

MANAGEMENT AND LEADERSHIP PROGRAMMES

NATIONAL CERTIFICATE: MANAGEMENT (NQF LEVEL 3, SAQA ID 83946, 120 CREDITS)

This Services SETA qualification develops junior management skills for first-line supervisors in small to medium business units across sectors, covering planning, organizing, leading, and control functions.

COURSE STRUCTURE AND MODULES

Consists of 120 credits over fundamental, core, and elective unit standards delivered via learning programs (e.g., LP 23654 Generic or 83986 Stores/Warehousing).

Fundamental: Communication (9015, 9016), Mathematical Literacy (9019), module.

Core: Initiate interactive communication (9013); Monitor/measure performance (252031); Motivate team (252034); Manage time/resources (252042).

Electives: Sector-specific like stores/warehousing (377384, 377385); Business planning (252024).

Key modules:

- Project Introduction: Explain fundamentals (120372); Contribute to initiation/scope (120373); Work as team member (120379).
- Planning: Develop simple schedules (120384); Participate in estimation/preparation (120374).
- Execution: Monitor/evaluate schedules (120387); Manage documentation (120376); Support meetings/workshops (120385).
- Support: Budgeting/risk (120375); Implementation processes (120381, 120382, 120383); Communication (8973-8976).

DURATION:

12 months learnership with 24 contact days blending theory, workplace practice, and portfolio assessment.

PROGRAMME OBJECTIVES:

- Develop first-line leaders who can plan, organise and control daily operations.
- Strengthen skills in allocating work, monitoring performance and solving operational problems.
- Build confidence in leading teams, communicating instructions and giving feedback.
- Support safe, efficient and customer-focused operations in retail, manufacturing, services or warehousing environments.

ENTRY REQUIREMENTS:

- Grade 10/NQF Level 2 qualification or equivalent, or relevant workplace experience.
- Basic communication and numeracy competencies.
- Access to a suitable workplace for practical application and work experience.

WHO SHOULD APPLY:

- First-line supervisors and team leaders.
- Junior managers in retail, manufacturing, services or warehousing.
- Experienced operators stepping into their first formal supervisory or operational management role.

FURTHER EDUCATION AND TRAINING CERTIFICATE: GENERIC MANAGEMENT (NQF LEVEL 4, SAQA ID 57712, 150 CREDITS)

This Services SETA qualification targets junior managers in small organizations or business units of larger ones, developing skills in planning, organizing, leading, controlling, and ethical decision-making.

COURSE STRUCTURE AND MODULES

Totals 150 credits: Fundamentals (51 credits: Mathematical Literacy, Communication, Second Language), Core (84 credits: e.g., management principles, budgeting, performance monitoring), Electives (15 credits: e.g., procurement, entrepreneurship).

Key modules:

- Fundamentals: Workplace communication; Mathematical concepts.
- Core: Management planning/organizing/leading/controlling; Ethical skills; Budgeting; Team motivation.
- Electives: Purchasing functions; Ethical conduct in business/debt recovery.

DURATION:

12 months learnership, blending classroom sessions, workplace practice, and portfolio development.

PROGRAMME OBJECTIVES:

- Enable junior managers to develop operational plans aligned to organisational goals.
- Strengthen the ability to organise resources, allocate tasks, and coordinate daily activities.
- Build competence to lead teams, motivate staff, and handle basic people-management issues.

- Develop skills to monitor performance, interpret results, and take corrective action.
- Instil ethical conduct and compliance with organisational policies, procedures and standards.

ENTRY REQUIREMENTS:

- Communication and Mathematical Literacy at NQF Level 3 or equivalent.
- Basic computer literacy.
- Grade 11 or Grade 12 (or equivalent) preferred.

WHO SHOULD APPLY:

- Junior managers and team leaders in any sector.
- Supervisors and foremen responsible for small teams or work units.
- Aspiring managers seeking foundational management competencies for career progression.

NATIONAL CERTIFICATE: GENERIC MANAGEMENT (NQF LEVEL 5, SAQA ID 59201, 162 CREDITS)

This Services SETA qualification prepares junior/middle managers to lead first-line supervisors, optimize unit performance, and manage operations across business domains like leadership, environment, relations, knowledge, and practice.

COURSE STRUCTURE AND MODULES

Structured across fundamentals (49 credits), core (78 credits), and electives (35 credits) covering five management domains via lectures, discussions, and case studies.

Key modules:

- Fundamentals: Communication techniques (12433); Mathematical analysis (252036).
- Core: Knowledge management (252044); Team building (252037); Risk monitoring (252025); Finance management (252040); Strategy development (15219).
- Electives: Ethics improvement (252024); Empowering teams (15224); Conflict resolution.

DURATION:

12 months learnership with blended delivery, workplace practice, and assessments.

PROGRAMME OBJECTIVES:

- Develop managers who can initiate and implement strategies and projects within their organisational units.
- Strengthen the ability to monitor performance, interpret operational data, and take corrective action.
- Build competence in leading teams, motivating staff, and managing conflict and diversity.
- Enhance skills in building and maintaining productive stakeholder and customer relationships.
- Apply risk management, basic financial principles, and knowledge-management practices to support informed decision-making.
- Foster a culture of continuous improvement and innovation aligned with organisational standards and ethics.

ENTRY REQUIREMENTS:

- NQF Level 4 qualification or equivalent.
- Communication and Mathematical Literacy competencies at NQF Level 4.
- Workplace supervisory or team-leading experience recommended.

WHO SHOULD APPLY:

- Junior and middle managers in both private and public sector environments.
- Supervisors and team leaders overseeing first-line managers or multiple teams.
- Aspiring managers who want to enhance their leadership effectiveness and prepare for broader operational responsibility.

NATIONAL CERTIFICATE: GENERIC MANAGEMENT (STRATEGIC MANAGEMENT LEARNING PROGRAMME, NQF LEVEL 5, SAQA ID 59201, LP 74512, 165 CREDITS)

This Services SETA qualification specializes in strategic management, enabling middle managers to lead first-line supervisors through strategy formulation, implementation, leadership evaluation, and governance in business units.

COURSE STRUCTURE AND MODULES

Features core strategic units at NQF Level 6 within the Level 5 framework: fundamentals (communication/maths), core management (78 credits), and electives focused on strategy (total 165 credits).

Key modules:

- Formulate strategy and implementation plan (264395, 6 credits); Evaluate self as leader (264398, 5 credits).
- Apply corporate governance/ethics (264400, 5 credits); Analyse strategy/external environment (264407, 3 credits).
- Manage communication (264408, 3 credits); Negotiation for objectives (264409, 5 credits).

DURATION:

12 months learnership with blended training, workplace application, and assessments.

PROGRAMME OBJECTIVES:

PROGRAMME OBJECTIVES

- Equip managers to develop and translate functional strategies into clear operational plans.
- Strengthen the ability to lead and align teams, improving communication and ethical conduct across the unit.
- Build competence in analysing internal and external environments to inform strategic decisions.
- Enable managers to drive effective implementation and monitor performance for sustainable organisational results.

ENTRY REQUIREMENTS:

- NQF Level 4 qualification or equivalent.
- Communication and Mathematical Literacy at NQF Level 4.
- Prior supervisory or team-leading experience.

WHO SHOULD APPLY:

- Middle managers responsible for junior supervisors or team leaders in any sector.
- Experienced supervisors stepping into broader functional or departmental leadership roles.
- Managers seeking to deepen their strategic leadership and implementation capability for career progression.

FURTHER EDUCATION AND TRAINING CERTIFICATE: LEADERSHIP DEVELOPMENT

NQF LEVEL 4 - SAQA ID 50081 - 160 CREDITS

This LGSETA/Services SETA qualification develops practical leadership capacity for emerging leaders who must improve service delivery, manage relationships and lead teams in public or private sector environments.

COURSE STRUCTURE AND MODULES

Consists of 160 credits across fundamental, core and elective unit standards delivered through an integrated learning programme.

- Fundamental:
Communication in oral and written forms; mathematical literacy for workplace problem-solving.
- Core:
Apply leadership concepts in a work context; lead and manage teams; apply emotional intelligence; manage workplace relationships and conflict; manage diversity; support transformation and service-delivery objectives.
- Electives (examples):
Unit standards related to local government, community leadership, stakeholder engagement, customer service and project or change initiatives, selected to suit the client sector.

Key modules include:

- Foundations of leadership and self-awareness
- Emotional intelligence and relationship management
- Leading teams and managing performance
- Diversity, ethics and transformation
- Service delivery, stakeholder and community engagement

DURATION

12-month learnership or skills programme pathway with a blend of classroom workshops, workplace practice and portfolio of evidence assessments.

PROGRAMME OBJECTIVES

- Develop emerging leaders who can apply leadership principles to guide and support their teams.
- Strengthen the ability to communicate effectively, manage conflict and build constructive workplace relationships.
- Build confidence in leading diverse teams, supporting transformation and improving service delivery.
- Enable leaders to apply ethical, values-driven leadership in community, public sector and organisational contexts.

ENTRY REQUIREMENTS

- Grade 10/11 or an NQF Level 3–4 qualification, or relevant workplace/leadership experience.
- Basic communication and numeracy competencies.
- Access to a suitable workplace or community environment for practical application and work experience.

WHO SHOULD APPLY

- First-line supervisors, team leaders and coordinators in public or private sector environments.
 - Ward councillors, ward committee members, community leaders and shop stewards involved in service-delivery structures.
 - Individuals stepping into their first formal leadership role who want a recognised NQF Level 4 leadership qualification.
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FURTHER EDUCATION AND TRAINING CERTIFICATE: PROJECT MANAGEMENT

NQF Level 4 - SAQA ID 50080 - 136 Credits

This Services SETA qualification develops foundational project management skills for junior coordinators and project team members working on small to medium projects across sectors.

COURSE STRUCTURE AND MODULES

Consists of 136 credits over fundamental, core and elective unit standards delivered via a structured learning programme.

- **Fundamental:**
Communication in a project environment; mathematical literacy for project calculations and reporting.
- **Core:**
Apply project management principles and processes; contribute to project initiation, planning, execution, monitoring and closing; manage project documentation and reporting; support risk, quality and stakeholder communication.
- **Electives (examples):**
Sector-specific standards aligned to the client environment (e.g. HR, operations,

community development or technical fields) as well as business and team support standards.

Key modules:

- Project management fundamentals and terminology
- Initiating and defining small projects
- Planning project activities, resources, timelines and budgets
- Executing, monitoring and controlling project work
- Managing project documentation, meetings and stakeholder communication
- Closing projects and capturing lessons learned

DURATION

12-month learnership with scheduled contact sessions, workplace practice and portfolio of evidence assessment.

PROGRAMME OBJECTIVES

- Develop project team members who understand and can apply fundamental project management processes.
- Strengthen skills in contributing to project planning, scheduling, risk and resource coordination.
- Build confidence in supporting project execution, documentation, reporting and stakeholder communication.
- Enable organisations to improve the delivery of internal projects, campaigns and community initiatives using a structured project approach.

ENTRY REQUIREMENTS

- Grade 10/11 or an NQF Level 3 qualification, or relevant workplace experience.
- Communication and Mathematical Literacy at approximately NQF Level 3.
- Access to a suitable workplace or project environment for practical application and work experience.

WHO SHOULD APPLY

- Project team members, junior supervisors and administrators involved in projects.
- Employees who plan and coordinate tasks, campaigns, events or improvement projects.

- Entrepreneurs and small-business owners who require core project management skills to deliver client work and internal projects.
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OCCUPATIONAL CERTIFICATE: PROJECT MANAGER

NQF LEVEL 5 - SAQA ID 101869

This QCTO occupational qualification prepares learners to operate as competent project managers who take full responsibility for initiating, planning, executing, monitoring and closing projects across industries.

COURSE STRUCTURE AND MODULES

The curriculum consists of three integrated components: knowledge, practical skills and workplace experience, totalling the prescribed credits for the occupational qualification.

- Knowledge Modules (theory):
Project management principles and methodologies; project initiation and business case development; project scope, time, cost, quality, risk, procurement and stakeholder management; governance and ethics.
- Practical Modules:
Apply project management processes and tools; develop project management plans; manage project teams and stakeholders; monitor and control project performance; manage changes, issues and reporting.
- Workplace Experience Modules:
Structured workplace activities where learners manage real projects under supervision, from initiation through to close-out, in line with the QCTO curriculum requirements.

Key modules:

- Introduction to project management and the project life cycle
- Project initiation, feasibility and business case
- Integrated planning: scope, schedule, budget, risk and quality
- Leading project teams and managing stakeholders
- Project execution, monitoring, reporting and change control
- Project closure, handover and lessons learned

DURATION

Typically 12–18 months, depending on delivery model, including classroom/online sessions, workplace experience and external summative assessment.

PROGRAMME OBJECTIVES

- Enable learners to manage projects end-to-end, from initiation and planning through execution, control and closing.
- Strengthen capability to integrate scope, time, cost, risk, quality and stakeholder management in a coherent project plan.
- Build competence in leading project teams, managing conflict and communicating effectively with diverse stakeholders.
- Support organisations in improving project success rates, governance and return on investment through competent project managers.

ENTRY REQUIREMENTS

- NQF Level 4 qualification (e.g. National Senior Certificate) or equivalent.
- Communication and Mathematical Literacy at NQF Level 4.
- Prior exposure to projects or supervisory responsibilities is recommended.
- Access to a suitable workplace where the required project management workplace experience can be gained.

WHO SHOULD APPLY

- Current or aspiring project managers responsible for delivering projects in any sector.
- Project coordinators, administrators and supervisors who want to formalise and deepen their project management competence.
- Professionals and entrepreneurs seeking a nationally recognised Occupational Certificate at NQF Level 5 in project management.