



Purpose of the qualification:

The purpose of these three management qualifications is to give learners a structured combination of learning outcomes in the field of business, commerce and general management studies. Management is considered a scarce skill in South Africa and these three qualifications build the technical competence and skills required at the various levels. The NQF 3 qualification is ideal for team leaders and supervisors, whereas the NQF 4 qualification is best suited to first level managers. More senior management will benefit from the NQF 5 qualification.

NQF 3: General Management

Self-knowledge for effective team leading

13912 Apply knowledge of self and team in order to enhance team performance

13917 The role of a team leader in ensuring that a team meets an organisation's standards

11813 Apply knowledge of self in order to make a life decision

Basic computer skills

7570 Produce word processing documents

7567 Produce and use spreadsheets

Business mathematics

7456 Use mathematics to investigate financial aspects

9013 Describe, and calculate shape and motion in 2d & 3d space

9010 Demonstrate an understanding of the use of different number bases

9012 Investigate life and work related problems using data

Business communication

8968 Accommodate audience needs in oral communication

8969 Interpret and use information from texts

8970 Write texts for a range of communicative contexts

8973 Use language & communication in learning programmes

Management tasks

13919 Investigate and explain the structure of a selected workplace or organization

14665 Interpret current affairs related to a specific business sector

14667 Describe and apply the management functions of an organization

13947 Motivate a team

13911 Induct a new member into a team

13914 Conduct a formal meeting

13916 Keep records that a team manager is responsible for keeping

13918 Manage time and the work process

13915 Demonstrate knowledge and understanding of HIV/AIDS

Introduction to employment law

10717 Examine the application of the Basic Conditions of Employment Act

10377 Demonstrate knowledge and insight into COIDA

11816 Demonstrate understanding of the SA Constitution

NQF 4: Generic Management

Planning

- 242811** Prioritise time and work for self and team
- 242817** Solve problems, make decisions and implement solutions
- 242822** Employ a systematic approach to achieving objectives
- 242813** Explain the contribution made by own area of responsibility

Leading

- 242819** Motivate and Build a Team
- 242821** Identify responsibilities of a team leader
- 242824** Apply leadership concepts in a work context
- 11473** Manage individual and team performance

Business mathematics

- 7468** Use mathematics to investigate and monitor financial aspects
- 9015** Apply knowledge of statistics and probability
- 9016** Represent and calculate shape and motion in 2d & 3d space

Organising

- 242816** Conduct a structured meeting
- 242814** Identify and explain the core and support functions
- 242818** Describe the relationship of junior management to other roles

Controlling and Ethics

- 242829** Monitor the level of service to a range of customers
- 242810** Manage Expenditure against a budget
- 242815** Apply the organisation's code of conduct in a work environment

Business Communication: first and second language

- 119467** Use language and communication in learning programmes
- 119462** Engage in sustained oral communication
- 119472** Read analyse and respond to a variety of texts
- 119469** Use the writing process to compose texts
- 119457**
- 12153**
- 119465**
- 119459**

NQF 5: Generic Management

Manage strategy

- 252032** Develop, implement and evaluate an operational plan
- 252020** Create and manage an environment for innovation
- 252021** Formulate recommendations for a change process
- 252026** Apply a systems approach to decision making

Manage finances

- 252036** Apply mathematical analysis to economic & financial information
- 252040** Manage the finances of a unit
- 252042** Apply the principles of ethics to improve organizational culture
- 252025** Monitor, assess and manage risk
- 252044** Apply the principles of knowledge management

Lead staff

- 120300** Analyse leadership and related theories in a work context
- 12433** Use communication techniques effectively
- 252029** Lead people development and talent management

Manage staff

- 252034** Monitor and evaluate team members
- 252035** Select and coach first line managers
- 252043** Manage a diverse work force to add value
- 252027** Devise strategies to establish workplace relationships
- 252037** Build teams to achieve goals and objectives
- 252022** Develop, implement and evaluate a project plan

**Elective option 1: Human Resources
(25 / 35 credits)**

- 252041** Promote a learning culture in an organisation
- 12140** Recruit and select candidates to fill defined positions
- 114212** Explain the impact of organisational wellness
- 252033:** Develop ways of dealing with dreaded diseases and HIV/AIDS

**Elective option 2: Management skills
(20 / 35 credits)**

- 117853** Conduct negotiations to deal with conflict situations
- 114226** Interpret and manage conflicts in the workplace
- 252031** Apply the principles of emotional intelligence

**Elective option 3: Marketing & economics
(16 / 35credits)**

- 10048** Identify brand mix elements
- 12761** Demonstrate an understanding of macroeconomic principles

Delivery options:

This national qualification can be earned either through traditional training or recognition of prior learning (RPL). Details are as follows:

Traditional training:

Training is best suited to new entrants to the sector. Prior Learning Centre can either deliver this qualification as a learnership, which will qualify the sponsoring employer for a tax deduction, or it can be offered as a training programme without the learnership documentation. The duration of the training will be 15 full days, which can be scheduled to suit the employers' schedule.

Recognition of prior learning (RPL):

RPL is ideal for employees with some relevant work experience. Prior Learning Centre offers two RPL options:

- **Pure RPL:** which is best suited for employees with at least five years relevant working experience who are self-motivated and committed to work alone. Contact time is limited to one full day of RPL orientation followed by limited, on-demand contact sessions.
- **High touch RPL (8 days):** this model suits those employees who have at least three years relevant work experience but who may be less motivated to complete their work on their own and they may be unsure of some aspects of the qualification. In this model Prior Learning Centre spends eight full days assisting employees with the theory of the qualification and supervises the completion of their evidence collection. This model generally gives good submission and competency rates.

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