



# CONNECT THE DOTS

Training & Consulting cc

*This course is delivered online*

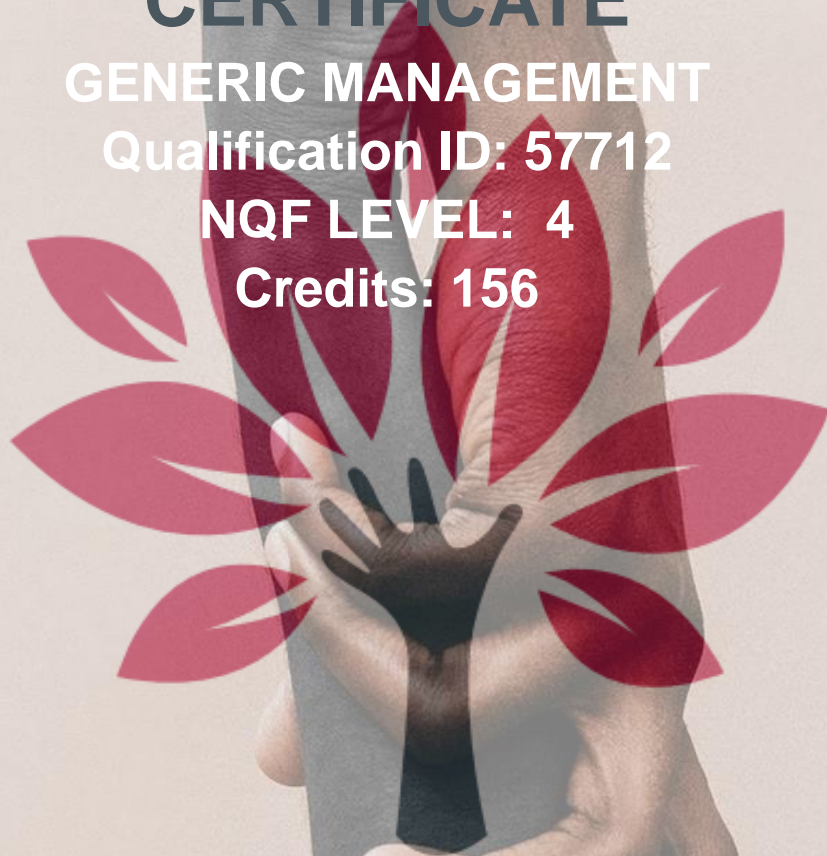
## FURTHER EDUCATION AND TRAINING CERTIFICATE

GENERIC MANAGEMENT

Qualification ID: 57712

NQF LEVEL: 4

Credits: 156



*Your Lifelong Learning Partner*

Enrolments: [beauty@connectthedots.co.za](mailto:beauty@connectthedots.co.za)

+27 11 447 2514 South Africa

+234 906 684 5526 Nigeria

[www.connectthedots.co.za](http://www.connectthedots.co.za)





*“We Train Your Employees For Strategic Execution”*



## **Generic Management Programme**

This qualification lays the foundation for the development of management qualifications across various sectors and industries. It specifically develops management competencies required by learners in any occupation, particularly those who are currently operating as junior managers. The qualification introduces key terms, rules, concepts, principles and practices of management that will enable learners to be informed managers in any occupation. It has also been developed to enable managers or prospective managers to access higher education and provide flexible access to life-long learning.

The scope of management covers four domains: leadership, self-management, people management and management practices. This qualification addresses each of these domains with generic competencies, thereby enabling learning programmes to be contextualised for specific sectors and industries.

The learners who achieve this qualification will be able to demonstrate competencies in management relating to Planning, Organising, Leading, Controlling and Ethics.

### **What will I learn?**

By the end of the course you will be able to:

- Developing plans to achieve defined objectives.
- Organising resources in accordance with a developed plan.
- Leading a team to work co-operatively to achieve objectives.
- Monitoring performance to ensure compliance to a plan.
- Making decisions based on a code of ethics.





## Course Information

**Duration:** 12 month with 34 contact days

### Who should attend

- Junior managers of small organisations
- Junior managers of business units in medium and large organisations,
- Team leaders,
- Supervisors
- Foremen
- Section heads.

## HOW WILL I LEARN?

### Materials and learning aids

For online training, you will receive log in details to register onto our LMS portal prior to the start of the Programme where all relevant materials will be available for you to view and download. Links and e-material etc. will also be sent to you via email.

For classroom training our administrator will take care of the entire logistical process to getting you ready for your training.

### Engagement with experts

Facilitator engagement sessions will be held in an online classroom or face to face classrooms. These sessions will be interactive and engaging, giving you an opportunity to engage with the information presented and with our expert facilitators.

### Roleplays, activities, group discussions and exercises

These are done online using break-away rooms when required. The moderators and facilitators will manage these with you comfortably. During face to face training, our facilitators and logistical support team will manage this with you.

### Portfolio of Evidence (PoE)

Assessments will be done in the form of Portfolio of Evidence (PoE). Submission of portfolio's are managed with our Assessor who will set reasonable time frames for each submission. This will be communicated with you ahead of the start of training and managed through our dynamic calendar process.

### Certificates

Certificate of competence will be issued after Seta's evaluation. The period of this process is at Seta's discretion. Certificates of completion will also be issued upon completion of each training block.



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## Learning Programme

### The Role of the Manager (4 days)

242818	Describe the relationship of junior management to other roles. NQF4, 5 Credits
242821	Identify responsibilities of a team leader in ensuring that organisational standards are met. NQF4, 6 Credits
13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit. NQF4, 8 Credits

### The Code of Conduct & Customer Service Standards (3 days)

242816	Conduct a structured meeting. NQF4, 5 Credits
242815	Apply the organisation's code of conduct in a work environment. NQF4, 5 Credits
242829	Monitor the level of service to a range of customers. NQF4, 5 Credits

### Occupational Learning & Second Language Communication (4 days)

119467	Use language and communication in occupational learning programmes (second language). NQF3, 5 Credits
119472	Accommodate audience and context needs in oral/signed communication (second language). NQF3, 5 Credits
119457	Interpret and use information from texts (second language). NQF3, 5 Credits
119465	Write/present/sign texts for a range of communicative contexts (second language). NQF3, 5 Credits

### Written Communication (4 days)

119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts. NQF4, 5 Credits
119469	Read/view, analyse and respond to a variety of texts. NQF4, 5 Credits
119459	Write/present/sign for a wide range of contexts. NQF4, 5 Credits
12153	Use the writing process to compose texts required in the business environment. NQF4, 5 Credits





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## Learning Programme



### Problem Solving (4 days)

242817	Solve problems, make decisions and implement solutions. NQF4, 8 Credits
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems. NQF4, 6 Credits
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts. NQF4, 4 Credits

### Leading and Motivating a Team (5 days)

242824	Apply leadership concepts in a work context. NQF4, 12 Credits
242819	Motivate and Build a Team. NQF4, 10 Credits

### Performance Management (4 days)

242813	Explain the contribution made by own area of responsibility to the overall organisational strategy. NQF4, 5 Credits
11473	Manage individual and team performance. NQF4, 8 Credits

### Budgeting (3 days)

242810	Manage expenditure against a budget. NQF4, 6 Credits
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues. NQF4, 6 Credits

### Time Management (3 days)

242811	Prioritise time and work for self and team. NQF4, 5 Credits
242822	Employ a systematic approach to achieving objectives. NQF4, 10 Credits

#### South Africa Offices

+27 11 447 2514

4 Volschenk Lane, Discovery,  
Roodepoort  
Johannesburg, Gauteng, 1709

#### Nigeria Offices

+234 906 684 5526

4 S.K. Omojokun Street, Katampe  
Extension  
Abuja, Nigeria



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