



## DURATION?

12 Months



## LEVEL?

NQF 4, 150 Credits



## ACCREDITATION?

SERVICES SECTOR  
EDUCATION AND TRAINING  
AUTHORITY



## CAREER PATH OPTIONS?

- ✓ Managers
- ✓ Supervisors
- ✓ Team Leaders
- ✓ Head of Departments



## INDUSTRY REQUIREMENTS?

- ✓ Planning and Goal Setting
- ✓ Resource Management
- ✓ Monitor Performance
- ✓ Compliance
- ✓ Code of Ethics

## DESCRIPTION:

This qualification is intended for junior managers of small organisations, junior managers of business units in medium and large organisations, or those aspiring to these positions.

Junior managers include team leaders, supervisors, foremen and section heads.

## WHY THIS QUALIFICATION?

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.

## OUTLINE:

1. Oral Communication
2. Written Communication
3. Mathematics
4. Team Management
5. Performance Management
6. Customer Management
7. Administration

