



Executive Summary

Qualification	National Certificate: Generic Management
Qualification ID	59201
NQF Level	5
Minimum Credits	162
Duration	12 months
Field	Business, Commerce and Management Studies
Subfield	Generic Management
ETQA	Services SETA
Purpose	A person acquiring this qualification will be able to manage first line managers in an organisational entity. First line managers may include team leaders, supervisors, junior managers, section heads and foremen. The focus of this qualification is to enable learners to develop competence in a range of knowledge, skills, attitudes and values
Entry Requirements	<ul style="list-style-type: none"> ▪ Communication at NQF Level 4 ▪ Mathematical Literacy at NQF Level 4



EMPOWERED

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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.

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

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Management and Leadership

ID	Unit Standard Title	Level	Credits
120300	Analyse leadership and related theories in a work context	5	8
252035	Select and coach first line managers	5	8
252026	Apply a systems approach to decision making	5	6
252021	Formulate recommendations for a change process	5	8
Total			30

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Team Development

ID	Unit Standard Title	Level	Credits
252027	Devise and apply strategies to establish and maintain workplace relationships	5	6
252037	Build teams to achieve goals and objectives	5	6
252020	Create and manage an environment that promotes innovation	5	6
12433	Use communication techniques effectively	5	8
Total			26

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Performance Management

ID	Unit Standard Title	Level	Credits
252029	Lead people development and talent management	5	8
252034	Monitor and evaluate team members against performance standards	5	8
252043	Manage a diverse work force to add value	5	6
Total			22

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Financial Management

ID	Unit Standard Title	Level	Credits
252042	Apply the principles of ethics to improve organisational culture	5	5
252044	Apply the principles of knowledge management	5	6
252036	Apply mathematical analysis to economic and financial information	6	6
252040	Manage the finances of a unit	5	8
Total			25

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Results-Based Management

ID	Unit Standard Title	Level	Credits
252022	Develop, implement and evaluate a project plan	5	8
252032	Develop, implement and evaluate an operational plan	5	8
252025	Monitor, assess and manage risk	5	8
Total			24

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General Management (LP 60269)

ID	Unit Standard Title	Level	Credits
114212	Explain the impact of organisational wellness on a business environment and indicate a strategy for a business unit	4	3
252024	Evaluate current practices against best practice	5	4
10048	Identify brand mix elements	5	8
252030	Analyse compliance to legal requirements and recommend corrective actions	5	4
252039	Develop a plan to combat corruption	5	5
12140	Recruit and select candidates to fill defined positions	5	9

ID	Unit Standard Title	Level	Credits
117853	Conduct negotiations to deal with conflict situations	5	8
114226	Interpret and manage conflicts within the workplace	5	8
15230	Monitor team members and measure effectiveness of performance	5	4
252041	Promote a learning culture in an organisations	5	5
252033	Demonstrate ways of dealing with the effects of dreaded diseases and in particular HIV/AIDS	5	8
252031	Apply the principles and concepts of emotional intelligence to the management of self and others	5	4
12761	Demonstrate an understanding of macroeconomic principles as they apply to the South African business environment	4	8

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