



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The FETC: Generic Management, level 4, gives individuals a solid foundation in Generic Management as well as additional specialist management skills for the wholesale and retail sector. It provides insights into management thinking and innovation and it lays the foundation for managerial productivity, efficiency and excellence.

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 for the W&R environment. It is designed to develop competent and multi-skilled junior managers for wholesale, retail and allied industries.

Target Audience

The qualification is aimed primarily at junior managers and those wanting a career in management in wholesale and retail across different sizes of organisation.

It is suitable for those managing systems, processes and resources in diverse positions such as Team Leaders, Supervisors and Section Heads.

Entry Requirements

- A Senior Certificate (NQF Level 4) with Two South African languages.
- Competency in Communication (English) at NQF Level 3.
- Competency in Mathematical Literacy at NQF Level 3.

Workplace Requirements

- Access to and be performing management functions such as staff inductions, performance management and meetings.
- An allocated Workplace Mentor or Supervisor.
- Access to a PC, software and internet.

Wholesale & Retail

FETC: Generic Management - W&R

W&R SETA Certification

SAQA ID: 57712

NQF Level: 4

Credits: 250

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, 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:

- Gather and analyse information.
- Analysing events and the impact they have on a business and its competitive environment.
- Motivating an individual or team.
- Induct a member into a team and keep records
- Understanding the role of business strategy as it applies to junior management.
- Manage budget within a specific area of responsibility.
- Apply management principles and practices and manage work unit performance to achieve goals.
- Behave ethically and promote ethical behaviour in work situations.
- Supervise a range of functions in the W&R environment including customer service, hygiene, operations, promotional material, sales performance, stock counting and loss control.
- Schedule suppliers and deliveries into a W&R unit.



Course Content

FETC: Generic Management – Wholesale & Retail Accreditation Body: W&R SETA

SAQA ID: 57712 | Learning Programme ID: 63333
NQF Level: 4 | Credits : 250

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 (for the Wholesale and Retail Sector)

- Demonstrate knowledge and understanding of HIV/AIDS and its effects on a business sub-sector, own organisation and a specific workplace
- Identify and explain core and support functions of an organisation
- Induct a member into a team and maintain records for a team
- Explain own contribution of responsibility to overall organisational strategy
- Facilitate the preparation and presentation of evidence for assessment
- Manage time productively
- Supervise customer service standards, housekeeping and hygiene in a store, P.O.S. operations, promotional activities, sales performance, stock counts and implementation of loss control measures
- Control the flow of information in a business unit
- Manage time keeping records
- 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
- Schedule suppliers to deliver to a wholesale and retail unit



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