

National Certificate: Management Level 3

SAQA Qualification ID 83946, NQF Level 3, 120 Credits

Introduction

The purpose of the qualification is to build the knowledge and skills required by employees in supervisory positions. It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently as supervisors in the South African community and to respond to the challenges of the economic environment and changing world of work.

This qualification is ideal for supervisors and team leaders who are looking to provide leadership to their team and ensure maximum effort, commitment and motivation in the achievement of their objectives.

Qualification Objectives

Qualifying learners are capable of:

- Carrying out simple research tasks
- Interpreting current affairs related to a specific business sector
- Recognising the effect of HIV/AIDS on the specific workplace, business sub-sector and own organisation
- Applying knowledge of self and team to enhance team performance
- Maintaining records
- Managing time and the work process
- Explaining the structure of an organisation
- Conducting a formal meeting
- Inducting a new member of a team
- Motivating a team
- Describing the management function of an organisation

Qualification Outline

Module 1: Role of the Supervisor

- Apply knowledge of self and team in order to develop a plan to enhance team performance
- Indicate the role of a team leader ensuring that a team meets an organisation's standards
- Improving your verbal communication skills

Module 2: Supervision as a management function

- Understanding the structure of your workplace and how vital your role as a supervisor is
- Improving your written communication skills
- Analysing the relationship of supervisor/team leader to the general management function

Module 3: External environment of the supervisor

- Interpreting current affairs relating to your business sector
- Analysing new developments reported in the media that could impact on your business sector or industry

Module 4: Internal Environment of the Supervisor

- Understanding HIV/AIDS in a workplace, and its effects on your business sub-sector and your own organisation
- Investigating life and work related problems using data and probabilities
- Doing basic business calculations

Module 5: Functioning as a Supervisor

- Applying the management functions of your organization
- Managing time and the work process
- Using basic mathematics to investigate and monitor the financial aspects of personal, business and national issues

Module 6: Building your Team

- Motivating your team
- Empowering your team members through recognising strengths, encouraging participation in decision making and delegating tasks

Module 7: Conducting Team Meetings

- Conducting a formal meeting
- Presenting confidently in front of a small group

Module 8: Managing Team Members

- Inducting a new member into a team
- Identifying and storing the records that a team manager is responsible for keeping
- Devising and applying strategies to establish and maintain relationships