Kwelanga | TRAINING
engage | inspire | elevate

NATIONAL CERTIFICATE:
GENERIC MANAGEMENT (NQF LEVEL 5)
Qualification ID 59201 – 164 Credits

INTRODUCTION

This national certificate forms part of a learning pathway of management qualifications across various sectors and industries. It specifically develops management competencies required by learners in any occupation, particularly those who manage first line managers.

The qualification builds on the FETC: Generic Management (L4) and further develops the key concepts, principles and practices of management that will enable learners to lead, manage, organise and control first line managers and team leaders and 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.

The scope of management covers four domains: leadership, self-management, people management and management practices. This qualification addresses each of these domains with generic competencies, thereby enabling learning programmes to be contextualised for specific sectors and industries. It also provides opportunities for people to transfer between various specialisations within management. This will therefore enable management competencies to be strengthened, and enable managers to better manage systems, processes, resources, self, teams and individuals in various occupations.

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

TARGET AUDIENCE

The learners will typically be managers who have other junior managers or team leaders reporting to them. In smaller organisations or entities, the managers could primarily be responsible for managing the supervisors and staff within their section, division or business unit. Learners may also be those aspiring to junior manager positions of small organisations, business units in medium and large organisations. Junior managers include team leaders, supervisors, foremen and section heads.

DURATION: 12 Months / 35 Contact Days

ENTRY LEVEL REQUIREMENTS: Communication NQF Level 4, Mathematical Literacy NQF Level 4.

LEARNING PROGRAMMES

Leadership (4 days)	
120300	Analyse leadership and related theories in a work context. NQF5, 8 Credits
252037	Build teams to achieve goals and objectives. NQF5, 6 Credits
15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks. NQF5, 4 Credits

Relationship Management (4 days)	
12433	Use communication techniques effectively. NQF5, 8 Credits
252027	Devise and apply strategies to establish and maintain workplace relationships. NQF5, 6 Credits
252031	Apply the principles and concepts of emotional intelligence to the management of self and others. NQF5, 4 Credits

People Management (7 days)	
252029	Lead people development and talent management. NQF5, 8 Credits
252034	Monitor and evaluate team members against performance standards. NQF5, 8 Credits
12140	Recruit and select candidates to fill defined positions. NQF5, 9 Credits
252035	Select and coach first line managers. NQF5, 8 Credits

Diversity and Conflict Management (4 days)	
252043	Manage a diverse work force to add value. NQF5, 6 Credits
117853	Conduct negotiations to deal with conflict situations. NQF5, 8 Credits
114226	Interpret and manage conflicts within the workplace. NQF5, 8 Credits

Best Practice Management (3 days)	
252042	Apply the principles of ethics to improve organisational culture. NQF5, 5 Credits
252044	Apply the principles of knowledge management. NQF5, 6 Credits
252024	Evaluate current practices against best practice. NQF5, 4 Credits

Change Management (4 days)	
252021	Formulate recommendations for a change process. NQF5, 8 Credits
252026	Apply a systems approach to decision making. NQF5, 6 Credits
252020	Create and manage an environment that promotes innovation. NQF5, 6 Credits

Results-based Management (5 days)	
252022	Develop, implement and evaluate a project plan. NQF5, 8 Credits
252032	Develop, implement and evaluate an operational plan. NQF5, 8 Credits
252025	Monitor, assess and manage risk. NQF5, 8 Credits

Financial Management (3 days)	
252036	Apply mathematical analysis to economic and financial information. NQF5, 6 Credits
252040	Manage the finances of a unit. NQF5, 8 Credits

TRAINING METHODOLOGY

Our training methodology is designed with a core focus: to ensure that the knowledge acquired translates into tangible results, adding substantial value and visibly improving performance within the workplace.

We employ an outcomes-based approach, fostering active engagement through highly interactive, facilitator-led sessions.

WHAT WE OFFER

- Public Courses vs Closed Group Training
- Face-To-Face Training (F2F)
- Virtual Instructor-Led Training (VILT)
- Customisation
- Impact Compass
- myQuest LMS

POST COURSE ASSISTANCE

Contact the Coach" – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can 'Contact the Coach' for support, Information or assistance with additional questions regarding the application of theory covered during the course.

Personal Elevation Plan – Bridging the Gap from Training to Workplace Application

The Personal Elevation Plan isn't just a takeaway – it's a structured, practical guide that helps delegates seamlessly transition their learning into real-world action.

Sustained Development and Accountability: By tracking progress and engaging with their managers, delegates stay committed to their growth, making learning an active part of their professional journey.

A Tool for Measurable Impact: Rather than training being a one-time event, this plan enables organisations to see tangible results by embedding new skills into everyday work.

A Catalyst for Meaningful Conversations: Ideal for one-on-one coaching and performance discussions, the plan encourages ongoing development dialogues between delegates and their managers

OUR COMMITMENT TO YOU …

Kwelanga Training's Commitment

To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.