OVERVIEW

The ultimate attraction of this qualification is the adaptability to a wide variety of industries, positions, careers and business imperatives.

The qualification provides learners with the range of learning and skills required to be able to perform a series of activities that are vital to the management and leadership processes.

This qualification contributes to the management and leadership function and related fields which will allow learners who achieve the qualification to contribute and function in areas 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 qualification are individuals who have an interest in a career in management, and although the qualification is aimed at first-line and junior to middle managers, it is just as suitable for sharpening the skills of senior management. The benefits to the business include contribution to Vision 2030 and claiming VET grants, but above all access to competent learners who are able to contribute to achieving business targets in a constructive and meaningful way.

After completion of the programme, learners will possess the required competence to be eligible for employment in permanent positions as per company needs.

The cost of this course is N$ 27 500 per learner. The cost includes learner manuals, assessment materials, assessment (3 attempts), moderation, verification and certification.

Typically the qualification is divided into eight (8) 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 Unit Standard requirements.

PLEASE NOTE 💡

This course is delivered online, however arrangemenets can be made for large groups to do in-person training. The costs does NOT include travelling and accommodation for either party

STRUCTURE

The qualification is typically divided into eight modules for ease of completion. Results are uploaded to the ETA database after module completion. The unit standards making up the skills program have been integrated to eliminate duplication and present learning in context.

Up to 40% of the program can be assessed through Recognition of Prior Learning (RPL), where learners submit historical evidence of competence. This is especially suited to learners with industry experience.

DELIVERY

- Offered over 12 months
- Includes facilitation, mentoring, and assessments

Each module is:
- Delivered over the course of 6 weeks
- Supported by time allocated for assessments
  and workplace-based activities
- Flexible to accommodate learner pace and workplace pressures

ASSESSMENT AND MODERATION

- Knowledge assessments are classroom-based
- Assignments and workplace documentation support practical observations
- Some assessments can occur in simulated environments
- Assessments integrate multiple activities to demonstrate exit-level outcomes
- Moderation is not just retrospective but involves interactive and comparative techniques to validate reliability and competence judgments.

ACADEMIC OVERVIEW

**Accreditation:
NQF Level 4,
SAQA 57712 (58345)**

The ultimate attraction of this qualification is its adaptability across a wide variety of industries, positions, careers, and business imperatives. It provides learners with a comprehensive range of knowledge and skills required to perform a series of activities vital to management and leadership processes. The program can be tailored

This qualification contributes meaningfully to the management and leadership function, enabling learners to function in areas such as:

- **Leadership**
- **Motivation**
- **Delegation**
- **Problem solving**
- **Performance management**
- **Planning, organizing, leading, and controlling**

ACADEMIC OVERVIEW

This qualification forms the foundation for further development in management across sectors. It introduces key management concepts, principles, and terminology. It also enables access to higher education and promotes lifelong learning.

MODULE 1
Management Communication

Covers business communication skills

1. Reading and comprehension skills
2. Writing skills
3. Presentation skills
4. Basic communication principles

MODULE 2
Management Calculations

Covers essential business numeracy skills,

1. Understanding statistics and probabilities
2. Basic mathematical calculations
3. Budgeting and financial skills
4. Applying calculations to business and personal contexts

MODULE 3
Management Calculations

Focuses on leadership and managerial responsibilities:

1. Concepts of leadership,
2. Applying leadership to individuals and teams,
3. Understanding team dynamics,
4. Monitoring team performance,
5. Motivation and group dynamics,
6. Planning and action implementation,
7. Feedback and recognition
8. Problem-solving
9. Time management
10. Delegation and decision-making

MODULE 4
Financial Budgeting

Focuses on budget creation and management:

1. Budgeting techniques
2. Forecasting
3. Budget elements
4. Budget monitoring
5. Managing budgetary constraints

MODULE 5
Conduct Meetings

Equips learners to conduct effective meetings:

1. Types and purposes of meetings
2. Roles and functions of participants
3. Meeting etiquette and protocols
4. Active listening
5. Managing conflict in groups

MODULE 6
Deal with Customers

Covers customer service and ethics.

1. Non-verbal communication and questioning
2. Code of conduct and grooming
3. Business ethics and governance
4. Handling queries and complaints

MODULE 7
Performance Evaluations

Develops skills in performance management:

1. Setting and measuring performance goals
2. Evaluation and corrective actions
3. Feedback strategies
4. Developing personal development plans for staff

MODULE 8
Organizational Functions

Explains business structure and strategy.

1. Core business functions
2. Interaction of business units
3. Line vs support functions
4. Business strategy alignment
5. Organizational impact
6. Management structures and roles

MODULE 9 (OPTIONAL)
Manage Stock

For those managing stock and inventory:

1. Supervising stock prep and counts **2.** Monitoring stock control processes **3.** Managing shrinkage and loss prevention **4.** Linking departmental profit to store profitability **5.** Understanding the impact of operations on the business bottom line