

# Executive Summary

Qualification	FETC: Generic Management
Qualification ID	20908
NQF Level	5
Minimum Credits	243
Duration	12 months
Field	Business, Commerce and Management Studies
Subfield	Generic Management
ETQA	Services SETA
Purpose	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.
Entry Requirements	<ul style="list-style-type: none"> <li>▪ Communication at NQF Level 3.</li> <li>▪ Mathematical Literacy at NQF Level 3</li> <li>▪ Computer Literacy at NQF Level 3</li> </ul>



EMPOWERED

#### Head Office

3<sup>rd</sup> Floor, South Wing  
20 Skeen Boulevard  
Bedfordview

#### Centre of Leadership Excellence

3<sup>rd</sup> Floor, North Wing  
20 Skeen Boulevard  
Bedfordview

#### Centre of Business Excellence

2<sup>nd</sup> Floor, West Wing  
H. Santos Building  
30 Arena Close  
Bruma

#### Telephone

+27 11 856 4700  
+27 10 020 3920

#### Website

[www.klmempowered.com](http://www.klmempowered.com)

#### Contact

Lyn Mansour: +27 82 330 5160

## Exit Level Outcomes

- Develop plans to achieve defined objectives.
- Organise resources in accordance with developed plan.
- Lead a team to work co-operatively to achieve objectives.
- Monitor performance to ensure compliance to a developed plan.
- Make decisions based on a code of ethics.

## The KLM Empowered X-Perience



### X-Ploration

For each of the SIX integrated learning blocks, learners explore content on their own before engaging with others. Guided by self-study plans and diagnostic self-assessment, they formulate their own insights to share.



### X-Tension

Workplace application assignments allow learners to put their new learning to use on the job. Under the guidance of mentors, and with access to performance and wellness support, learners hone their skills and add value.



### X-Citement

Learners receive a welcome letter and an X-Perience Map detailing the flow of their qualification. An orientation session helps them to understand the benefits and career options linked to the qualification.



### X-Change

Learners attend facilitator-led sessions, either in class or online, to share their learning and refine their skills in a safe environment. Collaborative activities and peer feedback build learning synergy and allow learners to master specific skills.



### X-Cellence

Each learner's progress is measured against learning outcomes through formative and summative assessment. Final examinations and presentations are used to obtain an accurate picture of overall understanding and mastery of the content.

# Learning Blocks

1

## Leadership Principles

ID	Unit Standard Title	Level	Credits
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
119469	Read/view, analyse and respond to a variety of texts	4	5
119472	Accommodate audience and context needs in oral/signed communication	3	5
242816	Conduct a structured meeting	4	5
242817	Solve problems, make decisions and implement solutions	4	8
242824	Apply leadership concepts in a work context	4	12
Total			40

2

## Team Development

ID	Unit Standard Title	Level	Credits
119467	Use language and communication in occupational learning programmes	3	5
242811	Prioritise time and work for self and team	4	5
242819	Motivate and Build a Team	4	10
242815	Apply the organisation's code of conduct in a work environment	4	5
Total			25

3

## Financial Best Practices

ID	Unit Standard Title	Level	Credits
242810	Manage Expenditure against a budget	4	6
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
119457	Interpret and use information from texts	3	5
Total			21

4

## Service Excellence

ID	Unit Standard Title	Level	Credits
119465	Write/present/sign texts for a range of communicative contexts	3	5
242829	Monitor the level of service to a range of customers	4	5
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
12153	Use the writing process to compose texts required in the business environment	4	5
Total			21

5

## Performance Management

ID	Unit Standard Title	Level	Credits
242822	Employ a systematic approach to achieving objectives	4	10
242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6
119459	Write/present/sign for a wide range of contexts	4	5
Total			21

## Team Management

ID	Unit Standard Title	Level	Credits
242812	Induct a member into a team	3	4
242814	Identify and explain the core and support functions of an organisation	3	6
242820	Maintain records for a team	3	4
242818	Describe the relationship of junior management to other management roles	4	5
242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	4	5
11473	Manage individual and team performance	4	8
Total			32

## Labour Legislation

ID	Unit Standard Title	Level	Credits
13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	4	8
242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	4	4
Total			12

## Health and Safety

ID	Unit Standard Title	Level	Credits
251960	Identify and describe disaster related risks and threatening situations utilizing basic disaster management concepts and indigenous knowledge	3	5
13915	Demonstrate understanding of HIV/AIDS and its impact on the workplace	3	4
Total			9

KLM Empowered Human Solutions Specialists (Pty) Ltd • Director: L.E. Mansour (Chief Executive Officer) • Company Reg. No. 2004/029096/07 • Vat Reg. No. 4280215775  
 Registered with the Department of Higher Education and Training (DHET) as a Private Further Education and Training College, Registration No. 2009/FE07/021; Registered with the Department of Basic Education (DBE), Registration No. 400376; SETA Accreditations: Fully Accredited Training Provider with; Service SETA, Decision No: 1154, and multi-sector SETA accredited.

# The Greatness Effect