



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This NQF Level 4 FETC develops leadership knowledge and skills for those working in service-orientated industries. It aims to produce multi-skilled individuals who are able to contribute to and enhance service delivery in any sector or context.

It is a broad qualification that covers a range of key leadership and personal development topics such as Emotional Intelligence, Motivation, Relationship Management, Visionary Thinking, Problem Solving and Creating a Service Culture.

Target Audience

The qualification is aimed at individuals working in the service industry, in different types of organisations in both the private and public sector. It is suitable for office bearers and local government employees that provide services to the community.

It can be used as a formal qualification to gain entry to further studies in related management fields.

Entry Requirements

- Competency in Communication (English) at NQF Level 3.
- Competency in Mathematical Literacy at NQF Level 3.
- Competence in Computer Literacy at NQF Level 3.

Additional Requirements

- Access to a PC, software and the internet for course work.
- Internet and bandwidth to accommodate virtual, facilitator-led sessions.

Management & Leadership

FETC: Leadership Development

LG SETA Certification

SAQA ID: 50081

NQF Level: 4

Credits: 160

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive facilitated training sessions, group discussions, assignments and self study to embed skills.

You will need to:

- Attend all lectures and sessions
- Demonstrate theoretical and practical understanding of programme content
- Compile and submit a Portfolio of Evidence (PoE)

To receive your Further Education and Training Certificate: Leadership Development, you will need to compile, submit and be found competent by constituent Assessors, Moderators and Verifiers on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the qualification, you will be able to:

- Demonstrate an understanding of leadership skills in a specific sector or context.
- Apply innovative strategies and visionary thinking in developing and implementing strategic planning.
- Solve problems effectively.
- Apply leadership skills to enhance service delivery
- Apply knowledge of ethical standards in a leadership role
- Manage Conflict.
- Understand diversity in the workplace.
- Demonstrate an understanding of the role that emotional intelligence plays in leadership.



Course Content

FETC: Leadership Development Accreditation Body: LG SETA

SAQA ID: 50081 | Learning Programme ID: NA
NQF Level: 4 | Credits : 160

Module 1: Leadership Skills

- The role of Leadership in a work context
- The difference between leadership and management
- Leadership values
- The concepts, principles and theories of motivation applied to self and others

Module 2: Innovation, Visionary Thinking, Creative Problem-Solving

- The purpose of innovative and visionary thinking in leadership
- Analyse workplace situations and variables, solve problems creatively and develop scenario plans aligned to analyses
- Build selected plans into strategic and business planning processes
- Use management techniques to evaluate situations

Module 3: Leadership Skills and Service Delivery

- Apply leadership skills and techniques in relationship management
- Use leadership skills and techniques when managing projects
- Use knowledge management as part of the leadership function to enhance service delivery
- Apply strategic planning to improve the leadership function and offer excellent service delivery

Module 4: Ethics and Leadership

- Understand the principles of ethical values and standards
- Link ethical standards and legislation to employee conduct
- Identify areas of ethical conflict for employees
- Understand the importance of upholding ethical values and standards within a specific sector
- Use the principles of Batho Pele in leadership

Module 5: The Role of Emotional Intelligence in Leadership

- Define the role of Emotional Intelligence in effective leadership
- Explain Emotional Intelligence and how it relates to self awareness
- Explain Emotional Intelligence and how it links to self management
- Understand the connection between emotional intelligence and social awareness
- Use Emotional Intelligence techniques to respond to leadership situations appropriately



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