



NATIONAL CERTIFICATE:
GENERIC MANAGEMENT LEVEL 3
(SAQA reg. 83946 Learning program reg. 23654)

1. PURPOSE

The purpose of the Qualification is to build the knowledge and skills required by employees in junior management. It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently as junior managers in the South African community and to respond to the challenges of the economic environment and changing world of work.

As a Qualification that covers management, it provides a framework for learners to develop competencies that will enable them to become competent junior managers. It introduces some theoretical concepts, requires the application of a limited base of knowledge and requires a well-developed range of skills that will enable learners to be informed workers in their chosen industry. It provides a balanced learning experience that allows flexible access to further education, life long learning, higher education and to productive employment in a range of occupational contexts. It provides an opportunity for learners to learn and apply academic skills in relation to management and will provide them with skills to adapt to changes in work procedures and processes in business and industry.

Qualifying learners are capable of:

- Carrying out simple research tasks
- Interpreting current affairs related to a specific business sector
- Recognizing the effect of HIV/AIDS on the specific workplace, business sub-sector and own organization
- Applying knowledge of self and team to enhance team performance
- Maintaining records
- Managing time and the work process
- Explaining the structure of an organization
- Conducting a formal meeting
- Inducting a new member of a team
- Motivating a team
- Describing the management function of an organization



2. RATIONALE FOR THE Qualification

The National Certificate in Management: NQF Level 3 exposes learners to a broad set of core competencies covering a number of aspects of junior management. It is intended for learners who:

- Have attained a National Certificate: Level 2 and wish to continue on a path of life-long learning in the field of management
- Were previously disadvantaged and were therefore denied access to Further Education and Training or management positions
- Wish to extend their range of skills and knowledge of management so that they progress within their chosen career path
- Are team leaders or supervisors and wish to improve their management skills
- See themselves as future managers and need to start their training at the lower end of management

The National Certificate in Management: Level 3 allows the individual to work towards a nationally recognised Qualification. It is flexible enough to accommodate both learners in formal education and learners already employed in business or industry. It aims to develop informed and skilled junior managers. The Qualification at this level is generic so as to allow maximum mobility between industries. Skills, knowledge, values and attitudes reflected in the Qualification are building blocks that will be developed further at NQF level 4. The intention is:

- To promote the development of knowledge and management skills that are required in all sectors
- To release the potential of people
- To provide opportunities for people to move up the value chain

This Qualification could also be useful to managers of small businesses.

3. LEARNER ACCESS

It is assumed that learners are competent in Communication and Mathematical Literacy at NQF level 2

4. LEARNING Programs RECORDED AGAINST THIS Qualification

23654	National Certificate: Management	Generic Provider - Field 03	Level 3	NQF Level 03	120	SERVICES	OQSF
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5. Qualification RULES

Fundamental Component:

The Fundamental Component consists of Unit Standards to the value of 36 credits all of which are compulsory.

Core Component:

The Core Component consists of Unit Standards to the value of 65 credits all of which are compulsory.

Elective Component:

The Elective Component consists of individual Unit Standards from which the learner must choose Unit Standards totaling a minimum of 19 credits.

Description of the modules, learning objectives and their relationship to the Unit Standards *Cont.*

Module 1: Business Computing

Demonstrate ability to use the World Wide Web US (7573)

- Show knowledge of the characteristics of the World Wide Web and identify the features of a web browser
- Demonstrate the ability to log on to the Internet and use a browser to access the World Wide Web
- Accomplish web search functions using a web browser and available search engine tools
- Save search results by using bookmark tools
- Print web pages and search reports

Produce and use spreadsheets for business US (7567)

- Plan and design computer spreadsheet documents to solve a business problem
- Format data in a spreadsheet
- Create graphs
- Write macros
- Solve problems using a spreadsheet

Produce word processing documents for business US (7570)

- Demonstrate knowledge of the uses and advanced features of a word processing package on a personal computer (including use of spell-check and grammar checking tools)
- Create and use bulleted and numbered lists and tables

- Import and position pictures, images and objects into a word processing document
- Use the mail merge feature
- Save the document in a format that it can be used in other applications

Demonstrate the ability to use electronic mail software to send and receive messages US (7571)

- Demonstrate ability to log on to Internet and understand basic uses of electronic mail software
- Adjust Basic Settings
- Create and send a message
- Read and reply to a message
- Use addressing functions and manage messages

Produce presentation documents for business US (7575)

- Add, modify and move drawn objects within a presentation slide
- Create, add and manipulate charts within a slide
- Manage images and other objects within a slide
- Apply animation and transitions to a presentation document
- Viewing and presenting a slide show
- Save presentation document in another file format



Module 2: The Business Environment

Interpret current affairs related to a specific business sector (14665)

- Explain the concept of business environments
- Interpret information about events in the physical environment that could impact on a business
- Identify events in the socio-political environment that could impact on a specific business sector
- Identify events in the economic environment that could impact on a specific business sector
- Identify events in the technological and institutional environment

Investigate and explain the structure of a selected workplace or organization (13919)

- Explaining the core business of a selected organization
- Explaining the support functions in a selected organization or work place
- Explaining the contribution of a team to be effectiveness of an organization
- Investigating types of work done in an organization





Project Management

← Development →

← Innovation →

Relaunch

cost

Value

Time

Describe and apply the management functions of an organization (14667)

- Describing the management activities involved in running a successful business
- Explaining the basic activities involved in the management process
- Identifying and explaining the main tasks required of managers
- Applying the decision making process to make a management decision
- Analyzing the application of the general management functions in a selected organization

Module 3: Effective Team Performance

Apply knowledge of self and team in order to develop a plan to enhance team performance (13912)

- Develop knowledge and understanding of self as a worker in a particular position
- Identify own role in an organization (yours)
- Use a variety of strategies to deal with potential conflict in a team or group
- Demonstrate knowledge and understanding of the dynamic within a specific group
- Develop a plan of action to enhance the performance of a team

Indicate the role of a team leader ensuring that a team meets an organization's standards (13917)

- Explain the role of a team leader in a specific organization
- Explain the intended purpose of a specific team
- Contract with a team or group to obtain buy in
- Monitor the achievement of group goals or objectives

Motivate a Team (13947)

- Explaining why it is important to motivate a team and how levels of motivation can be assessed
- Applying theories of motivation
- Describing techniques that leaders can use to motivate a team
- Providing feedback to a team
- Recognizing achievement
- Indicating how a team leader can empower members of a team

Induct a new member into a Team (13911)

- Prepare to receive a new member on a team
- Introduce new members
- Explain how performance is monitored
- Explain opportunities available in an organization for life long learning

Module 4: Effective Team Supervision

Indicate and keep records that a team manager is responsible for keeping (13916)

- Explaining why organizations record and keep information
- Naming and describing the type of records that a junior manager or team leader is required to keep
- Recording team achievements against agreed targets
- Keeping records of resources
- Recording aspects of individual performance

Conduct a formal meeting (13914)

- Preparing for a meeting
- Conducting a meeting
- Dealing with conflict in a meeting
- Following up on a meeting

Manage time and work process in a business environment (13918)

- Creating, maintaining and using a personal and team task list
- Using and maintaining a diary
- Prioritizing tasks
- Planning and following a work schedule

Module 5: Workplace Mathematical literacy

Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations (9010)

- Convert numbers between the decimal number system and the binary number system
- Work with numbers in different ways to express size and magnitude
- Demonstrate the effect of error in calculations

Investigate life and work related problems using data and probabilities (9012)

- Pose questions, collect and organize data
- Represent, analyze and interpret data using various techniques
- Use random events to explore and apply, probability concepts in simple life

Describe, apply, analyze and calculate shape and motion in 2-and 3-dimensional space in different contexts (9013)

- Measure, estimate, and calculate physical quantities in practical situations
- Explore, describe and represent, interpret and justify geometrical relationships and conjectures

Module 6: Life Skills

Use mathematics to investigate the financial aspects of personal, business and national issues (7546)

- Use mathematics to plan and control personal and/or household budgets and income and expenditure
- Use simple and compound interest to make sense of and define a variety of situations including investments, stokvels, inflation, appreciation and depreciation
- Investigate various aspects of financial transactions including costs, prices, revenue, cost price, selling price, loss and profit

Apply knowledge of self in order to make a life decision (11813)

- Understanding him/herself as a unique individual
- Identifying own role in society
- Using a variety of strategies to deal with life situations
- Making an informed life decision based on self knowledge

Demonstrate knowledge & understanding of HIV/AIDS in the workplace, and its effects on a business sub-sector, own organization & specific workplace (13915)

- Understanding the effects of HIV/AIDS on the immune system
- Describe attitudes towards HIV and AIDS in the workplace
- Identify factors influencing attitudes towards HIV/AIDS
- Knowing how HIV/AIDS is transmitted
- Knowing what behavior is safe and what behavior carries the risk of HIV/AIDS transmission
- Knowing what guidelines and assistance are available to support workers with HIV/AIDS and recognize own role in creating a caring work environment
- Understanding the implication of the HIV/AIDS pandemic to society, the economy, a business sub-sector, an organization and a specific workplace

Module 7: Communication

Accommodate audience and context needs in oral communication (8968)

- Interact successfully with audience in oral communication
- Use strategies that capture and retain the interest of an audience
- Identify and respond to manipulative use of language

Interpret and use information from texts (8969)

- Use a range of reading and viewing strategies to understand the literal meaning of specific texts
- Use strategies for extracting implicit messages in texts
- Respond to selected texts in a manner appropriate to the context
- Explore and explain how language structures and features may influence a reader

Write texts for a range of communicative contexts (8970)

- Write for a specified audience and purpose
- Use language structures and features to produce coherent and cohesive texts for a wide range of contexts
- Draft own writing and edit to improve clarity and correctness

Use Language & communication in occupational learning programs (8973)

- Access and use suitable learning resources
- Use learning strategies
- Manage occupational learning materials
- Conduct basic research and analyze and present findings
- Function in a team
- Reflect on how characteristics of the workplace and occupational context affect learning

US NO.		NAME	LEVEL	CREDITS
Elective	7573	Demonstrate ability to use the World Wide Web	Level 2	3
Elective	7567	Produce and use spreadsheets for business	Level 2	3
Elective	7570	Produce word processing documents for business	Level 3	5
Elective	7571	Demonstrate the ability to use electronic mail software to send and receive messages	Level 3	5
Elective	7575	Produce presentation documents for business	Level 3	5
Core	14665	Interpret current affairs related to a specific business sector	Level 3	10
Core	13919	Investigate and explain the structure of a selected workplace or organization	Level 3	10
Core	14667	Describe and apply the management functions of an organization	Level 3	10
Core	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
Core	13917	Indicate the role of a team leader ensuring that a team meets an organization's standards	Level 3	6
Core	13947	Motivate a Team	Level 4	6
Core	13911	Induct a new member into a Team	Level 3	3
Core	13916	Indicate and keep records that a team manager is responsible for keeping	Level 3	4
Core	13914	Conduct a formal meeting	Level 3	3
Core	13918	Manage time and work process in a business environment	Level 3	4
Fundamental	9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	Level 3	2
Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Fundamental	9013	Describe, apply, analyze and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4
Core	7456	Use mathematics to investigate the financial aspects of personal, business and national issues	Level 3	5
Fundamental	11813	Apply knowledge of self in order to make a life decision	Level 2	3
Core	13915	Demonstrate knowledge & understanding of HIV/AIDS in the workplace, and its effects on a business sub-sector, own organization & specific workplace	Level 3	4

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