

PROGRAMME ID SAQA SKILLS PROGRAMME 09SP00049600051/0

1. OVERVIEW

This skills programme forms part of the Core Unit Standards of the qualification **FETC : Generic Management ID 57712 (58345)**

The skills programme provides learners with the range of learning and skills required to be able to perform a series of activities that form part of the junior to middle management process. This covers skills such as leadership, motivation, delegation, problem solving, performance management, planning organizing leading and controlling, and a range of other disciplines. Learners who will typically embark on this skills programme are individuals who have an interest in a career in management, and although the skills programme is aimed at first-line and junior to middle managers, it is just as suitable for sharpening the skills of senior management.

2. STRUCTURE

Typically the programme is divided into five (5) modules for easy completion. Results are uploaded to the SETA database upon completion of modules. The various Unit Standards (US) that make up the skills programme have been integrated to eliminate duplication and put the learning into context for the learner. Up to 40% of the skills programme can be assessed on a RPL (Recognition of Prior Learning) basis whereby learners are required to produce historic evidence of competence. In this process, suitable mostly to learners that have experience in the field of learning, submit evidence of their competence in the specific area and this in turn is assessed against the US requirements.

3. DELIVERY

The qualification is offered over a period of six weeks. Each modules is delivered over one (1) to two (2) days depending on the content of the module. Typically every 1-2 weeks a module is covered and the additional time is used for assessments and workplace activities required by the learner to demonstrate competence.

5. COURSE COSTS

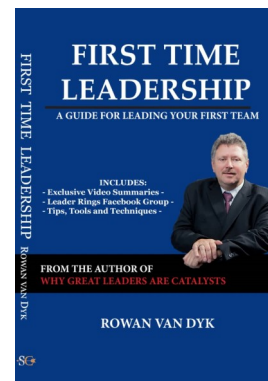
The cost of this course is **N\$ 9 000 (excluding VAT)** per learner. The cost includes learner manuals, assessment materials, assessment (3 attempts), moderation, verification and certification.

The costs does **NOT** include travelling and accommodation for either party

6. LEARNING AREAS & OUTCOMES

This course is for anyone who has people reporting to them and whose performance they are responsible for. This course is suitable for Supervisors, Team Leaders, Junior and Middle Managers. The following learning outcomes will be achieved by completing this course successfully:

- Explain the concept of leadership
- Differentiate between the concepts of leadership and management
- Apply leadership techniques to individuals and teams within the work context
- Evaluate the impact of leadership techniques applied
- Explain the role of a team leader
- Explain the purpose of team
- Contract with team to obtain commitment
- Monitor the achievement of team objectives
- Explain the importance of motivating a team
- Demonstrate an understanding of self a team members in a workplace
- Apply theories of motivation and group dynamics



4. ASSESSMENT & MODERATION

Knowledge assessments are conducted in the classroom under assessment conditions. Assignments and workplace documentation complement practical observations in the workplace environment. Some of the practical observations can be conducted in simulated environments. The assessments are designed in a way that integrate activities, thus demonstrating the learner's competence against the exit level outcomes and purpose of the skills programme on an integrated basis.

Moderation goes beyond a retrospective paper exercise. It embraces comparative and interactive techniques to measure validity and reliability of judgement that will ultimately lead to learner competence and

A minimum of 8 learners per class

- Provide feedback and recognise achievements
- Define a problem
- Investigate the problem
- Generate problem solutions
- Implement problem solution
- Evaluate the effectiveness of the solution
- Identify, explain and describe the purpose and process of scheduling activities in own business.
- Organise and prepare business activities and estimate their duration.
- Develop strategies to deal with interruptions
- Develop an effective business schedule
- Describe the management activities involved in running a successful business.
- Explain the basic activities involved in the management process.
- Identify and explaining the main tasks required of managers.
- Apply the decision making process to make a management decision.
- Analyse the application of the general management functions in a selected organisation