



**FETC:**  
**GENERIC**  
**MANAGEMENT**

## FETC: GENERIC MANAGEMENT

### COURSE INFORMATION

**SAQA ID:** 57712

**NQF Level:** 4

**Learnership Duration:** 12 months

**Credits:** 154

**Contact Sessions:** Minimum Contact Session, including remediation (if required), and POE Building for this Qualification is 90 Days

**Accrediting SETA:** Services Sector Education & Training Authority

### ENTRY CRITERIA

- Grade 12
- Communication at NQF Level 3.
- Mathematical Literacy at NQF Level 3.
- Computer Literacy at NQF Level 3.

### QUALIFICATION RULES

The qualification consists of a minimum of 140 credits and has been designed in accordance with the SAQA regulations and

1. All fundamental unit standards are compulsory for this qualification. (56 credits)
2. All core unit standards are compulsory. (72 credits)
3. Elective unit standards totalling a minimum of 22 credits needs to be completed.

### EQUIPMENT REQUIRED

- Hardware: Access to a computer, display monitor / keyboard / mouse / printer
- Software: Windows 7 OS system | MS Office 2010 | Printer Driver (Where applicable)

### CANDIDATE PROFILE & DEPLOYMENT

**Target Market:** Supervisor • Team Leader • Junior Manager

**Mentor Requirements:** Mentor must have at least 5 years' experience is an entrepreneur or potential business owner or similar environment.

**Workplace Requirements:** Learners must be exposed to all Outcomes related to this qualification.

### PURPOSE

This qualification is intended for junior managers of small organisations, junior 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.

### SKILL LEVEL OUTCOME

- Develop plans to achieve objectives.
- Organize resources according to the developed plan.
- Lead a team to work co-operatively to achieve its goals.
- Monitor performance to ensure compliance to the plan.
- Make ethical decisions.

### ASSESSMENT MANAGEMENT

**Credit Accumulation Transfer (CAT):** 57712

CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days. Learners who do not meet the CAT requirements will be required to complete Communication and Mathematics Clusters.

**FISA Requirements:**

Final Integrated Summative Assessment is requirement for the successful completion of this learnership.

**Recognition of Prior Learning (RPL):**

RPL is available for this qualification.

### Learning Programme 1: The role of the Manager

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Elective	242818	Describe the relationship of junior management to other management roles	5	7
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	6	
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	8	
<b>PoE Building and Remedials</b>				<b>5</b>

### Learning Programme 2: Occupational learning and verbal communication

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	5	8
Fundamental	119472	Accommodate audience and context needs in oral / signed communication (2nd language)	5	
Fundamental	119457	Interpret and use information from texts (second language)	5	
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (second language)	5	
<b>PoE Building and Remedials</b>				<b>5</b>

### Learning Programme 3: Written communication

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Fundamental	119469	Read / view, analyse and respond to a variety of texts	5	8
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	5	
Fundamental	119459	Write / present / sign texts for a wide range of contexts	5	
Fundamental	12153	Use the writing process to compose texts required in the business environment	5	
<b>PoE Building and Remedials</b>				<b>5</b>

### Learning Programme 4: Problem-solving

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	242817	Solve problems, make decisions and implement solutions	8	7
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on the life related problem	6	
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	
<b>PoE Building and Remedials</b>				<b>5</b>

### Learning Programme 5: Leading and motivating a team

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	242824	Apply leadership concepts in a work context	12	8
Core	242819	Motivate and build a team	10	



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#### Learning Programme 6: The code of conduct and customer service standards

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	242816	Conduct a structured meeting	5	6
Core	242815	Apply the organisation's code of conduct in work environment	5	
Core	242829	Monitor the level of service to a range of customers	5	
<b>PoE Building and Remedials</b>				<b>5</b>

#### Learning Programme 7: Time management

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	242811	Prioritise time and work for self and team	5	6
Core	242822	Employ a systematic approach to achieving objectives	10	

#### Learning Programme 8: Performance management

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Elective	242813	Explain the contribution made by own area of responsibility to the overall organizational strategy	5	5
Elective	11473	Manage individual and team performance	8	
<b>PoE Building and Remedials</b>				<b>5</b>

#### Learning Programme 9: Budgeting

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	242810	Manage expenditure against a budget	6	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	6	