



## HUMAN RESOURCE SUPPORT

# NATIONAL CERTIFICATE: GENERIC MANAGEMENT

NQF LEVEL 4 / CREDITS: 163

Learning Programme 93590 recorded against National Certificate 57712

Learnership Code: 23Q230075281504

### PURPOSE

This qualification is intended for junior managers of small organisations, first-line managers of business units in medium and large organisations, or those aspiring to these positions. Junior managers include team leaders, supervisors, foremen, and section heads. It lays the foundation for further management development.

### CONTENT

#### **MODULE 1: Managing to Achieve Goals**

Providing the first-line manager with the knowledge and skills necessary to perform as a mini-business manager, managing a work unit as if it was a business, and establishing the foundation for an outstanding team.

#### **MODULE 2: Managing your Budget**

Equipping the first-line manager with an understanding of the budgeting process, and a practical knowledge of the calculations involved in determining revenue amounts, and expenses.

#### **MODULE 3: Leading a Team**

Deepening the understanding and practical knowledge of different styles of leadership, and how they can be applied to strengthen and motivate your team.

#### **MODULE 4: Continuous Business Improvement**

Developing a set of practical skills and techniques that can be used to overcome problems that may arise, and coaching team members in the skills that they need to continuously improve work practices.

#### **MODULE 5: Conducting Business Ethically**

Obtaining the knowledge and skills necessary to understand the importance of conducting business according to accepted ethical standards.

#### **MODULE 6: HIV/AIDS in the Workplace**

Providing the first-line manager with an understanding of HIV/AIDS.