

WHAT IS BLENDED LEARNING

Blended learning comprises of any learning intervention which is done on mobile, computer and hand-held gadgets. DigiAssist is an assistive tool that aids in learning through digitally presented activities hosted on our site. The blended approach does not replace contact sessions but reduces them to a minimum of one contact session per Cluster. Benefits include the opportunity to explore and experience training in a distance learning environments, reduced classroom time and independently taking charge of your own educational experience.



LEARNER REQUIREMENTS

- Access to a Computer at Work and Home
 - Internet access without Limitations
 - Committed to Self Study
- Computer Literacy at NQF Level 2:
 - Ability to use browser,
- Ability to Convert and Upload attachments,
- Ability to understand basic radio button functionality,
- Ability to use media player.

NATIONAL CERTIFICATE: GENERIC MANAGEMENT

NQF



5

SAQA



59201
(LP: 60269)

CONTACT
DAYS



9

DURATION



12 MONTHS

CREDITS



152

SETA



SERVICES SETA

PURPOSE

A person acquiring this qualification will be able to manage first line managers in an organisational entity. First line managers may include team leaders, supervisors, junior managers, section heads and foremen. The focus of this qualification is to enable learners to develop competence in a range of knowledge, skills and attitudes

ENTRY CRITERIA

- Communication at NQF Level 4.
- Mathematical Literacy at NQF Level 4.

MARKET INFORMATION

- **Target Market: Junior Managers** • Supervisors • Line Managers • Functional Managers • Individuals who do not Possess Formal Qualifications
- **Target Industries:** All industries that have a managerial structure.

SKILLS OUTCOMES

- Initiate, develop, implement and evaluate operational strategies, projects and action plans so as to improve the effectiveness of the unit
- Monitor and measure performance and apply continuous or innovative improvement interventions in the unit.
- Lead and manage a team of first line managers to enhance individual, team and unit effectiveness.
- Build relationships with superiors and with stakeholders across the value chain
- Apply the principles of risk, financial and knowledge management and business ethics within internal and external regulatory frameworks
- Enhance the development of teams and team members

For more information about DigiAssist and how it can benefit your organisation, contact Training Force

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UNIT STANDARDS

Cluster 1 – Leadership

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	252037	Build teams to achieve goals and objectives	6
Elective	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	4
Fundamental	120300	Analyse leadership and related theories in a work context	8

Cluster 2 – Relationship Management

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	6
Elective	252031	Apply the principles and concepts of emotional intelligence to the management of self and others	4
Fundamental	12433	Use communication techniques effectively	8

Cluster 3 – Diversity and Conflict Management

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	252043	Manage a diverse work force to add value	6
Elective	117853	Conduct negotiations to deal with conflict situations	8
Elective	114226	Interpret and manage conflicts within the workplace	8

Cluster 4 – People Management

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	252029	Lead people development and talent management	8
Core	252034	Monitor and evaluate team members against performance standards	8
Elective	12140	Recruit and select candidates to fill defined positions	9
Core	252035	Select and coach first line managers	8

Cluster 5 – Financial Management

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	252036	Apply mathematical analysis to economic and financial information	6
Fundamental	252040	Manage the finances of a unit	8

Cluster 6 – Best Practice Management

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	252044	Apply the principles of knowledge management	6
Elective	252024	Evaluate current practices against best practice	4
Fundamental	252042	Apply the principles of ethics to improve organisational culture	5

Cluster 7 – Change Management

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	252021	Formulate recommendations for a change process	8
Core	252020	Create and manage an environment that promotes innovation	6
Fundamental	252026	Apply a systems approach to decision making	6

Cluster 8 – Results-Based Management

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	252032	Develop, implement and evaluate an operational plan	8
Core	252025	Monitor, assess and manage risk	8
Fundamental	252022	Develop, implement and evaluate a project plan	8

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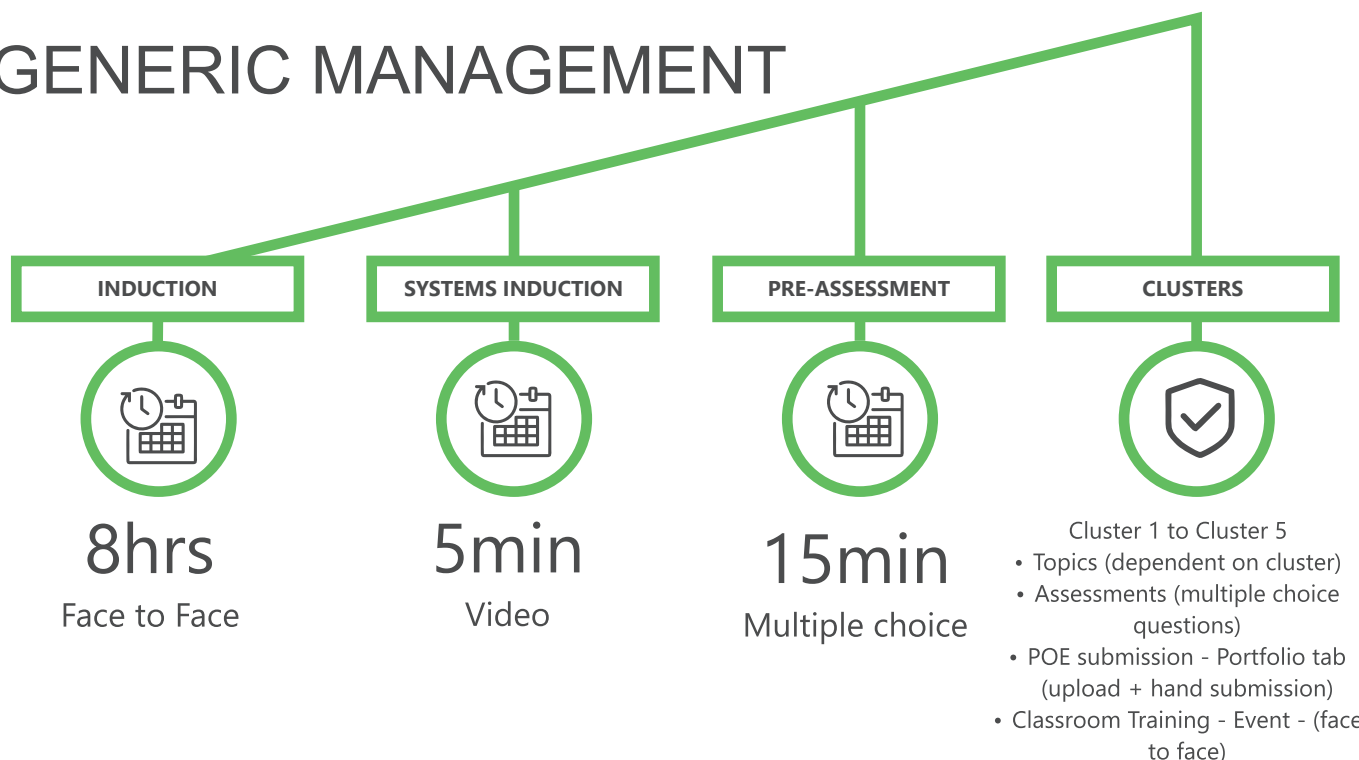
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GENERIC MANAGEMENT



Complete Duration of online instructional
6 hours 27:52 mins

Complete Duration of face to face time
72 hours

Complete Duration of Program
994 hours 17:51 mins