



Institute for Quality

Education, Training and Development

Empowerment through Education



FETC: Generic Management Level 4

Course Information

**FURTHER EDUCATION AND TRAINING CERTIFICATE :GENERIC MANAGEMENT
WHOLESALE AND RETAIL MANAGEMENT
SAQA ID : 57712 LP 63333
NQF LEVEL: 4
CREDITS 150**

PURPOSE AND RATIONALE OF THE QUALIFICATION

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. The focus of this qualification has been designed to enable learners to be competent in a range of knowledge, skills, attitudes and values including:

- Gathering and analysing information.
- Analysing events that impact on a business and its competitive environment.
- Complying with organisational standards.
- Motivating an individual or team.
- Negotiating in a work situation.
- Understanding the role of business strategy as it applies to junior management.
- Managing the budget within a specific area of responsibility.
- Applying management principles and practices within a specific area of responsibility.
- Managing work unit performance to achieve goals.
- Behaving ethically and promoting ethical behaviour in a work situation.
- Demonstrating understanding of the consequences in a work unit of HIV/AIDS.

The learners who achieve this qualification will be able to demonstrate competencies in management relating to Planning, Organising, Leading, Controlling and Ethics. Overall, this qualification will ensure that learners are capable of:

- Developing plans to achieve defined objectives.
- Organising resources in accordance with a developed plan.
- Leading a team to work co-operatively to achieve objectives.
- Monitoring performance to ensure compliance to a plan.
- Making decisions based on a code of ethics.

COURSE EXPECTATION

This is a learnership, and therefore has a theory and workplace component.

- Learners are expected to complete the theory at the training provider.
- The workplace component must be complete at a recognised workplace.
- The activities at the workplace will be determined by the workplace tasks that need to be completed.

Training Provider

Workplace

SELECTION OF WORKPLACE

Learners are required to ensure that they have secured a workplace. Whilst IQ supports learners in this endeavour, it is the learners responsibility.

The workplace selected must be in line with the course undertaken.

Learners will be provided with a pack that includes:

- Letter of request for placement
- Placement guidelines for Employer organisations

Training

YOUR COURSE COMPRISES OF THE FOLLOWING:

- Complete Learner orientation on the programme expectations.
- Mentor guidelines for the workplace mentors.
- Work integrated guidelines for the workplace.
- Learner orientation guide.
- Process meetings map with employers and mentors.
- Training plan including the schedule of assessments
- Process map for the qualification.
- Learner guides, workbooks and log books
- E-learning lessons/ PC Tablet (with audio voice lessons)
- Training videos to support lessons showing practical applications

ASSESSMENT

Assessments are an important part of your learning as it serves as a measure to identify if you have achieved the competencies required in this course.

Various assessment methods are used during the course of your programme. All these are collated into a Portfolio of Evidence which is used for the final summative assessment.

Each module of your study will have an assessment of some form. The workplace is assessed through a logbook. This comprises a list of tasks which needs to be completed and signed off by your workplace mentor.

DELIVERY MODALITY

The delivery modality is flexible and designed according to the needs of the client. The following are some of the options:

Option 1

- Lessons are presented on a PC Tablet. These are recorded. All the learner guides and workbooks are on the PC Tablet.

Option 2

- E-learning. Lessons are on the e-learning platform and learners progress through them.

Option 3

Face to face tuition according to a training plan.



Convenience ✓

Company inductions ✓

Better tracking ✓

Learner control ✓

Use of dead time ✓

Suits: learning styles ✓

Social learning ✓

Easy evidence ✓

Learner confidence ✓

Institute for Quality
Mobile Learning for the
workplace. Are you ready?

Programme Modules

CORE

FUNDAMENTAL

ID	UNIT STANDARD TITLE	NQF LEVEL	CREDITS
242819	Motivate and build a team	NQF Level 4	10
242824	Apply leadership concepts in a work	NQF Level 4	12
242811	Prioritise time and work for self and team	NQF Level 4	5
242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	NQF Level 4	6
242822	Employ a systematic approach to achieving objectives	NQF Level 4	10
242815	Apply organization's code of conduct in a work environment	NQF Level 4	5
242816	Conduct a structured meeting	NQF Level 4	6
		NQF Level 4	
242817	Solve problems, make decisions and implement solutions	NQF Level 4	8
242829	Monitor the level of service to a range of customers	NQF Level 4	5
242810	Manage Expenditure against a budget	NQF Level 4	5
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	NQF Level 4	6
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	NQF Level 4	4
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues.	NQF Level 4	6
119472	Accommodate audience and context needs in oral/signed communication	NQF Level 3	5
119467	Use language and communication in occupational learning programmes	NQF Level 3	5
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	NQF Level 4	5
119457	Interpret and use information from texts	NQF Level 3	5
119465	Write / present /sign texts for a range of communicative contexts	NQF Level 3	5
119469	Read/view, analyse and respond to a variety of texts	NQF Level 4	5
12153	Use the writing process to compose texts required in the business environment	NQF Level 4	5
119459	Write / present / sign for a wide range of contexts	NQF Level 4	5

13915	Demonstrate understanding of HIV/AIDS and its impact on the workplace	NQF Level 3	4
12544	Facilitate the preparation and presentation of evidence for assessment	NQF Level 4	8
114589	Manage time productively	NQF Level 4	4
242812	Induct a member into a team	NQF Level 3	4
118028	Supervise customer service standards	NQF Level 4	8
118030	Supervise P.O.S. Operations	NQF Level 4	8
118037	Supervise sales performance	NQF Level 4	8
118043	Supervise stock counts	NQF Level 4	8