

PROGRAMME ID SAQA QUALIFICATION 57712 (58345)

1. 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.

2. STRUCTURE

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 US requirements.

3. DELIVERY

The qualification is offered over a period of six to eighteen months. The qualification can be delivered as a registered Learnership or learners can complete the various modules to ultimately achieve the full qualification. Delivery includes facilitation, on the job coaching and mentoring and practical assessments whilst the learners are integrated into functional areas in the workplace with defined roles, goals and responsibilities.

Each modules is delivered over two (2) to five (5) days depending on the content of the module. Typically every month a module is covered and the additional time is used for assessments and workplace activities required by the learner to demonstrate competence.

The modules can be spread out over a longer period depending on the abilities of the learners and the relevant workplace pressures.

A minimum of 8 learners per class

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

5. COURSE COSTS

The cost of this course is **N\$ 25 000 (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 qualification lays the foundation for the development of management qualifications across various sectors and industries. It specifically develops management competencies required by learners in any occupation, particularly those who are currently operating as junior managers. The qualification introduces key terms, rules, concepts, principles and practices of management that will enable learners to be informed managers in any occupation. It has also been developed to enable managers or prospective managers to access higher education and provide flexible access to life-long learning.

The following learning outcomes will be achieved by completing this course successfully:

Module 1 – Management Communication

This module covers the business communication skills required by managers and includes reading, comprehension and presentation skills addressed through the following outcomes:

- Reading and comprehension skills
- Writing skills
- Presentation skills
- Basic communication skills

Module 2 – Management Calculations

This module covers the business calculation skills required by managers and includes calculation profits, margins and various forms of interest addressed through the following outcomes:

- Understanding statistics and probabilities
- Basic mathematical calculations
- Budgeting and financial skills
- Applying calculations to personal, business and national contexts

Module 3 - Basic Management

This module covers the leadership and management responsibilities and addresses the following learning outcomes:

- The concept of leadership
- Applying leadership techniques to individuals and teams within the work context
- Understanding the role of a leader and the purpose of team
- Monitor the achievement of team objectives
- Apply theories of motivation and group dynamics
- Implement a plan of action to strengthen a team
- Provide feedback and recognise achievements
- Define a problem, investigate the problem and implement problem solutions
- Manage time effectively.
- Develop an effective action plans and delegate effectively
- Apply the decision making process to make a management decision.

Module 4 - Financial Budgeting

This module covers managing the finances through a budget, identify income and expenses, applying various budgeting functions and addresses the following learning outcomes:

- Understand what the techniques used in budgeting are
- Understanding of forecasting and budgeting
- Understand the various elements of a budget
- Understand how to effectively manage and monitor your budget
- Understand the constraints that could hinder the implementation of a budget

Module 5- Conduct Meetings

This covers how to conduct meetings of any kind in the organization and covers planning, conducting and recording meetings through the following learning outcomes:

- Distinguish between the different types of meetings including their purpose and objectives
- Understand the roles and functions of the meeting participants
- Comply with meeting etiquette and protocols
- Be a more effective listener
- Deal more effectively with interpersonal and group conflict

Module 6 - Deal with Customers

This module covers dealing with customers and visitors to the organisation either in person, over the telephone or via electronic media. The course addresses the following learning outcomes:

- Basic principles of non-verbal communication and active listening and questioning
- Moral compass and code of conduct and grooming habits
- Understand how to apply business ethics in the workplace and corporate governance
- Explain the procedures for handling queries and complaints.

Module 7 - Performance Evaluations

This module addresses the skills required for setting performance goals and assigning tasks, communicating the objectives, and getting buy-in and evaluating the performance of the team you deal with every day, following learning outcomes:

- Methods for setting and measuring performance goals
- Performance evaluation techniques and corrective action techniques
- Know the various approaches to feedback
- Assist your team in developing effective meaningful personal development plans

Module 8 - Organisational Functions

This module covers the necessary skills to understand the structures and functions within an organisation. You will also be able to understand and identify the core functions within the organisation and also identify the organization's strategies. In this module you will achieve the following learning outcomes:

- Identify and explain core business functions
- Explain how these functions interact with one another
- Explain the difference between line and support functions
- Understand the overall strategy of the organisation
- Demonstrate how your activities impact the strategy
- Explain the relationship between various management structures
- Explain the relationship between the various management roles

Module 9 - Manage Stock (Optional)

This module covers the necessary skills to manage the ordering, receiving and counting of stock under your control. You will also be able to oversee the merchandising and promotion activities in your department. This course will also equip with knowledge of how the profitability in your department can be controlled and feed into the overall profitability of the store. In this module you will achieve the following learning outcomes:

- Supervise stock count preparation
- Prepare staff for a stock counts
- Oversee the counting process
- Supervise post stock count procedures
- Explain the relationship between the bottom line of a business and the factors that will impact on it
- Explain how net profit is arrived at in an operational unit
- Explain how own job can impact on the bottom line of a business
- Explain the effect of shrinkage and losses
- Implement actions to minimise losses in identified areas
- Implement measures to reduce shoplifting

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