



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The NC: Generic Management, level 5, is a comprehensive qualification that prepares managers for the increasingly complex and global work environment, with additional specialist skills for leadership roles in the wholesale and retail sector.

The qualification is innovatively designed with a strong emphasis on developing key generic management and W&R management skills, techniques and competencies.

The general components of the qualification are covered in core and fundamental modules and the elective modules cover specialist areas for the W&R environment. It is designed to develop competent and multi-skilled managers for wholesale, retail and allied industries.

Target Audience

The qualification is aimed primarily at middle and senior managers in the wholesale and retail sector. It offers a career path in this specialist industry and also more broadly into other industries.

Those managing individual staff members, teams, finances and stock, will all benefit from this programme.

Entry Requirements

- Competency in Communication (English) at NQF Level 4.
- Competency in Mathematical Literacy at NQF Level 4.
- At least one year's work experience in a management role.

Workplace Requirements

- Access to and be performing management functions.
- Active support by a mentor or supervisor.
- Access to a PC, software and the internet.

Wholesale & Retail

NC: Generic Management - W&R

W&R SETA Certification

SAQA ID: 59201

NQF Level: 5

Credits: 162

Course Delivery & Assessment

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

You will need to:

- Attend all lectures and sessions.
- Demonstrate theoretical and practical understanding of programme content through assignment submissions and practical observations.
- Participate in and contribute to group discussions, practical work and activities.
- Compile and submit a Portfolio of Evidence (PoE).

To receive the NC: Generic Management, level 5, 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:

- Apply the principles of knowledge management and promote innovation.
- Maintain workplace relationships, build, empower and monitor teams, develop strategy and action plans and lead people development.
- Evaluate operational plans and formulate recommendations for a change process.
- Monitor, assess and manage risk.
- Select and coach first line managers and promote a learning culture.
- Analyse leadership theories.
- Apply the principles of ethics and develop a project plan.
- Manage the finances of a business unit and evaluate practices.
- Use emotional intelligence to manage self and others.
- Conduct negotiations and manage conflict.





info@ldgroup.co.za



+27 086 022 7337



www.ldgroup.co.za

Course Content

NC: Generic Management – Wholesale & Retail
Accreditation Body: W&R SETA

SAQA ID: 59201 | Learning Programme ID: 63334
NQF Level: 5 | Credits : 162

Core Modules

- Apply the principles of knowledge management
- Build teams to achieve goals and objectives
- Create and manage an environment that promotes innovation
- Develop, implement and evaluate an operational plan
- Devise and apply strategies to establish and maintain workplace relationships
- Formulate recommendations for a change process
- Lead people, development and talent management
- Manage a diverse work force to add value
- Monitor and evaluate team members against performance standards
- Monitor, assess and manage risk
- Select and coach first line managers

Fundamental Modules

- Analyse leadership and related theories in a work context
- Apply a systems approach to decision making
- Apply mathematical analysis to economic and financial information
- Apply the principles of ethics to improve organisational culture
- Develop, implement and evaluate a project plan
- Manage the finances of a unit
- Use communication techniques effectively

Elective Modules (for the Wholesale and Retail Sector)

- Apply the principles and concepts of emotional intelligence to the management of self and others
- Conduct negotiations to deal with conflict situations
- Develop and implement a strategy and action plans for a team, department or division
- Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks
- Evaluate current practices against best practice
- Interpret and manage conflicts within the workplace
- Promote a learning culture in an organisation
- Recruit and select candidates to fill defined positions

Our Accredited Organisations



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