



THE  
LEARNING  
DEVELOPMENT  
GROUP

## Introduction

The FETC: Generic Management (Administration), level 4, gives individuals a solid foundation in generic management as well as additional specialist management skills for roles in administration. It provides insights into management thinking and innovation and it lays the foundation for managerial productivity, efficiency and excellence in office administration.

Delegates will gain theoretical knowledge and practical skills in key areas of management namely planning, organising, leadership and self management, controlling, ethical decision making and overall managerial practices.

The generic components of the qualification are covered in core and fundamental modules and the elective modules cover specialist areas to achieve managerial excellence in predominantly office environments. It is designed to develop competent and multi-skilled office and business administrators and managers.

## Target Audience

The qualification is aimed primarily at junior managers and those starting a management career in business and office administration.

It is suitable for those managing individuals and small teams, systems, processes and resources in diverse positions in different types and sizes of business.

## Entry Requirements

- Competency in Communication (English) at NQF Level 3.
- Competency in Mathematical Literacy at NQF Level 3.
- Computer Literacy at NQF Level 3.

## Workplace Requirements

- Access to and be performing management functions.
- An allocated Workplace Mentor or Supervisor.
- Access to a PC, software and internet.

## Management & Leadership

# FETC: Generic Management Administration

SERVICES SETA Certification

SAQA ID: 57712

NQF Level: 4

Credits: 150

## Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive facilitated training sessions, group discussions, assignments and self study to embed skills.

You will need to:

- Attend all lectures and sessions.
- Demonstrate theoretical and practical understanding of programme content.
- Undergo workplace learning, on-the-job coaching and mentoring, theoretical assessment and workplace observation.
- Compile and submit a Portfolio of Evidence (PoE).

To receive the FETC: Generic Management (Administration), level 4, you will need to compile, submit and be found competent by constituent Assessors, Moderators and Verifiers on a Portfolio of Evidence (PoE).

## Learning Outcomes

By the end of the qualification, you will be able to:

- Develop plans to achieve defined objectives.
- Organise resources in accordance with a developed plan.
- Lead a team to work co-operatively to achieve objectives.
- Monitor performance to ensure compliance to a plan.
- Make decisions based on a code of ethics.
- Develop administrative procedures for an organisation.
- Manage administrative records, service providers, time and self and individual and team performance.
- Induct a team member and maintain team records.
- Identify and explain the functions of an organisation.
- Describe the relationship of junior management to other management roles.
- Communicate effectively in a spoken presentation.



## Course Content

### FETC: Generic Management (Administration)

Accreditation Body: PSETA

SAQA ID: 57712 | Learning Programme ID: 58344  
NQF Level: 4 | Credits : 150

#### Core Modules

- Apply leadership concepts in a work context
- Apply the organisation's code of conduct in a work environment
- Conduct a structured meeting
- Employ a systematic approach to achieving objectives
- Identify responsibilities of a team leader in ensuring that organisational standards are met
- Manage expenditure against a budget
- Monitor the level of service to a range of customers
- Motivate and build a team
- Prioritise time and work for self and team
- Solve problems, make decisions and implement solutions

#### Fundamental Modules

- Accommodate audience and context in spoken communication
- Interpret and use information from written texts
- Use language and communication in occupational learning
- Write and present texts for a range of communication contexts
- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
- Engage in sustained spoken communication and evaluate spoken texts
- Read, analyse and respond to a variety of written texts
- Represent, analyse and calculate shape and motion in 2 and 3-dimensional space in different contexts
- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
- Use the writing process to compose texts for the business environment
- Write and present for a wide range of contexts

#### Elective Modules (Administration)

- Develop administrative procedures in a selected organisation
- Describe and assist in the control of fraud in an office environment
- Manage administration records
- Manage service providers in a selected organisation
- Apply efficient time management to the work of a department, division or section
- Induct a member into a team and maintain records for a team
- Demonstrate understanding of HIV/AIDS and its impact on the workplace
- Identify and explain the core and support functions of an organisation
- Explain the contribution made by own area of responsibility to the overall organisational strategy
- Describe the relationship of junior management to other management roles
- Identify and describe disaster related risks and threatening situations using basic disaster management concepts and indigenous knowledge
- Manage individual and team performance
- Make oral presentations



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