

**QUALIFICATION: NATIONAL CERTIFICATE IN GENERIC MANAGEMENT
(SAQA ID 59201; NQF LEVEL 5)****MODE OF DELIVERY: CONTACT (MELVILLE, CLAREMONT AND DURBAN) OR DISTANCE LEARNING
ONLINE****DESCRIPTION**

The focus of this qualification is on enabling learners to develop competence in the following range of knowledge, skills, attitudes and values:

- Initiating, developing, implementing and evaluating operational strategies, projects and action plans
- Monitoring and measuring performance and applying continuous or innovative improvement interventions
- Leading a team of first-line managers by capitalising on the talents of team members and promoting synergistic interaction between individuals and teams
- Building relationships using communication processes both vertically and horizontally within the unit, with superiors and with stakeholders across the value chain
- Applying the principles of risk, financial and knowledge management, and business ethics within internal and external regulatory frameworks
- Enhancing the development of teams and team members through facilitating the acquisition of skills, coaching, providing career direction, and capitalising on diversity in the unit.

PROGRAMME PURPOSE

The *National Certificate: Generic Management* forms part of a learning pathway of management qualifications across various sectors and industries. It is specifically designed to develop management competencies required by learners in any occupation, particularly those who manage first-line managers. The scope of generic management covers the following five domains:

1. Leadership
2. Managing the environment
3. Managing relations
4. Managing knowledge
5. The practice of management.

This qualification addresses each of these domains with generic competencies, so that it allows learning programmes to be contextualised for specific sectors and industries.

This leads to the strengthening of management competencies and will enable managers at this level to manage systems, processes, resources, managers and teams in their various occupations and contexts.

PROGRAMME OUTCOMES

After you have successfully completed this programme, you should be able to do the following:

- Develop, implement and evaluate an operational plan.
- Develop, implement and evaluate a project plan.
- Monitor and evaluate team members against performance standards.
- Build teams to achieve goals and objectives.
- Manage a diverse workforce to add value.
- Devise and apply strategies to establish and maintain workplace relationships.
- Use communication techniques effectively.
- Apply mathematical analysis to economic and financial information.
- Manage the finances of a unit.
- Lead people development and talent management.
- Select and coach first-line managers.
- Analyse leadership and related theories in a work context.
- Create and manage an environment that promotes innovation.
- Formulate recommendations for a change process.
- Apply the principles of knowledge management.
- Apply a systems approach to decision-making.
- Monitor, assess and manage risk.
- Apply the principles of ethics to improve organisational culture.
- Manage individual careers.
- Develop and implement a strategy and action plans for a team, department or division.
- Set, monitor and measure the achievement of goals and objectives for a team, department or division within an organisation.
- Coordinate planned skills-development interventions in an organisation.
- Implement skills development as workplace learning, to support organisational transformation.
- Promote a learning culture in an organisation.

MODE OF DELIVERY

Students are required to select their mode of study on admission. Please note that there are mode factsheets available that explain each mode in detail.

A change of mode will only be allowed in specified circumstances. An application has to be submitted to the Academic Committee for consideration.

Select one of the following modes available for this specific programme:

- Contact learning (CL)
- Distance learning online (DLO).

PROGRAMME STRUCTURE

The *National Certificate: Generic Management* consists of the following nine modules and a Final Integrated Summative Assessment:

Module name
Business Strategy (BSTR05-OF)
Building High-Performance Teams (BHPT05-OF)
Customer Delight (CUSD05-OF)
Financial Management (FIMA05-OF)
Managing Performance (MPER05-OF)
Process Management and Innovation (PMIN05-OF)
Working with People (Human Resources) (WPHR05-OF)
Business Ethics and Risk (BERI05-OF)
Elective Learning (ELEA05-OF)
Final Integrated Summative Assessment (FISA)

ADMISSION REQUIREMENTS

Grade 12 (old Standard 10, or equivalent).

English proficiency

Applicants are required to be proficient in English prior to admission to the course. Applicants whose first language is not English may be required to provide proof of proficiency.

ACCESS TO TECHNOLOGY

Milpark provides students with materials, resources, formative assessments (including online tests and quizzes), discussion opportunities and a number of administrative services as part of the *myMilpark* and *myCourses* online tuition and support environments. Course materials contain links to additional external resources in the form of links to downloadable documents, websites and videos.

Having access to the abovementioned online facilities is essential for efficient communication, learning and success. You will need continuous (daily) access to study, using the resources mentioned above, and to submit and receive your assignments.

Minimum system requirements:

1. Reliable broadband Internet access
2. Firefox/Internet Explorer/Chrome web browser
3. Microsoft Word
4. PDF Viewer
5. Ability to scan and upload documents
6. Email/Cellphone for notification and communication.

STUDENT SUPPORT

Library access

The Milpark Library provides access to e-books in a virtual library called Cyberlibris (Scholartext). Lecturers may create smart bookshelves per course or module for students to access (these shelves can contain prescribed and recommended books). Students can also create their own personal smart bookshelves containing resources for their studies. Having access to a digital library means that thousands of students can access books and resources from anywhere at the same time online. There is no need to do reservations and requests, and no limit on the time a student has to access a book. With the implementation of Cyberlibris, students also have access to full-text resources via ProQuest (global), Ebsco (global) and Sabinet (South African publications), to assist with research and to enrich their learning experience. Access to the Library is included in the module fee.

Tutor

Comprehensive student support services are available. Students are provided with administrative support by Student Services. To assist with understanding content, students have access to tutors whom they can contact individually. Students who experience study and/or personal problems have access to a student counsellor. All support services are available to registered students via *myMilpark (myCourses)*.

RULES OF PROGRESSION

All the modules are compulsory. After successfully completing all nine modules and achieving competency, you will have to complete a **Final Integrated Summative Assessment (FISA)**, which covers all nine modules, to assess your generic management knowledge and practical application.

If you believe that you should be exempt from certain subjects, based on your formal qualifications or work experience, you can apply to Milpark for a subject exemption.

ASSESSMENT

The South African Board for People Practices (SABPP) is your assessment authority for this programme, which means that the SABPP prescribes how you will be assessed. All assessments will be conducted by Milpark College. Please keep the following in mind:

1. Your assessments comprise formative assessments, summative assessments and a Final Integrated Summative Assessment (FISA).
2. Your **formative assessments** are assessments you will do *during* your studies per subject. Your formative assessments are contained in a *Formative Assessment Workbook* per subject. If you are attending classes, you will receive your *Formative Assessment Workbook* with your *Learner Guide* when you enrol. If you are studying through distance learning, you will download your *Formative Assessment Workbook* from the *myMilpark* student portal.
3. If you are attending classes, your lecturer will mark your formative assessments. If you are studying through distance learning, you have to upload your formative assessments for marking via the *myMilpark* student portal.
4. Your **summative assessments** are the final assessments for a subject, which you will complete *at the end* of a subject. When your lecturer deems you ready for the summative assessment, you will receive a *Summative Assessment Guide* per subject to complete. If you are a distance-learning student, you will be able to download your *Summative Assessment Guide* from the *myMilpark* student portal.
5. Your *Summative Assessment Guide* consists of a knowledge questionnaire and practical activities. If you are attending classes, you will write your knowledge questionnaire questions under tests conditions, and you will do your practical activities on your own.
6. Your answers to the formative and summative assessments will be added to a Portfolio of Evidence (PoE) that will be kept at Milpark College for verification purposes with the SABPP.
7. **NB:** Your formative assessments do not contribute to your final mark, but they are essential tools to indicate your progression through your course. You have to achieve at least 65% in all summative assessments to qualify for the **Final Integrated Summative Assessment (FISA)**.
8. After you have successfully completed the formative and summative assessments for all nine subjects, you will be required to complete a Final Integrated Summative Assessment (FISA) in order to achieve the full qualification.
9. Your FISA is an external exam administered by the SABPP and has a 65% pass mark.

DURATION

The *National Certificate: Generic Management* is a one-year programme.

CERTIFICATION

On successful completion of all subjects in this qualification, plus your Final Integrated Summative Assessment (FISA), your details will be uploaded to the National Learner Records Database by the SABPP, and the *National Certificate: Generic Management* will be issued to you.

FURTHER STUDIES

The programme is at NQF Level 5 and provides for articulation to a Level 6 management qualification on the NQF.

A student who has completed certain modules in this qualification at Milpark College and who wishes to transfer to another tertiary institution should be able to apply for exemption from relevant modules based on the modules that have been passed at Milpark College.

PRICING

Your Milpark College course fees include the cost of study material and tuition. However, SABPP membership registration is not included in your course fees. Should you wish to become a registered SABPP member, you will have to pay this fee separately. Details of all SABPP fees are available on the SABPP website (<http://www.sabpp.co.za>).

Please contact Milpark College for all current fees. Please note that for qualifications that run over more than one year, Milpark College fees are payable for the first year of study only. The fees for second- and third-year studies will be made available only in subsequent years.

DISCLAIMER

The content of this brochure is accurate at the time of going to print. Milpark Education reserves the right to change the programme content due to changes in legislation, market requirements and other reasons. Notice of such changes will be published on our website.

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