



Further Education and Training Certificate: Generic Management (ID 57712) at NQF level 4
Skills Programmes/Modules

NO	SKILLS PROGRAMME	U/S ID	U/S TITLE	Level	CREDITS	CORE/ELECT
1	Human Resources Management	242819	Motivate and Build a Team	4	4	C
		11473	Manage individual and team performance	4	8	E
2	Office Administration	110026	Describe and assist in the control of fraud in an office environment	4	4	E
		110003	Develop administrative procedures in a selected organisation	4	8	E
		110009	Manage administration records	4	4	E
		109999	Manage service providers in a selected organisation	4	5	E
		242816	Conduct a structured meeting	4	5	C
3	Financial Management	242810	Manage Expenditure against a budget	4	4	C
4	Personal Management	242815	Apply the organization's code of conduct in a work environment	4	5	C
		242811	Prioritise time and work for self and team	4	5	C
		15234	Apply efficient time management to the work of a department/division/section	5	4	E
5	Oral communication	119472	Accommodate audience and context needs in oral communication	3	5	F
		119462	Engage in sustained oral communication and evaluate spoken texts	4	5	F
6	Written communication	119465	Write texts for a range of communicative contexts	3	5	F
		119459	Write for a wide range of contexts	4	5	F
		12153	Use the writing process to compose texts required in the business environment	4	5	F
		119457	Interpret and use information from texts	3	5	F
		119469	Read analyse and respond to a variety of texts	4	5	F
		119467	Use language and communication in occupational learning programmes	3	5	F
		12153	Use the writing process to compose texts required in the business environment	4	5	F
7	Literacy	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6	F

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		9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4	F
		9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6	F
8	Customer Service	242829	Monitor the level of service to a range of customers	4	5	C
9	Management & Leadership Principles	242824	Apply leadership concepts in a work context	4	12	C
		242822	Employ a systematic approach to achieving objectives	4	10	C
		242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6	C
		242817	Manage service providers in a selected organisation	4	5	E
		242816	Solve problems, make decisions and implement solutions	4	8	C