

LEARNERSHIPS QUALIFICATION



National Certificate:
**SKILLS DEVELOPMENT
MANAGEMENT**
Level 5

SAQA ID: 96101

DURATION
12 MONTHS

**B-BBEE POINTS CLAIMABLE
FOR ALL LEARNERSHIPS**

**TAX CONCESSIONS APPLY BETWEEN
R80 000 - R120 000
PER CANDIDATE**

BOOK YOUR SEAT

National Certificate:

SKILLS DEVELOPMENT MANAGEMENT

Level 5

Course Purpose

This qualification 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 qualification 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. The scope of generic management covers five domains: leadership, managing the environment, managing relations, managing knowledge and the practice of management.

The certificate will enable qualifying candidates to:

- Initiate, develop, implement and evaluate operational strategies, projects and action plans, and where appropriate.
- Recommend change within teams and/or the unit so as to improve the effectiveness of the unit.
- Monitor and measure performance and apply continuous or innovative improvement interventions in the unit in order to attain its desired outcomes, including customer satisfaction, and thereby contributing towards the achievement of the objectives and vision of the entity.
- Lead a team of first line managers, by capitalising on the talents of team members and promote synergistic interaction between individuals and teams, to enhance individual, team and unit effectiveness in order to achieve the goals of the entity.
- Build relationships using communication processes both vertically and horizontally within the unit, with superiors and with stakeholders across the value chain to ensure the achievement of intended outcomes.
- 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.

Who Should Study Customer Management Level 5?

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.

Duration

12 MONTHS

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Level 5

| US | Name of Unit Standard |
|--------|---|
| 252020 | Create and manage an environment that promotes innovation |
| 252021 | Formulate recommendations for a change process 2 |
| 52025 | Monitor, assess and manage risk |
| 252026 | Apply a systems approach to decision making |
| 252032 | Develop, implement and evaluate an operational plan |
| 252036 | Apply mathematical analysis to economic and financial information |
| 252040 | Manage the finances of a unit |
| 252042 | Apply the principles of ethics to improve organizational culture |
| 252044 | Apply the principles of knowledge management |
| 12433 | Use communication techniques effectively |
| 120300 | Analyse leadership and related theories in a work context |
| 252022 | Develop, implement and evaluate a project plan |
| 252027 | Devise and apply strategies to establish and maintain workplace relationships |
| 252029 | Lead people development and talent management |
| 252034 | Monitor and evaluate team members against performance standards |
| 252035 | Select and coach first line managers |
| 252037 | Build teams to achieve goals and objectives |
| 252043 | Manage a diverse work force to add value |
| 11911 | Manage individual careers |
| 15219 | Develop and implement a strategy and action plans for a team |
| 15220 | Set, monitor and measure the achievement of goals and objectives for a team |
| 15232 | Coordinate planned skills development interventions in an organisation |
| 116926 | Implement skills development as workplace learning to support transformation |
| 252041 | Promote a learning culture in an organisation |
| | |



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✉ sales@bconsult.co.za

☎ +27 31 536 8167

🌐 www.bconsult.co.za

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