

National Certificate: Generic Management

SAQA ID 59201

NQF LEVEL 5

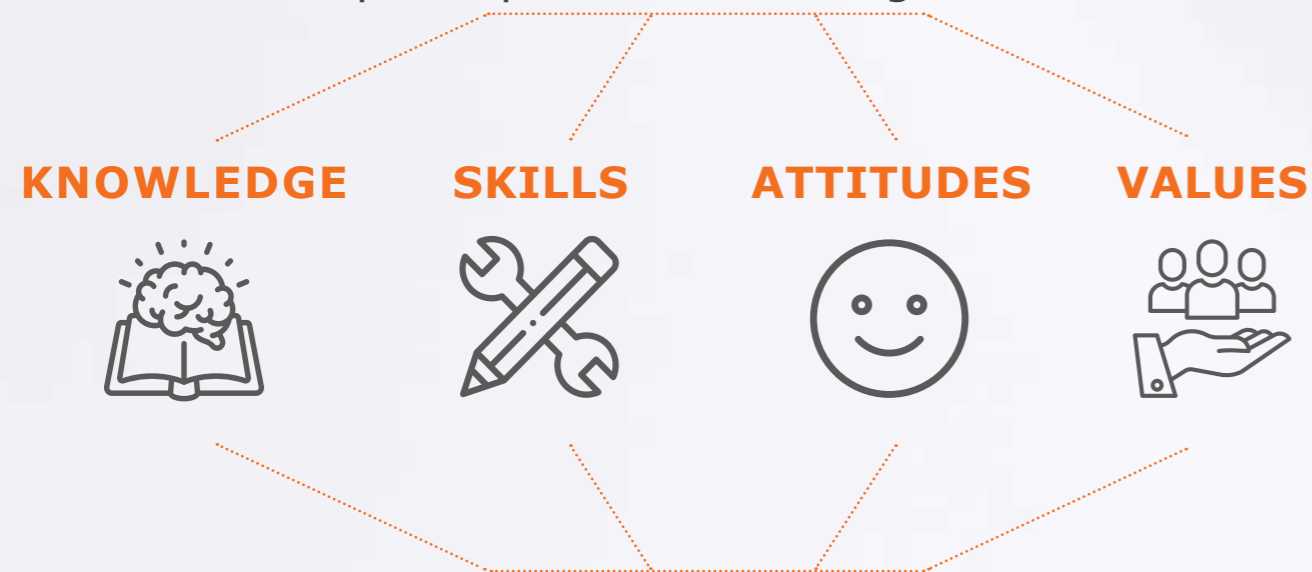
162 CREDITS

Accredited by



THE PURPOSE OF THIS QUALIFICATION

The focus of this qualification is to enable students to develop competence in a range of



while emphasizing the importance of people management.

An added benefit is that this qualification has been approved by the Financial Services Conduct Authority (FSCA) to fulfill the generic Category 1 qualification requirements for Fit and Proper (FAIS) compliance – both for representatives and Key Individuals.

This NQF level 5 qualification flows seamlessly and logically from the Generic Management 4 Further Education and Training Certificate, although some students may elect to start at NQF 5 if they have sufficient experience to do so.

DELIVERY METHODOLOGY

This qualification can be completed fully online or through blended learning.

Chartall Business College also offers this qualification as a learnership, which will qualify the sponsoring employer for an additional tax deduction, or it can be offered as a training programme without the learnership requirements.

We offer flexible training schedules to suit the needs of both the student and employer.

Alternatively, the qualification can be acquired by experienced candidates through **Recognition of Prior Learning (RPL)**.

RPL is an **assessment process** that captures a candidate's existing knowledge and skill and matches it to the qualification requirements. With RPL there is no formal training but the RPL adviser will spend time with the students to assist them to match their workplace learning to the requirements of the qualification.



Flexibility

Chartall Business College believes in flexibility. We have an in-house team of professionals who are able to customise the training curriculum to the needs of your organisation.

This may include the addition of job-specific unit standards, the selection of particular elective unit standards or even the inclusion of non-unit standard based content.

In addition, we ensure that the content of the qualification does not conflict with the values and standard operating procedures prescribed by your company.



Support

Although the programme is offered online, it does not mean that the students will not have access to additional support.

Each student will have access to assistance via email, as well as access to a lecturer who is able to provide extra assistance should the need arise.

This lecturer support can be used to assist students who are not progressing at the same pace as the rest of the class or miss a session.

We also have experienced lecturers who can manage projects involving students with disabilities.



Administration

Chartall Business College will assist with SETA contracting, learnership preparation [if required], briefing of workplace coaches and the SETA reporting.

Other requirements



A computer or tablet



Reliable internet access (minimum 2 Mbps)



Own email address



Video capability



Sound capability

PROGRAMME CURRICULUM

There are four different elective streams that can be selected depending on the job focus of the students. In each case the core and fundamental unit standards are the same. The four elective streams are: general management, skills development management, customer management and strategic management.

THESE UNIT STANDARDS ARE COMMON TO ALL 4 STREAMS

Unit standard title	ID
Create and manage an environment that promotes innovation	252020
Formulate recommendations for a change process 2	252021
Monitor, assess and manage risk	52025
Apply a systems approach to decision making	252026
Develop, implement and evaluate an operational plan	252032
Apply mathematical analysis to economic and financial information	252036
Manage the finances of a unit	252040
Apply the principles of ethics to improve organizational culture	252042
Apply the principles of knowledge management	252044
Use communication techniques effectively	12433

Unit standard title	ID
Analyse leadership and related theories in a work context	120300
Develop, implement and evaluate a project plan	252022
Devise and apply strategies to establish and maintain workplace relationships	252027
Lead people development and talent management	252029
Monitor and evaluate team members against performance standards	252034
Select and coach first line managers	252035
Build teams to achieve goals and objectives	252037
Manage a diverse work force to add value	252043

ELECTIVE SPECIALISATION 1: **GENERAL MANAGEMENT** (LEARNING PROGRAMME ID: 96100)

Unit standard title	ID
Interpret and manage conflicts in the workplace	114226
Conduct negotiations to deal with conflict situations	117853
Identify brand mix elements	10048
Analyse compliance to legal requirements and recommend corrective actions	252030
Monitor team members and measure effectiveness of performance	15230
Manage and improve communication processes in a function	264408

ELECTIVE SPECIALISATION 2: **SKILLS DEVELOPMENT MANAGEMENT** (LEARNING PROGRAMME ID: 96101)

Unit standard title	ID
Manage individual careers	11911
Develop and implement a strategy and action plans for a team	15219
Set, monitor and measure the achievement of goals and objectives for a team	15220
Coordinate planned skills development interventions in an organisation	15232
Implement skills development as workplace learning to support transformation	116926
Promote a learning culture in an organisation	252041

ELECTIVE SPECIALISATION 3: CUSTOMER MANAGEMENT (LEARNING PROGRAMME ID: 96099)

Unit standard title	ID
Identify product features, advantages and benefits to the customer	10045
Close a deal with a customer	10047
Identify brand mix elements	10048
Identify and manage areas of customer service impact	10054
Establish customer needs and relationships	10066

ELECTIVE SPECIALISATION 4: STRATEGIC MANAGEMENT (LEARNING PROGRAMME ID: 96102)

Unit standard title	ID
Formulate a strategy and an implementation plan for a function	264395
Evaluate and plan the role of self as leader in a function	264398
Apply the principles of corporate governance and ethics in a function	264400
Apply problem-solving techniques to make decisions on a multi-faceted problem	264403
Analyse the strategy and external environment of the entity in relation to a function	264407
Manage and improve communication processes in a function	264408
Use negotiation in multi-faceted situations to achieve the objectives of a function	264409
Evaluate and plan the role of self as leader in a function	264398
Develop and implement a strategy and action plans for a team, department or division	15219



Chartall Business College (Pty) Ltd is registered with the Department of Higher Education and Training until 31 December 2024 as a private college under the Continuing Education and Training Act, 2006 (registration number 2012/FE07/044) and is provisionally registered with the Department of Higher Education and Training until 31 December 2020 as a private higher education institution under the Higher Education Act, 1997 (registration certificate number 2016/HE07/002)

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