



NQF Level 4 | Services SETA

FET Certificate: Generic Management

Develop essential customer service skills and techniques to deliver exceptional client experiences. This qualification prepares you for entry-level customer service roles across various industries.

150
Credits

12
Months

NQF 4
Level



Qualification Overview

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This qualification provides a comprehensive introduction to the principles, theories, and practices of modern management. It is designed for junior managers of small organisations, junior managers of business units in medium and large organisations, or those aspiring to these positions. The qualification equips learners with a strong foundation in management skills and knowledge applicable across various industries and organisational settings.

This qualification requires prior learning in Communication, Mathematical Literacy, and Computer Literacy at NQF Level 3. It offers multiple specialisation areas and provides flexible access to lifelong learning. The qualification aims to improve productivity and efficiency of managers across occupations and prepares learners for more advanced management roles.

Learning Outcomes

Upon completion of this qualification, learners will be able to:

-  Develop competencies in gathering and analysing information for business decision-making
-  Build skills to analyse business events and apply appropriate management responses
-  Understand and implement organisational standards and compliance requirements
-  Learn to motivate teams and enhance team performance
-  Develop negotiation skills for effective stakeholder management
-  Understand business strategy and its implementation at operational levels
-  Manage budgets and financial resources effectively
-  Apply management principles across various organisational contexts
-  Manage work unit performance and productivity

- ✔ Demonstrate ethical behaviour and professional conduct in management roles
- ✔ Lay the foundation for management qualifications across various sectors

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Entry Level Requirements

- ✔ Communication at NQF Level 3
- ✔ Mathematical Literacy at NQF Level 3
- ✔ Computer Literacy at NQF Level 3

Core Modules

Module 1: Work Orientation

- Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation, and a specific workplace

Module 2: Communication

- Accommodate audience and context needs in oral/signed communication
- Interpret and use information from texts
- Use language and communication in occupational learning programmes
- Write/present/sign texts for a range of communicative contexts
- Engage in sustained oral/signed communication and evaluate spoken/signed texts
- Read/view, analyse and respond to a variety of texts
- Write/present/sign for a wide range of contexts

Module 3: Mathematical Literacy










- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life-related problems
- Represent, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues

Module 4: Improving Team Effectiveness

- Apply the organisation's code of conduct in a work environment
- Conduct a structured meeting
- Employ a systematic approach to achieving objectives
- Identify responsibilities of a team leader in ensuring that organisational standards are met
- Prioritise time and work for self and team
- Solve problems, make decisions and implement solutions
- Identify and explain the core and support functions of an organisation
- Induct a member into a team
- Maintain records for personnel and finances

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Additional Opportunities

-  Progression to higher management qualifications at NQF Level 5
-  Career advancement to middle management positions
-  Development of generic management competencies applicable across sectors
-  Specialisation in various management areas (Administration, Food Manufacturing, Disaster Risk Management, etc.)
-  Improved productivity and efficiency in management roles
-  Recognition of prior learning and professional experience
-  Flexible access to lifelong learning in management
-  Horizontal articulation with other business and management qualifications
-  Foundation building for advanced management education and careers

Qualification Details

SETA

Services SETA

NQF Level

Level 4

Credits

150 Credits

Duration









12 Months

SAQA ID

57712

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Career Opportunities

-  Team Leader coordinating work teams
-  Supervisor overseeing operational activities
-  Foreman managing production or operational units
-  Section Head leading organisational sections
-  Junior Manager in small organisations
-  Junior Manager of business units in medium and large organisations
-  Operations Coordinator managing daily operations
-  Department Supervisor in various industries

Need Help?

Contact our qualification specialists for guidance.

help@speccon.co.za

Related Qualifications

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NQF Level 3

Management

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NQF Level 5

Project Manager



NQF Level 5

Office Supervision



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