

## School of Business and Management

**Programme Name:** Certificate in General Management

**Full-time / Part-time:** Full-time  
(Will be offered from the 2<sup>nd</sup> semester)

### Description

If you have always been interested in Management then Damelin's Certificate in General Management will definitely advance your career. This programme is designed for those learners who already have work experience but it will also prepare students for entry as first line managers. This qualification is offered in response to the need for competent managers across all economic sectors.

### Admission Requirements

- You are required to have knowledge, comprehension and application of English and Mathematics at NQF Level 4 / Grade 12 or equivalent;
- Employment part time or full time.
- Prior work experience, whilst not essential, would be an advantage

### Certification

Upon successful completion of this programme, you will receive a Damelin Certificate in General Management. This certificate is equivalent to the National Certificate: Management, SAQA ID 24493, NQF Level 5, 120 credits.

### Exit Level Outcomes

- Develop and implement a strategy and action plan

- Apply best practice and performance improvement measures to the work plans of the team/department.
- Devise and implement management processes
- Manage a division/department's work programme and prioritise tasks
- Lead a team of people in order to enhance individual and team performance and achieve objectives
- Initiate and implement new projects
- Interact and communicate effectively with all role players
- Use systems effectively to achieve the objectives of the team, department or division
- Apply sound financial management practices and techniques
- Identify the need for change and implement change
- Organise training and development programmes to enhance the skills level of individuals and the team
- *Experiential learning*

## **Programme Outline Fundamentals, Core and Electives (Compulsory)**

### **Financial Management (26 credits)**

- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
- Apply financial analysis
- Make and record payments
- Prepare financial reports and returns

### **Staff Development (31 credits)**

- Manage staff development
- Conduct on-the-Job-Training
- Implement training needs for teams and individuals to upgrade skills levels
- Monitor team members and measure effectiveness of performance
- Prepare and conduct staff selection interviews
- Recognise areas in need of change, make recommendations and implement change in the team, department or division
- Set, monitor and measure the achievement of goals and objectives for a team, department or division within an organisation

### **Best practise and Code of Conduct (44 credits)**

- Harness diversity and build on strengths of a diverse working environment
- Identify and interpret Best Practice guidelines, and plan for and implement Best Practice within the team, department or division

- Identify and interpret related legislation and its impact on the team, department or division and ensure compliance
- Implement codes of conduct in the team, department or division
- Implement systems to meet the flow of information in a team, department or division
- Implement training needs for teams and individuals to upgrade skills levels
- Monitor team members and measure effectiveness of performance
- Prepare and conduct staff selection interviews
- Recognise areas in need of change, make recommendations and implement change in the team, department or division
- Set, monitor and measure the achievement of goals and objectives for a team, department or division
- Apply workplace communication skills

### **Team Management (25 credits)**

- Apply efficient time management to the work of a department or division
- Build teams to meet set goals and objectives
- Create and use a range of resources to effectively manage teams, sections, departments or divisions

- Create opportunities for innovation and lead projects to meet innovative ideas
- Develop and implement a strategy and action plans for a team or department
- Devise and apply strategies to establish and maintain relationships
- Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks

### **Experiential Learning Component (120 hours)**

The learner will be required to complete **120 hours** (**30 hours** for *Skills Programme in Financial Management* / **30 hours** for *Skills Programme in Staff Development* / **30 hours** for *Skills Programme in Best Practise and Code of Conduct* / **30 hours** for *Skills Programme in Team Management*) of practical work experience at a reputable organisation. Practical assessment will take place during this time and the learner will be required to complete an experiential learning portfolio of evidence. Learners will not be certified before the experiential learning component has been successfully completed.

### **Assessment**

The learner will be required to complete a comprehensive portfolio of evidence to support the competent findings of the assessor. The Learner will be supported and guided towards reaching this goal. The summative assessment will consist of a national exam.

### **Duration**

The programme duration is one year and the tuition is face to face. Damelin tuition is scheduled per campus. Programmes are offered during the week, in the evenings, or on Saturdays. Damelin campuses countrywide have updated schedules on their local programme offerings.

### **Further Studies:**

Once you have completed this Damelin Certificate you can study further by completing Damelin Skills Programmes such as:

- Marketing and Customer Service
- Emotional Intelligence in Leadership.

### **About the School**

The School of Business and Management is a very dynamic School that focuses mainly on business related programmes. The School caters for learners from NQF level 2 – level 5 in a range of fields that include entrepreneurs and small business, finance, accounting, contact centre operation, management, leadership, production and import & export. All skills programmes and qualifications are registered by SAQA on the National Qualifications Framework and is credit bearing. The School offers Saturday morning sessions, evening classes and full time tuition. Please refer to the prospectus for a complete list of programmes.

**Pricing**

Enquire at your nearest Damelin Campus for a current programme pricelist. This programme price includes all required text books.

**Disclaimer**

The content of this brochure, accurate at time of going to print, is subject to change without notification due to legislation, market requirements or any other reason. Damelin reserves the right to change the programme content without notice.