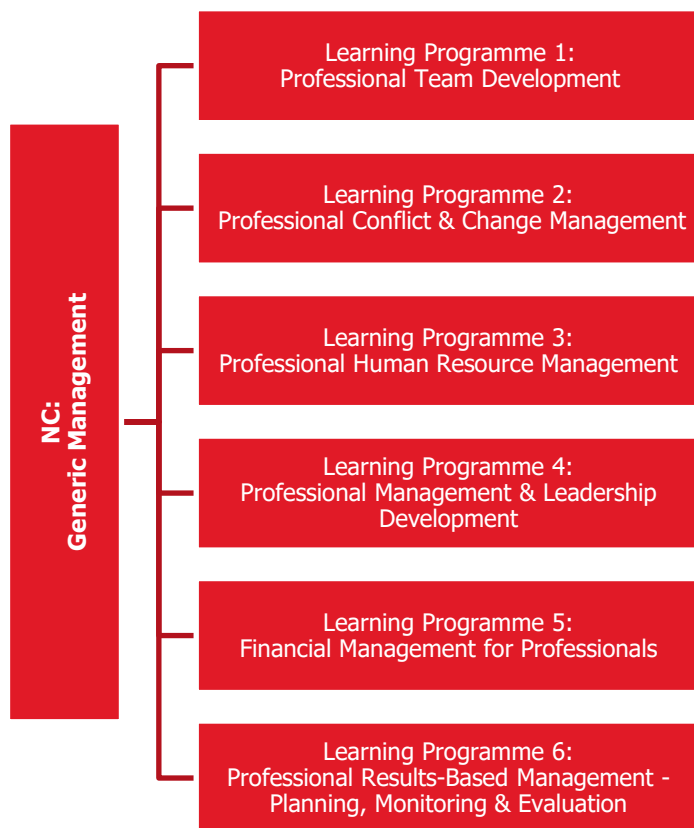


National Certificate: Generic Management

NQF 5: (QUAL I.D: 59201)

A person acquiring this qualification will be able to manage first line managers in an organisational entity. The focus of this qualification is to enable learners to develop competence in a range of knowledge, skills, attitudes and values relating to leadership, managing finances, managing people and teams, managing conflict and managing change.

Learning programmes included in this qualification:



On achieving this qualification, the learner will be able to:

- 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:

Target Audience:

- First Line Managers, Operations Managers, Support Services Managers

Entry Requirements:

- Communication at NQF Level 4,
- Computer Literacy at NQF Level 4
- Mathematical Literacy at NQF level 4

Duration: 12 months.

- **Contact: Training & Assessment Sessions:** Between 18 and 24 contact days.
- **Non-Contact:** Learners will be required to invest additional time per module on supplementary research, reading, on the job practical application and portfolio building.