



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This practical, accredited, short programme is Unit Standard aligned and aimed at managers of small businesses, junior managers in larger organisations and senior administrators.

The programme is highly interactive and focuses on increasing business awareness, developing management skills and enabling career progression in the administration and management profession.

It covers management tasks and activities needed for running successful businesses, decision making, the business environment, self management and personal development.

Target Audience

The short programme is aimed at managers of small businesses, junior managers of business units in larger organisations and experienced office professionals in senior roles.

It is suitable for team leaders, supervisors, first line managers and section heads who have employees reporting to them.

Entry Requirements

- Competence in Communication at NQF Level 3
- Mathematical Literacy at NQF Level 3.

Additional Requirements

- You will need access to appropriate workplace activities.
- Access to a PC, software and the internet.

Business Administration

Office Professionals MBA

SERVICES SETA Statement of Results

US ID:	14667
NQF Level:	4
Credits:	10

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive, facilitated training, group discussions and practical exercises to embed skills.

You will need to:

- Attend all scheduled sessions.
- Demonstrate theoretical and practical understanding of course content.
- Complete and present practical assignments.
- Participate in group activities and discussions.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Describe and Apply the Management Functions of an Organisation, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the short programme, you will be able to:

- Explain the management activities involved in running a successful business.
- Explain the basic activities involved in the management process.
- Identify and explain the main tasks required of managers.
- Apply the decision making process to make a management decision.
- Analyse the application of general management functions in a selected organisation.
- Gain respect for your ideas and contributions and contribute confidently.
- Know your way around the business environment and management functions.
- Extend your self-management skills.
- Ensure you're a positive team player.





Course Content

US: Describe and Apply the Management Functions of an Organisation

Accreditation Body: **SERVICES SETA**

SAQA ID: 14667 | Learning Programme ID: NA
NQF Level: 4 | Credits : 10

Module 1: The Principles of Management

- Understand the business functions of an organisation
- How the effective allocation of resources will ensure competitive advantage

Module 2: The Ins and Outs of Management

- Understand the basic activities involved in the management process
- Planning: Goal-setting, achieving targets and monitoring performance
- Organising: Time management, organisational skills, prioritising, effective use of resources and delegation
- The difference between responsibility and accountability
- Leading: Recognising different leadership styles and how they impact on staff
- Controlling: Establishing performance standards, measuring performance and correcting poor performance

Module 3: Main Tasks in Management

- Make powerful decisions
- Communicate effectively – produce the perfect report, gather information for meetings and briefings and accommodate cultural diversity
- Build trust and reap the rewards
- Coordinate and evaluate - keep yourself and your team on track
- Motivate yourself and colleagues to achieve
- Discipline – know how to manage conflict and offer successful solutions

Module 4: Personal Development

- Raise your profile confidently and quickly
- Take control of new challenges with confidence
- Keep pace with your own goals and recognise development opportunities



info@ldgroup.co.za



+27 086 022 7337



www.ldgroup.co.za

Our Accredited Organisations



FACULTY
TRAINING
INSTITUTE



Siyangqoba



Siyaya®
SKILLS INSTITUTE



PROSERV
SOUTH AFRICA

