



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This comprehensive National Certificate prepares managers for an increasingly complex and global work environment where leadership and decision making are crucial.

The qualification is innovatively designed with a strong emphasis on developing key general management skills, techniques and competencies that can be applied immediately in the workplace.

The modules focus on providing delegates and organisations with a competitive edge by developing their strategic perspectives, creativity, and vision.

Target Audience

The qualification is aimed at middle and senior management who manage First Line managers. It is also ideal for any individual seeking career progression in a wide range of management roles in an organisation.

It is suitable for managers in any industry where leading people and managing specialist functional areas of an organisation is required.

Entry Requirements

- A Grade 12 Senior Certificate, or
- Communication and Mathematical Literacy at NQF level 4, and
- At least one year's work experience in a management role.

Workplace Requirements

- Access to and be performing management functions such as performance management, meetings and other management functions.
- An allocated Workplace Mentor / Supervisor.
- Access to a PC, software, telecommunication equipment and the internet for course work.

Management & Leadership

National Certificate: Generic Management

SERVICES SETA Certification

SAQA ID: 59201

NQF Level: 5

Credits: 162

Course Delivery & Assessment

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

You will need to:

- Attend all lectures and sessions.
- Demonstrate theoretical and practical understanding of programme content through assignment submissions and practical observations
- Participate in and contribute to group discussions, practical work and activities.
- Compile and submit a Portfolio of Evidence (PoE).

To receive the NC: Generic Management, 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 programme, you will have a broad range of progressive management skills and you will have gained the essential knowledge to:

- Initiate, develop, implement, and evaluate operational strategies, projects and action plans to improve the effectiveness of teams.
- Monitor and measure performance and apply continuous and innovative improvement interventions in a unit.
- Lead and manage teams to enhance individual, team, and unit effectiveness.
- Build relationships with colleagues, superiors, and stakeholders across the value chain.
- Apply the principles of risk, financial and knowledge management and business ethics internally and externally.
- Enhance the development of teams and team members by providing support like coaching and offering career direction.



Course Content

NC: Generic Management
Accreditation Body: SERVICES SETA

SAQA ID: 59201 | Learning Programme ID: 60269
NQF Level: 5 | Credits : 162

Module 1: Operational Strategy and Planning

- Manage successful meetings
- Devise and apply strategies to establish and maintain workplace relationships
- Develop, implement, and evaluate an operational plan

Module 2: Change Management

- Formulate recommendations for a change process
- Evaluate current practices against best practice
- Write effective reports

Module 3: Innovation and Organisational Wellness

- Create and manage an environment that promotes innovation
- Understand the impact of organizational wellness

Module 4: EQ and Performance Management

- Monitor and evaluate team members against performance standards
- Apply the principles of emotional intelligence in the workplace

Module 5: Leadership and Coaching

- Select and coach first line managers
- Develop a leadership development strategy

Module 6: Teamwork and Delegation

- Empower team members through recognising strengths, encouraging participation in decision making, and delegating tasks

Module 7: Team Strategies and Communication

- Build teams to achieve goals and objectives
- Master business communication

Module 8: Project Management

- Apply the principles of project management

Module 9 : Knowledge Management and Ethics

- Apply the principles of knowledge management

Module 10: Risk Management and Business Finance

- Monitor, assess and manage risk
- Manage business finance

Module 11: Conflict, Diversity and Negotiation

- Managing conflict and diversity
- Conducting successful negotiations

Module 12: People and Talent Development

- Manage people development and talent management



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