are identified, developed and protected through the application of the principles of knowledge management.
- The desired outcomes of the unit are achieved within an individual ethical framework and according to the value system of the entity.

Exit Level Outcome 6:

- The acquisition and enhancement of skills is facilitated through people development processes.
- Direction is given to first line managers on their possible career progression within the entity through coaching and other personal interaction.
- The diversity in the team is recognised and harnessed in order to add value to team effectiveness.

Integrated Assessment:

Assessment practices must be fair, transparent, valid and reliable and should ensure that the learner is not disadvantaged in any way. Integrated assessment provides the opportunity for learners to demonstrate that they are able to integrate concepts, actions and ideas achieved across a range of unit standards and contexts. Integrated assessment must evaluate the quality of competence attained by the learner.

The assessment strategies used must ensure that that all Specific Outcomes, Essential Embedded Knowledge and Critical Cross-Field Outcomes are assessed. The assessment of the Critical Cross-Field Outcomes should be integrated with the assessment of the Specific Outcomes.





MODULE CORE		Unit Standard	
	Build teams to achieve goals and objectives	5	6
	Create and manage an environment that promotes innovation	5	6
	Develop, implement, and evaluate an operational plan	5	8
	Devise and apply strategies to establish and maintain workplace relationships	5	6
	Formulate recommendations for a change process	5	8
	Lead people development and talent management	5	8
	Manage a diverse work force to add value	5	6
	Monitor and evaluate team members against performance standards	5	8
	Monitor, assess and manage risk	5	8
	Select and coach first line managers	5	8

78

MODULE FUNDAMENTAL		Unit Standard	
	Analyse leadership and related theories in a work context	5	8
	Apply a systems approach to decision making	5	6
	Apply mathematical analysis to economic and financial information.	5	6
	Apply the principles of ethics to improve organisational culture	5	5
	Develop, implement, and evaluate a project plan	5	8
	Manage the finances of a unit	5	8
	Use communication techniques effectively	5	8

49

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