

National Certificate: Generic Management

SAQA ID: 59201

NQF Level 5: 162 Credits

This programme is designed for senior managers that have at least three line managers reporting to them. The purpose of the qualification is to empower the learners to become proficient in all the generic management components of a real world manager and then to specialise in one specific environment, namely skills development management, NQF support link/ETD management or general management.

Each module within the programme stands as a skills programme on its own, so learners can choose which skills they require most, start with that, and use the completed modules for Recognition of Prior Learning (RPL) at a later stage, or prove competence of skills they already have. Once all of the modules have been successfully completed, the Level 5 qualification will be awarded.

Duration

Each module consists of a *three-day contact programme* followed by a *one-day* learner support and portfolio building *workshop*.

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Course Content

Module 1: Planning for Managers (Credits: 77)

Outcomes for this module:

- Initiate, develop, implement and evaluate:
 - Operational strategies
 - Projects
 - Productivity (thereby improving effectiveness)
- Enhance the development of teams and team members

Unit standards:

- Create and manage an environment that promotes innovation
- Develop, implement and evaluate an operational plan
- Devise and apply strategies to establish and maintain workplace relationships
- Formulate recommendations for a change process
- Lead people development and talent management
- Apply a systems approach to decision making
- Apply mathematical analysis to economic and financial information
- Analyse leadership and related theories in a work context
- Apply the principles of ethics to improve organisational culture
- Develop, implement and evaluate a project plan
- Use communication techniques effectively

RPL applies

Module 3: Relationship and Perception Management (Credits: 55)

Outcomes for this module:

- Lead and manage a team of first line managers
- Enhance individual, team and unit effectiveness
- Build relationships with superiors and stakeholders across the value chain
 - Conflict and diversity management
- Enhance the development of teams and team members

Unit standards:

- Build teams to achieve goals and objectives
- Devise and apply strategies to establish and maintain workplace relationships
- Lead people development and talent management
- Manage a diverse workforce to add value
- Analyse leadership and related theories in a work context
- Apply the principles of ethics to improve organisational culture
- Develop, implement and evaluate a project plan
- Use communications techniques effectively

RPL applies

Module 2: Management Foundations - Risk, Finance, Legal, Ethics (Credits: 73)

Outcomes for this module:

- To be able to apply risk, finance, legal and ethics principles
- Managing budgets and reading spreadsheets
- Improving ethics and honesty in the workplace
- Understand internal and external regulatory and legislative issues
- Enhance the development of teams and team members

Unit standards:

- Apply the principles of knowledge management
- Lead people development and talent management
- Monitor, assess and manage risk
- Select and coach first line managers
- Apply mathematical analysis to economic and financial information
- Manage the finances of a unit
- Analyse leadership and related theories in a work context
- Apply the principles of ethics to improve organisational culture
- Develop, implement and evaluate a project plan
- Use communications techniques effectively

RPL applies

Module 4: Performance Management (Credits: 65)

Outcomes for this module:

- Monitor and measure performance
- Apply continuous and innovative improvement interventions
- Enhance the development of teams and team members
 - Needs analysis, ensure motivation, hiring and firing

Unit standards:

- Create and manage an environment that promotes innovation
- Lead people development and talent management
- Manage a diverse workforce to add value
- Monitor and evaluate team members against performance standards
- Select and coach first line managers
- Analyse leadership and related theories in a work context
- Apply the principles of ethics to improve organisational culture
- Develop, implement and evaluate a project plan
- Use communication techniques effectively

RPL applies

Elective Learning Programmes

1. Skills Development Management (Elective Credits: 42)

Outcomes and unit standards for this module:

- Manage individual careers
- Develop and implement a strategy and action plans for a team, department or division
- Set, monitor and measure the achievement of goals and objectives for a team, department or division within an organisation
- Coordinate planned skills development as workplace learning to support organisational transformation
- Implement skills development as workplace learning to support organisational transformation
- Promote a learning culture in an organisation
- Demonstrate understanding of the outcomes-based education and training approach within the context of a National Qualifications Framework

2. NQF Support Link (Elective Credits: 49)

Outcomes and unit standards for this module:

- Demonstrate an understanding of the outcomes-based education and training approach within the context of a National Qualifications Framework
- Manage learner information using an information management system
- Provide guidance on the strategic governance of NQF implementation by education, training and development providers
- Manage learning at an education, training and development provider
- Manage assessment in a learning organisation
- Manage assessment in a learning organisation
- Develop, support and promote RPL practices

3. General Management (Elective Credits: 50)

Outcomes and unit standards for this module:

- Explain the impact of organisational wellness on a business environment and indicate a strategy for a business unit
- Evaluate current practices against best practice
- Develop a plan to combat corruption
- Interpret and manage conflicts in the workplace
- Apply the principles and concepts of emotional intelligence to the management of self and others
- Conduct negotiations to deal with conflict situations
- Monitor team members and measure effectiveness of performance
- Manage and improve communication processes in a function
- Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks
- Recognise areas in need of change, make recommendations and implement change in the team, department or division
- Develop and implement a strategy and action plans for a team, department or division



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Below is an illustration outlining the National Certificate:
Generic Management Programme Structure



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For more information, or to find out about the IPD training schedule, please visit www.peopledev.co.za, call us on (011) 315 2913 or e-mail trainingenquiries@peopledev.co.za.