



**SAQA Registration: 59201 (63334)**  
**National Certificate: Wholesale and Retail**  
**Generic Management NQF Level 5 (163**  
**Credits)**









**PURPOSE OF THE LEARNING PROGRAMME**

A person acquiring this qualification will be able to manage first line managers in an organisational entity. First line managers may include team leaders, supervisors, junior managers, section heads and foremen.

**LEARNING ASSUMED TO BE IN PLACE**

-  Communication at NQF Level 4.
-  Mathematical Literacy at NQF Level 4.

**EXIT LEVEL OUTCOMES**

-  Initiate, develop, implement and evaluate operational strategies, projects and action plans so as to improve the effectiveness of the unit.
-  Monitor and measure performance and apply continuous or innovative improvement interventions in the unit.
-  Lead and manage a team of first line managers to enhance individual, team and unit effectiveness.
-  Build relationships with superiors and with stakeholders across the value chain.
-  Apply the principles of risk, financial and knowledge management and business ethics within internal and external regulatory frameworks.
-  Enhance the development of teams and team members.

**TRAINING PROGRAMME DURATION**

12 months

**ASSESSMENT**

The purpose of the qualification is achieved via demonstration of competence in terms of the exit level outcomes, which in turn are a function of the associated unit standards. Candidates will be assessed in an integrative manner per exit level outcome according to the qualification rules.

**CERTIFICATION**

This includes obtaining endorsement from the W&RSeta.

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**QUALIFICATION OVERVIEW**

ID	UNIT STANDARD TITLE	NQF	CREDITS
<b>CORE</b>			<b>78</b>
252020	Create and manage an environment that promotes innovation	Level 5	6
252021	Formulate recommendations for a change process	Level 5	8
252025	Monitor, assess and manage risk	Level 5	8
252027	Devise and apply strategies to establish and maintain workplace relationships	Level 5	6
252029	Lead people development and talent management	Level 5	8
252032	Develop, implement and evaluate an operational plan	Level 5	8
252034	Monitor and evaluate team members against performance standards	Level 5	8
252035	Select and coach first line managers	Level 5	8
252037	Build teams to achieve goals and objectives	Level 5	6
252043	Manage a diverse work force to add value	Level 5	6
252044	Apply the principles of knowledge management	Level 5	6
<b>FUNDAMENTAL</b>			<b>49</b>
12433	Use communication techniques effectively	Level 5	8
120300	Analyse leadership and related theories in a work context	Level 5	8
252022	Develop, implement and evaluate a project plan	Level 5	8
52026	Apply a systems approach to decision making	Level 5	6
52036	Apply mathematical analysis to economic and financial information	Level 5	6
252040	Manage the finances of a unit	Level 5	8
252042	Apply the principles of ethics to improve organisational culture	Level 5	5
<b>ELECTIVE</b>			<b>36</b>
12140	Recruit and select candidates to fill defined positions	Level 5	9
255499	Manage shrinkage and losses in a wholesale and retail unit	Level 5	12
255514	Conduct a disciplinary hearing	Level 5	15