

**NATIONAL CERTIFICATE: GENERIC MANAGEMENT – GENERAL MANAGEMENT**  
**SAQA ID 59201 (60269)**  
**NQF 5 CREDITS 164**

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## **1. QUALIFICATION OVERVIEW**

This Qualification covers five domains: Leadership, Managing the Environment, Managing Relations, Managing Knowledge and the Practice of Management. It addresses each of these domains with generic competencies, so that it allows learning programmes to be contextualised for specific sectors and industries. It reflects a similar design to the FETC: Generic Management, in that it provides opportunities for learners to transfer between various specialisations within management. This leads to the strengthening of management competencies and will enable managers at this level to manage successfully systems, processes, resources, managers and teams in their various occupations and contexts.

This qualification is further intended to empower learners to acquire the knowledge, skills, attitudes and values required to operate confidently as individuals in South African communities and to respond to the challenging economic environment and constantly changing world of work. Ultimately, this qualification is aimed at improving the effectiveness and leadership abilities of middle managers in various occupations in South Africa, in private and public business entities as well as non-governmental organisations. For this reason, the word 'entity' includes a company, business unit, public institution, small business or non-profit organisation.

## **2. TARGET AUDIENCE**

Learners will typically be experienced managers who have other junior managers or team leaders reporting to them. In smaller organisations or entities, the managers could primarily be responsible for managing the supervisors and staff within their section, division or business unit.

## **3. LEARNING ASSUMED TO BE IN PLACE**

Communication at NQF Level 4

Mathematical Literacy at NQF Level 4

## **4. UNIT STANDARD COMPOSITION**

Fundamental: All unit standards totalling 49 credits are compulsory

Core: All unit standards totalling 78 credits compulsory

Elective: Unit standards selected are totalling 36 credits

## **5. METHODOLOGY**

30% Classroom

70% Workplace

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***Accreditation and Certifications***

*Microsoft, CompTIA, Certipoint, Pearson Vue, CertNexus, ICDL, ICB, IMM,  
MICT, MerSeta, BankSeta, Fasset, W&R, ETDP, Services Seta, LGSeta & Growing...*

## 6. DURATION

Comprehensive: Up to 35 face to face contact sessions

Blended learning: Up to 8 contact sessions (must have literacy and maths to matric level)

Online / Self-study: Up to 3 contact sessions with email and telephone support (must have literacy and maths to matric level)

## 7. CURRICULUM

### Module 1: Ethics and Knowledge Management

US TYPE	NLRD	US TITLE	LEVEL	CREDITS
Elective	252024	Evaluate current practices against best practice	5	4
Fundamental	252042	Apply the principles of ethics to improve organisational culture	5	5
Core	252044	Apply the principles of knowledge management	5	6
<b>TOTAL CREDIT VALUE</b>				<b>15</b>

### Module 2: Finance Management

US TYPE	NLRD	US TITLE	LEVEL	CREDITS
Fundamental	252040	Manage the finances of a unit	5	8
Fundamental	252036	Apply mathematical analysis to economic and financial information	5	6
<b>TOTAL CREDIT VALUE</b>				<b>14</b>

### Module 3: Self-Management

US TYPE	NLRD	US TITLE	LEVEL	CREDITS
Fundamental	12433	Use communication techniques effectively	5	8
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	5	6
Elective	252031	Apply the principles and concepts of emotional intelligence to the management of self and others	5	4
<b>TOTAL CREDIT VALUE</b>				<b>18</b>

### Module 4: Leadership Principles

US TYPE	NLRD	US TITLE	LEVEL	CREDITS
Fundamental	120300	Analyse leadership and related theories in a work context	5	8
Core	252037	Build teams to achieve goals and objectives	5	6
Elective	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	5	4
<b>TOTAL CREDIT VALUE</b>				<b>18</b>

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### Module 5: Managing Others

US TYPE	NLRD	US TITLE	LEVEL	CREDITS
Elective	12140	Recruit and select candidates to fill defined positions	5	9
Core	252029	Lead people development and talent management	5	8
Core	252034	Monitor and evaluate team members against performance standards	5	8
Core	252035	Select and coach first line managers	5	8
<b>TOTAL CREDIT VALUE</b>				<b>33</b>

### Module 6: Diversity & Conflict Management

US TYPE	NLRD	US TITLE	LEVEL	CREDITS
Core	252043	Manage a diverse work force to add value	5	6
Elective	114226	Interpret and manage conflicts within the workplace	5	8
Elective	117853	Conduct negotiations to deal with conflict situations	5	8
<b>TOTAL CREDIT VALUE</b>				<b>22</b>

### Module 7: Operational Management

US TYPE	NLRD	US TITLE	LEVEL	CREDITS
Fundamental	252022	Develop, implement and evaluate a project plan	5	8
Core	252032	Develop, implement and evaluate an operational plan	5	8
Core	252025	Monitor, assess and manage risk	5	8
<b>TOTAL CREDIT VALUE</b>				<b>24</b>

### Module 8: Change Management

US TYPE	NLRD	US TITLE	LEVEL	CREDITS
Core	252020	Create and manage an environment that promotes innovation	5	6
Core	252021	Formulate recommendations for a change process	5	8
Fundamental	252026	Apply a systems approach to decision making	5	6
<b>TOTAL CREDIT VALUE</b>				<b>20</b>

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## 8. NOT READY TO COMMIT TO THE FULL QUALIFICATION, YET?

You are also able to work toward this qualification by completing the following courses independently. Click on the course name to learn more.

Leadership Principles

Negotiation around Conflict Situations

Operational and Risk Management

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To access our public schedule, [click here](#)

For in-house or customised training requirements get in touch [here](#)

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