



GENERIC MANAGEMENT



Contents

242810	Manage Expenditure against a budget	2
242811	Prioritise time and work for self and team.....	2
242815	Apply the organisation's code of conduct in a work environment.....	2
242816	Conduct a structured meeting.....	3
242817	Solve problems, make decisions and implement solutions.....	3
242819	Motivate and Build a Team.....	3
242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4
242822	Employ a systematic approach to achieving objectives.....	4
242824	Apply leadership concepts in a work context.....	4
242829	Monitor the level of service to a range of customers	5
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues.....	5
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems.....	6
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	6
12153	Use the writing process to compose texts required in the business environment	7
119459	Write/present/sign for a wide range of contexts	7
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	8
119469	Read/view, analyse and respond to a variety of texts	8
242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	9
242812	Induct a member into a team	9
242813	Explain the contribution made by own area of responsibility to the overall organisational strategy.....	9
242818	Describe the relationship of junior management to other roles.....	10
242820	Maintain records for a team.....	10
119469	Read/view, analyse and respond to a variety of texts	10



242810 Manage Expenditure against a budget

PURPOSE OF THE UNIT STANDARD

This Unit Standard specifies the knowledge and skills required to manage a budget within the organisation. This Unit Standard is intended for junior managers of organisations.

The qualifying learner is capable of:

- Explaining the concept of budgeting pertinent to an area of responsibility.
- Determining the elements of a budget relevant to an area of responsibility.
- Monitoring and controlling actual expenses (and revenue), against projected budget.

242811 Prioritise time and work for self and team

PURPOSE OF THE UNIT STANDARD

This Unit Standard enables learners to manage time and prioritise tasks in a work environment. This Unit Standard is intended for junior managers of organisations.

The qualifying learner is capable of:

- Creating, implementing and maintaining a personal and team task list.
- Using and maintaining a diary.
- Prioritising personal and team tasks.
- Implementing and maintaining a task list.

242815 Apply the organisation's code of conduct in a work environment

PURPOSE OF THE UNIT STANDARD

This Unit Standard is intended for learners in a work environment. It is designed to raise moral standards as a counter to potential or real corruption within a work environment. The focus is on ethics and the learner, and does not include corporate governance. This Unit Standard is intended for junior managers of organisations.

The qualifying learner is capable of:

- Explaining the concept of personal ethics in relation to the moral compass.
- Describing the role of a code of conduct in a work environment, according to ethical principles.
- Upholding the code of conduct within the work team.



242816 Conduct a structured meeting

PURPOSE OF THE UNIT STANDARD

This unit standard introduces the junior manager to the preparation and procedures required in conducting a structured meeting to ensure that objectives are achieved.

This unit standard is intended for junior managers of organisations.

The qualifying learner is capable of:

- Preparing for a meeting.
- Conducting a meeting.
- Dealing with differing views in a meeting.
- Distributing records of a meeting.

242817 Solve problems, make decisions and implement solutions

PURPOSE OF THE UNIT STANDARD

This Unit Standard is intended for junior managers of organisations. The Unit Standard specifies the knowledge and skills required to solve problems and make decisions.

The qualifying learner is capable of:

- Defining a problem.
- Investigating the problem.
- Generating problem solutions.
- Implementing problem solution.
- Evaluating the effectiveness of the solution.

242819 Motivate and Build a Team

PURPOSE OF THE UNIT STANDARD

This Unit Standard introduces the junior manager to the concept of motivation. This Unit Standard is intended for junior managers of organisations.

The qualifying learner is capable of:

- Explaining the importance of motivating a team.
- Demonstrating an understanding of self and team members in a workplace.
- Applying theories of motivation and group dynamics.
- Implementing a plan of action to strengthen a team.
- Providing feedback and recognising achievements.



242821 Identify responsibilities of a team leader in ensuring that organisational standards are met

PURPOSE OF THE UNIT STANDARD

This unit standard explores the role of the team leader in ensuring that the team meets organisational or required standards.

This unit standard is intended for junior managers of organisations.

The qualifying learner is capable of:

- Explaining the role of a team leader.
- Explaining the purpose of a team.
- Contracting with a team to obtain commitment.
- Monitoring the achievement of team objectives.

242822 Employ a systematic approach to achieving objectives

PURPOSE OF THE UNIT STANDARD

The person completing this Unit Standard should be able to adopt a systematic approach to achieving objectives. This Standard is intended for junior managers of organisations.

The qualifying learner is capable of:

- Specifying objectives.
- Formulating a plan.
- Co-ordinating people and other resources.
- Implementing the plan to meet objectives.
- Evaluating results and making corrections and improvements.

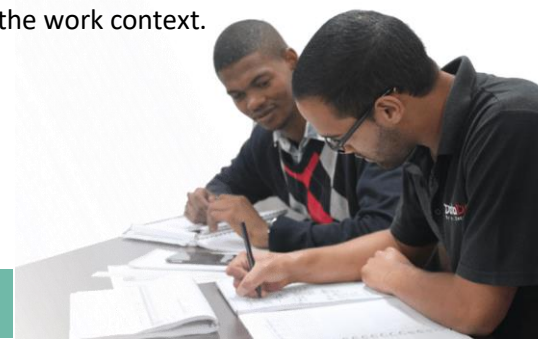
242824 Apply leadership concepts in a work context

PURPOSE OF THE UNIT STANDARD

This Unit Standard will be useful to learners, working in all sectors of the economy, community organisations or Non-Governmental Organisations (NGOs). It will enable learners to gain insight into the role of leadership within a work context, and thus providing them with the skills and knowledge to add value to their job. This Unit Standard is intended for junior managers of organisations.

The qualifying learner is capable of:

- Explaining the concept of leadership.
- Differentiating between the concepts of leadership and management.
- Applying leadership techniques to individuals and teams within the work context.
- Evaluating the impact of leadership techniques applied.



242829 Monitor the level of service to a range of customers

PURPOSE OF THE UNIT STANDARD

The purpose of this unit standard is to encompass the skills needed to monitor the level of service between an organisation and its customers, both internal and external. This Unit Standard is intended for junior managers of organisations.

The qualifying learner is capable of:

- Identifying internal and external customers, where applicable.
- Explaining standards of customer service expected by the organisation.
- Measuring customer satisfaction on an ongoing basis.
- Recommending corrective action.

7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues

PURPOSE OF THE UNIT STANDARD

This unit standard will be useful to people who aim to achieve recognition at some level in Further Education and Training or to meet the Fundamental requirement of a wide range of qualifications registered on the National Qualifications Framework.

People credited with this unit standard are able to:

- Use mathematics to plan and control financial instruments including insurance and assurance, unit trusts, stock exchange dealings, options, futures and bonds
- Use simple and compound interest to make sense of and define a variety of situations including mortgage loans, hire purchase, present values, annuities and sinking funds
- Investigate various aspects of costs and revenue including marginal costs, marginal revenue and optimisation of profit
- Use mathematics to debate aspects of the national and global economy, including tax, productivity and the equitable distribution of resources.



9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems

PURPOSE OF THE UNIT STANDARD

This Unit Standard is designed to provide credits towards the mathematical literacy requirement of the NQF at Level 4. The essential purposes of the mathematical literacy requirement are that, as the learner progresses with confidence through the levels, the learner will grow in:

A confident, insightful use of mathematics in the management of the needs of everyday living to become a self-managing person

An understanding of mathematical applications that provides insight into the learner's present and future occupational experiences and so develop into a contributing worker

The ability to voice a critical sensitivity to the role of mathematics in a democratic society and so become a participating citizen.

People credited with this unit standard are able to:

- Critique and use techniques for collecting, organising and representing data.
- Use theoretical and experimental probability to develop models, make predictions and study problems.
- Critically interrogate and use probability and statistical models in problem solving and decision making in real-world situations

9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts

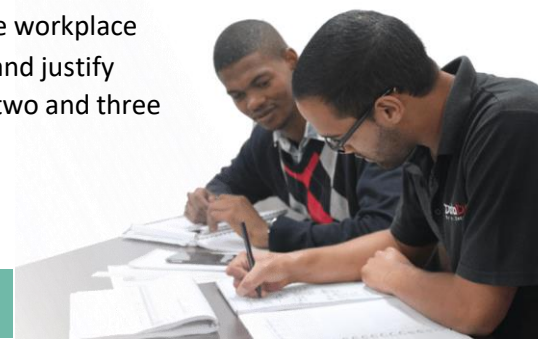
PURPOSE OF THE UNIT STANDARD

This unit standard is designed to provide credits towards the mathematical literacy requirements of the NQF at level 4. The essential purposes of the mathematical literacy requirements are that, as the learner progresses with confidence through the levels, the learner will grow in:

- An insightful use of mathematics in the management of the needs of everyday living to become a self-managing person.
- An understanding of mathematical applications that provides insight into the learner's present and future occupational experiences and so develop into a contributing worker.
- The ability to voice a critical sensitivity to the role of mathematics in a democratic society and so become a participating citizen.

People credited with this unit standard are able to:

- Measure, estimate, and calculate physical quantities in practical situations relevant to the adult with increasing responsibilities in life or the workplace
- Explore analyse and critique, describe and represent, interpret and justify geometrical relationships and conjectures to solve problems in two and three dimensional geometrical situations



12153 Use the writing process to compose texts required in the business environment

PURPOSE OF THE UNIT STANDARD

The purpose of the unit standard requires learners to follow a process in writing texts and reports required in business. It is intended to promote clear, unambiguous communication in plain language and to improve the quality of written reports and other texts that are specific to a business environment, require a particular format and may include specified legislated requirements. The unit standard enables learners to recognise and effectively use textual conventions and features specific to business texts.

The qualifying learner is capable of:

- Using textual features and conventions specific to texts
- Identifying the intended audience for the communication
- Identifying the purpose of a text
- Selecting the appropriate text type, format and layout for the purpose
- Organising and structuring a technical text appropriately
- Using appropriate grammar conventions
- Drafting and editing a technical text
- Recognising errors and checking for accuracy
- Presenting the same information in different ways
- Using plain language in business

119459 Write/present/sign for a wide range of contexts

PURPOSE OF THE UNIT STANDARD

This unit standard will be useful to learners who communicate confidently and fluently in writing/signing in almost any formal and informal situation. Competence at this level will help learners to analyse and make mature judgements about complex, human, personal, social and environmental issues and to express and motivate their opinions.

Learners at this level write/sign expressively and with conviction on topics of interest. They cope well with the exploration of complex themes and issues in a variety of writing/signing styles that stimulate and maintain the interest of their readers/audience. Through a drafting and editing process their writing/signing shows significant improvement.

They carefully scrutinise their own and others' writing/signing in terms of its impact on different audiences and contexts. They are also able where possible to use multi-media technologies to present rather than write/sign own texts.

Learners credited with this unit standard are able to:

- Write/sign effectively and creatively on a range of topics
- Choose language structures and features to suit communicative purposes
- Edit writing/signing for fluency and unity.



119462 Engage in sustained oral/signed communication and evaluate spoken/signed texts

PURPOSE OF THE UNIT STANDARD

Competence at this level will enable learners to participate effectively in oral/signed communication in most situations.

Learners at this level are aware of their audiences and purposes for communication. They listen effectively and critically. They are able to identify or adopt the style and language register required in different situations. They can usually identify the assumptions and inferences in what people say/sign. They speak/sign fluently and confidently in both formal and familiar settings and can articulate their purpose and meaning clearly. They can use language to convey detailed information, and to express their ideas and feelings. They control complex sentence structures and language conventions in their spoken/signed communications.

People credited with this unit standard are able to:

- Respond critically yet sensitively as a listener/audience
- Analyse own responses to spoken/signed texts and adjust as required
- Use strategies to be an effective speaker/signer in sustained oral/signed interactions
- Evaluate spoken/signed discourse

119469 Read/view, analyse and respond to a variety of texts

PURPOSE OF THE UNIT STANDARD

Competence at this level will enable learners to use analytical skills to make sophisticated judgements about complex human and social issues. They are aware of both the functions of language and of its drama and power.

Learners are critical, reflective and responsive readers and/or viewers of written/signed and visual texts. They are able to draw comparisons between texts, and to compare and contrast themes and issues in texts with those in the contexts in which they live and work. They identify and analyse style and tone/sign size and pace and account for their effectiveness in different texts. They are willing to challenge the assumptions and values expressed in texts. They are especially critical readers/viewers of both the written/signed and/or visual mass media. They can access, process and use information from a wide variety of texts.

Learners credited with this unit standard are able to:

- Critically analyse texts produced for a range of purposes, audiences and contexts
- Identify and explain the values, attitudes and assumptions in texts
- Evaluate the effects of content, language and style on readers'/viewers' responses in specific texts.



242668 Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act

PURPOSE OF THE UNIT STANDARD

This Unit Standard is intended for all managers who should know the requirements of the Occupational Health and Safety Act (OHSA) and the consequences of non-compliance. It will be useful for managers at all levels as well as safety and security officers, compliance officers and learners in commercial and industrial insurance.

The qualifying learner is capable of:

- Explaining the basic principles of the Act and accompanying Regulations.
- Explaining the requirements for minimum compliance stipulated in the Act.
- Interpreting the management controls required to achieve compliance.
- Explaining the obligations of managers in terms of communication and training

242812 Induct a member into a team

PURPOSE OF THE UNIT STANDARD

This unit standard introduces the team or group leader to the preparation and procedures necessary to induct a new team member into a team.

This unit standard is intended for junior managers of organisations.

The qualifying learner is capable of:

- Preparing to receive a member into a team.
- Introducing a new member.
- Explaining how performance is monitored.
- Creating awareness of career opportunities in an organisation.

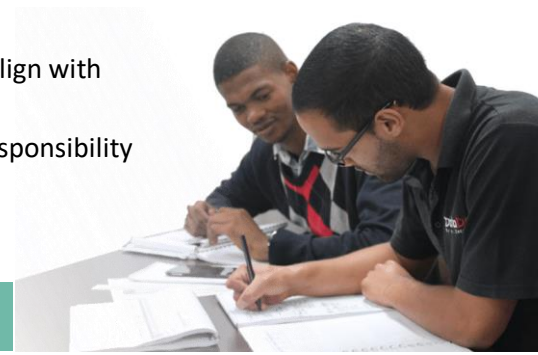
242813 Explain the contribution made by own area of responsibility to the overall organisational strategy

PURPOSE OF THE UNIT STANDARD

This Unit Standard specifies the knowledge and skills required to evaluate the contribution of own area of responsibility to the overall strategy of the organisation. This Unit Standard is intended for junior managers of organisations.

The qualifying learner is capable of:

- Understanding the overall strategy of an organisation.
- Understanding how the activities of own area of responsibility align with the overall strategy of the organisation.
- Communicating to the members of own team how its area of responsibility aligns to the overall organisational strategy.



242818 Describe the relationship of junior management to other roles

PURPOSE OF THE UNIT STANDARD

This Unit Standard specifies the knowledge and skills required to understand the relationship between junior management and other management roles in the organisation. This Unit Standard is intended for junior managers of the organisations.

The qualifying learner is capable of:

- Explaining the relationship between the type, ownership and size of an organisation and its management structure.
- Explaining the relationship between various management roles.

242820 Maintain records for a team

PURPOSE OF THE UNIT STANDARD

This unit standard provides for the record keeping of team activities and team members.

This unit standard is intended for junior managers of organisations.

The qualifying learner is capable of:

- Explaining why organisations record and keep information.
- Identifying and describing the type of records a team leader is required to keep.
- Recording team performance against agreed targets.
- Recording performance data.

119469 Read/view, analyse and respond to a variety of texts

PURPOSE OF THE UNIT STANDARD

Competence at this level will enable learners to use analytical skills to make sophisticated judgements about complex human and social issues. They are aware of both the functions of language and of its drama and power.

Learners are critical, reflective and responsive readers and/or viewers of written/signed and visual texts. They are able to draw comparisons between texts, and to compare and contrast themes and issues in texts with those in the contexts in which they live and work. They identify and analyse style and tone/sign size and pace and account for their effectiveness in different texts. They are willing to challenge the assumptions and values expressed in texts. They are especially critical readers/viewers of both the written/signed and/or visual mass media. They can access, process and use information from a wide variety of texts.

Learners credited with this unit standard are:

- Critically analyse texts produced for a range of purposes, audiences and contexts
- Identify and explain the values, attitudes and assumptions in texts
- Evaluate the effects of content, language and style on readers'/viewers' responses in specific texts.





NEW VENTURE CREATION



263356 Demonstrate an understanding of an entrepreneurial profile

PURPOSE OF THE UNIT STANDARD

This unit standard is for learners who are required to identify and develop within themselves, the personal characteristics of an entrepreneur that ensure the successful operation of a new venture. The unit standard also introduces the learner to the economic, administrative and behavioural (psycho-social) barriers that contribute to the success in starting and sustaining an enterprise. The learner will develop strategies to work effectively in a group and set personal goals in an entrepreneurial context.

Learners credited with this unit standard will be able to:

- Describe entrepreneurship.
- Describe the characteristics of a successful entrepreneur.
- Develop individual entrepreneurial characteristics.
- Explain methods to enhance an entrepreneurial profile.

