

## NQF 4 FACT SHEET FURTHER EDUCATION AND TRAINING CERTIFICATE: GENERIC MANAGEMENT

SAQA registered qualification ID: 58345

### OVERVIEW

This qualification lays the foundation for the development of management qualifications across various sectors and industries. It specifically develops management competencies required by learners in any occupation, particularly those who are currently operating as junior managers. The qualification introduces key terms, rules, concepts, principles and practices of management that will enable learners to be informed managers in any occupation. It has also been developed to enable managers or prospective managers to access higher education and provide flexible access to life-long learning.

### MODULE CONTENT:

#### FUNDAMENTALS:

#### NUMERACY:

##### FOUNDATIONAL PRINCIPLES:

- Measure, estimate and calculate physical quantities in practical situations relevant to adults.
- Explore, analyse and critique, describe and represent, interpret and justify geometrical relationships.

##### FINANCIAL CALCULATIONS:

- Use mathematics to plan and control financial instruments.
- Use simple and compound interest to make sense of and define a variety of situations.
- Investigate various aspects of costs and revenue.
- Use mathematics to debate aspects of the national and global economy.
- Critique and use techniques for collecting, organising and representing data.

##### STATISTICAL ANALYSIS:

- Use theoretical and experimental probability to develop models.
- Critically interrogate and use probability and statistical models.

# COMMUNICATION:

## FOUNDATIONAL PRINCIPLES:

- Use strategies for extracting implicit messages in texts.
- Respond to selected texts in a manner appropriate to the context.
- Use a range of reading and/ or viewing strategies to understand the literal meaning of specific texts.
- Explore and explain how language structures and features may influence a reader/ viewer.
- Critically analyse texts produced for a range of purposes, audiences and contexts.
- Identify and explain the values, attitudes and assumptions in texts.
- Evaluate the effects of content, language and style on readers'/viewers' responses in specific text.

## WRITTEN COMMUNICATION:

- Choose language structures and features to suit communicative purposes.
- Write/sign effectively and creatively on a range of topics.
- Edit writing/signing for fluency and unity and to improve clarity and correctness.
- Write / sign for a specific audience and purpose.
- Use language structures and features to produce coherent and cohesive texts for a wide range of contexts.

## SPOKEN COMMUNICATION:

- Respond critically yet sensitively as a listener/audience.
- Analyse own responses to spoken/signed texts and adjust as required.
- Use strategies to be an effective speaker/signer in sustained oral/signed interactions.
- Evaluate spoken/signed discourse.
- Use strategies that capture and retain the interest of an audience.
- Identify and respond to manipulative use of language.
- Interact successfully in oral/ signed communication.

## OCCUPATIONAL / BUSINESS COMMUNICATION:

- Access and use available learning resources.
- Use learning strategies.
- Manage occupational learning materials.
- Conduct basic research and analyse and present findings.
- Function in a team.
- Reflect on how characteristics of the workplace and occupational context affect learning.
- Use textual features and conventions specific to business texts for effective writing.
- Identify and collect information needed to write a text specific to a particular function.
- Compose a text using plain language for a specific function.
- Organise and structure a text appropriately for a business function.
- Present a written text for a particular function in a business environment.

# CORE AND ELECTIVES:

## CORE:

### LEADERSHIP AND TEAM WORK:

- Explaining the concept of leadership.
- Differentiating between the concepts of leadership and management.
- Applying leadership techniques to individuals and teams within the work context.
- Evaluating the impact of leadership techniques applied.
- Explaining the role of a team leader.
- Explaining the purpose of a team.
- Contracting with a team to obtain commitment.
- Monitoring the achievement of team objectives.
- Explaining the importance of motivating a team.
- Demonstrating an understanding of self and team members in a workplace.
- Applying theories of motivation and group dynamics.
- Implementing a plan of action to strengthen a team.
- Providing feedback and recognising achievements.

### SELF MANAGEMENT AND MEETINGS:

- Preparing for a meeting.
- Conducting a meeting.
- Dealing with differing views in a meeting.
- Distributing records of a meeting.
- Creating, implementing and maintaining a personal and team task list.
- Using and maintaining a diary.
- Prioritising personal and team tasks.
- Implementing and maintaining a task list.

### OBJECTIVES AND PROBLEM SOLVING:

- Identify and develop objectives.
- Formulate a plan to meet objectives.
- Co-ordinating people and other resources.
- Implementing the plan to meet objectives.
- Evaluating results and making corrections and improvements.
- Defining a problem.
- Investigating the problem.
- Generating problem solutions.
- Implementing problem solution.
- Evaluating the effectiveness of the solution.

### CUSTOMER SERVICE:

- Identifying internal and external customers, where applicable.
- Explaining standards of customer service expected by the organisation.
- Measuring customer satisfaction on an ongoing basis.
- Recommending corrective action.

## **ELECTIVES:**

### **SHE ENVIRONMENT:**

- Identifying hazards
- Evaluating hazards
- Controlling hazards
- Explaining and using relevant legislation and regulations
- Gathering and organising occupational health, safety and environmental information from the workplace
- Carrying out occupational health and safety training
- Use the correct protective clothing and equipment.
- Implementing and complying with the relevant procedures.
- Implementing selected mechanisms for the minimising of risks.
- Explaining the basic principles of the Act and accompanying Regulations.
- Explaining the requirements for minimum compliance stipulated in the Act.
- Interpreting the management controls required to achieve compliance.
- Explaining the obligations of managers in terms of communication and training.

### **QUALITY ENVIRONMENT:**

- Demonstrate an understanding of the concept of micro-organisms in a food handling environment,
- Demonstrate an understanding of the growth and reproduction of micro-organisms in a food handling environment.
- Identify good manufacturing practices to control microbiological contamination during food handling.
- Demonstrate an understanding of a CCP in a food handling environment,
- Monitor and record a CCP,
- Take action when a non-conformance is detected against the critical limits of a CCP.
- Demonstrate an understanding of the relevant quality control and quality assurance system for a food or sensitive consumer product operation.
- Measure and record quality control practices in a food or sensitive consumer product operation.
- Report on quality in a food or sensitive consumer product operation.
- Demonstrate an understanding of a quality assurance system for a food or sensitive consumer product environment.
- Monitor and control quality assurance procedures within a food or sensitive consumer product environment.
- Implement a quality assurance procedure in a food or sensitive consumer product environment.

### **STORE / PACKAGING ENVIRONMENT:**

- Record the appropriate information of stock.
- Stock is located and picked with due regard to storage plans, despatch orders and shipping instructions.
- Replenish of/or add to stock.
- Determine the appropriate method of storage.
- Apply stock control measures.
- Determine the re-order point.
- Explain the concept Economic Order Quantity (EOQ).
- Discuss and apply various order review methodologies.
- Demonstrate knowledge and application of a number of lot sizing techniques.
- Explain distribution management.
- Describe and plan carriers operations.
- Discuss factors that determine the location of a facility.
- Explain and apply Distribution Requirements Planning (DRP).
- Discuss and apply a number of distribution ordering models.
- Supervise stock count preparation.
- Prepare staff for a stock counts.
- Oversee the counting process.
- Supervise post stock count procedures.

## MANUFACTURING ENVIRONMENT:

- Demonstrate an understanding of the concept of energy,
- Demonstrate an understanding of utilities used in food or beverage manufacturing plant,
- Control and use utilities in a food or beverage manufacturing plant,
- Review and maintain utilities in a food or beverage manufacturing plant.
- Demonstrate an understanding of the role of the manufacturing operation,
- Demonstrate an understanding of the effects of globalisation on manufacturing,
- Demonstrate an understanding of manufacturing methodologies.
- Explain manufacturing planning and control (MRPII).
- Explain planning horizons for medium term planning.
- Describe short range planning.
- Analyse pure production strategies.
- Discuss alternative manufacturing strategies.
- Develop a production plan.
- Discuss and develop a master production schedule (MPS).
- Perform rough-cut capacity planning. Unit standards:

## UNIT STANDARDS:

	ID	UNIT STANDARD TITLE	NQF LEVEL	CREDITS	DURATION
<b>FUNDAMENTALS</b>	119472	Accommodate audience and context needs in oral/signed communication	3	5	10 DAYS
	119457	Interpret and use information from texts	3	5	
	119467	Use language and communication in occupational learning programmes	3	5	
	119465	Write/present/sign texts for a range of communicative contexts	3	5	
	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6	
	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5	
	119469	Read/view, analyse and respond to a variety of texts	4	5	
	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4	
	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6	
	12153	Use the writing process to compose texts required in the business environment	4	5	
	119459	Write/present/sign for a wide range of contexts	4	5	
<b>CORE</b>	242824	Apply leadership concepts in a work context	4	12	12 DAYS
	242815	Apply the organisation's code of conduct in a work environment	4	5	
	242816	Conduct a structured meeting	4	5	
	242822	Employ a systematic approach to achieving objectives	4	10	
	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6	
	242810	Manage Expenditure against a budget	4	6	
	242829	Monitor the level of service to a range of customers	4	5	
	242819	Motivate and Build a Team	4	10	
	242811	Prioritise time and work for self and team	4	5	
	242817	Solve problems, make decisions and implement solutions	4	8	

<b>ELECTIVES (SHE ENVIRONMENT)</b>	113852	Apply occupational health, safety and environmental principles	3	10	5 – 7 DAYS Depending on electives chosen	
	8016	Maintaining occupational health, safety and general housekeeping	3	8		
	242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	4	4		
<b>ELECTIVES (STORE/ PACKAGING ENVIRONMENT)</b>	8025	Controlling and locating stock	3	8		
	377363	Apply inventory replenishment and distribution systems	4	8		
	118043	Supervise stock counts	4	8		
<b>ELECTIVES (QUALITY ENVIRONMENT)</b>	120235	Demonstrate an understanding of the concept of microbiology in a food handling environment	3	6		
	119802	Perform quality control practices in a food or sensitive consumer product operation	3	6		
	120239	Monitor critical control points (CCPs) as an integral part of a hazard analysis critical control point (HACCP) system	3	6		
	119796	Monitor and control quality assurance procedures in a food or sensitive consumer product environment	4	8		
<b>ELECTIVES (MANUFACTURING ENVIRONMENT)</b>	377383	Planning and controlling in a manufacturing environment	4	6		
	10631	Demonstrate an understanding of manufacturing, principles, methodologies and processes	5	7		
	10708	Control and adjust utilities in a food or beverage manufacturing plant	4	10		
			155 +	<b>CREDITS</b>		<b>30-33 DAYS</b>