



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The NC: Generic Management, level 5, is a comprehensive qualification that prepares managers for the increasingly complex and global work environment, with additional specialist skills for leadership roles in the wholesale and retail sector.

The qualification is innovatively designed with a strong emphasis on developing key generic management and W&R management skills, techniques and competencies.

The general 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 managers for wholesale, retail and allied industries.

Target Audience

The qualification is aimed primarily at middle and senior managers in the wholesale and retail sector. It offers a career path in this specialist industry and also more broadly into other industries.

Those managing training interventions, staff, finances, stock, cold chain processes, shrinkage and loss will all benefit from this programme.

Entry Requirements

- Competency in Communication (English) at NQF Level 4.
- Competency in Mathematical Literacy at NQF Level 4.
- At least one year's work experience in a management role.

Workplace Requirements

- Access to and be performing management functions.
- Active support by a mentor or supervisor.
- Access to a PC, software and the internet.

Wholesale & Retail

NC: Generic Management - W&R

W&R SETA Certification

SAQA ID: 59201

NQF Level: 5

Credits: 262

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, level 5, 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:

- 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.
- Recruit and select candidates and induct new employees.
- Lead and manage teams to enhance individual, team, and unit effectiveness, building relationships with colleagues, superiors, and stakeholders across the value chain.
- Apply the principles of risk, financial, and knowledge management and business ethics within external and internal regulatory frameworks.
- Manage training interventions, stock, cold chain processes, shrinkage and loss and financial management procedures for a retail unit.
- Monitor and maintain health, safety and security.
- Manage productivity in a W & R unit.



Course Content

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

SAQA ID: 59201 | Learning Programme ID: 63334
NQF Level: 5 | Credits : 262

Core Modules

- Apply the principles of knowledge management
- Build teams to achieve goals and objectives
- Create and manage an environment that promotes innovation
- Develop, implement and evaluate an operational plan
- Devise and apply strategies to establish and maintain workplace relationships
- Formulate recommendations for a change process
- Lead people, development and talent management
- Manage a diverse work force to add value
- Monitor and evaluate team members against performance standards
- Monitor, assess and manage risk
- Select and coach first line managers

Fundamental Modules

- Analyse leadership and related theories in a work context
- Apply a systems approach to decision making
- Apply mathematical analysis to economic and financial information
- Apply the principles of ethics to improve organisational culture
- Develop, implement and evaluate a project plan
- Manage the finances of a unit
- Use communication techniques effectively

Elective Modules (for the Wholesale and Retail Sector)

- Recruit and select candidates to fill defined positions
- Induct a new employee
- Schedule staff
- Demonstrate an understanding of the sectoral determination for the wholesale and retail sector
- Manage training interventions, stock holding procedures, cold chain processes and shrinkage and losses in a wholesale and retail unit
- Manage procedures that increase the net income of a wholesale and retail unit
- Conduct a disciplinary hearing
- Monitor and maintain health, safety and security
- Manage productivity in a wholesale and retail unit



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